

Training provided by

**IMPACT
FUTURES**

A Line Manager's Guide to

APPRENTICESHIPS



Supporting people to flourish in a place they call home

Welcome

to a Line Manager's journey for apprenticeships

This guide provides you with all the information that you need to support your Apprentices on their apprenticeship with Impact Futures.

Our apprenticeship programmes offer fantastic career progression opportunities, starting from level two and progressing through to level seven throughout all departments within ivolve Care Group

The benefits of Apprenticeships



Role and sector relevant training



Work-based and distance learning



Improve skills and knowledge in your role



Earn while you learn



Learn at your own pace



Embrace new challenges and change



Identify a career pathway suited to you



Enhanced development opportunities



No cost to you as an individual

We bring learning to LIFE!



Loyal



Innovative



Fun

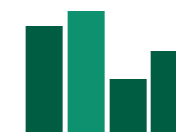


Experts

Impact Futures offer exciting opportunities for new and existing team members to develop essential knowledge, skills and behaviours across a range of Apprenticeship Standards. Our mission is to support our learners, clients and workforce to create a better future through delivery of quality training and apprenticeships by bringing learning to LIFE!

Why choose Impact Futures?

We're incredibly proud of what we do, which is evident in our satisfaction scores and our end-point assessment results.



90%
Learner retention



95%
Learner satisfaction



99%
End-point assessment



What are the components of an apprenticeship?

Apprenticeships are **12 to 24 month** training programmes. They are made up of:



Knowledge



Skills



Behaviours



Functional skills



Off-the-job training



End-point assessment

More information on each of these components can be found within this guide. All of the above components **must be fully completed** in order to successfully achieve your apprenticeship.

Who is eligible?



Apprentices must be aged **16 to 65** (with 3 GCSEs or above) and have been a **UK, EEA, or EU** resident for at least the past **three years** to undertake a training programme.



They must **not** be qualified above the **same level** as the Apprenticeship they are interested in. In addition, **they must** be able to **commit to the full length** of the programme (not in other education) and be able to meet the programme modules through their job role.



If you **do not** have a **level 2** or equivalent in Maths and English, **you will be required** to work towards achieving these qualifications as part of your apprenticeship.



You **must** be working in England for **50% of your working hours**. The minimum requirement for this is **30 hours**.



If an employee works **fewer than 30 hours** then the time frame of the apprenticeship will increase accordingly. For example: 16 hours contracted per week = 22 months apprenticeship programme.

Developing Your Future Talent

While entry level staff often lack experience, by supporting them with a caring, motivating and understanding approach, you will enable them to excel. All apprentices will have been vetted and quality checked for iVolve Care Group and will receive an induction session with a dedicated Development Coach upon completion of their enrolment documents and assessments. This Development Coach will be yours and your apprentice's key contact throughout the apprenticeship.



You will need to provide

- A safe, productive working environment, for your apprentice to excel, maximise their potential and thrive
- Constructive advice and feedback to your apprentice, as well as providing them with mentorship in customer service, retail and sales
- A dedicated 6 hours of the apprentice's working hours to off-the-job training, which can be spent completing modules or learning new skills

How will they learn?

We provide your apprentice with a structured and modular approach to your learning, which their Development Coach will support with.



Online teaching



Digital learning resources



One to one tuition



Workplace assessment



Employer-led learning

Off-the-job-training

A **minimum of 6 hours** off-the-job training is a **mandatory** requirement for apprenticeship funding. It will ensure that your apprentice is supported with dedicated time to learn the knowledge, skills and behaviours required to achieve their apprenticeship with the best possible outcome.

Examples include:



Mentoring



Shadowing



Note writing



Teaching sessions



Formal handovers



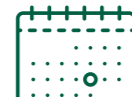
Staff meetings



Research



Online resources



Attending events



Learning modules



Role play



Swapping department

OTJ training must:



Be completed during paid working hours



Not include maths or English activities



Be recorded on Aptem

Commitment

Commitment by all parties is key to the success of all our apprenticeship training programmes. We've set out each of our responsibilities below.

Your apprentice will:	You will:	We will:
Attend planned visits, arrive prepared and be on time	Support them to attend visits with their Development Coach during working hours	Assign them with an experienced Development Coach supported by a quality assurance team
Maintain a good level of communication with their Development Coach throughout the programme	Support them by providing time for them to study and learn	Plan and deliver teaching and assessment sessions every four to six weeks, providing extra support as necessary
Complete and submit all work timely and to a good standard, dedicating self study time as required to achieve this	Be actively interested in their development and attend regular review meetings with their Development Coach to support their progression	Assess and provide feedback on their knowledge, skills and behaviours to prepare you for their end-point assessment



Gateway

- To prepare for the end-point assessment, all teaching and learning is delivered across the duration of the programme and supported through the completion of mock assessments.
- Once you, your apprentice and we, your training provider, are confident that you are ready to complete your end-point assessment, we will initiate a process called Gateway.
- During the Gateway process we will continue to help them to prepare for their final assessments. They will also be put in touch with their End-point assessment organisation who will allocate them an independent Assessor to arrange a suitable date and time for your apprentice to take their final assessments.

End-Point Assessment

- At the end of their programme, they will be assessed by an independent organisation through an end-point assessment (EPA).
- Each programme has an assessment plan which outlines all of the knowledge, skills and behaviours (KSB's) they will need to demonstrate in their final assessments.
- Your apprentice's Development Coach will provide training and support throughout their apprenticeship to prepare them for their end-point assessment.
- Your apprentice's knowledge, skills and behaviours are evaluated in a variety of ways, which can include an examination, observation of practice and professional discussion.

24/7 Online Portfolio Access

We ensure that your apprentice stays on track to complete their programme on time by managing progress through our state-of-the-art e-portfolio system, Aptem. They can also upload work and keep in touch with their development coach.



Keep on track with their programme



Upload work



Keep in touch with their development coach

What Will They Gain?



A nationally recognised qualification

Functional skills to the required level

Potential career progression into future roles

Safeguarding

Safeguarding is a term to denote measures to protect the health, well-being and human rights of individuals, which allow people especially children, young people and vulnerable adults to live free from abuse, harm and neglect. If at any time you feel unsafe, please report your concern to us.

Dedicated safeguarding phone:
07562 508 299

Dedicated safeguarding email:
safeguarding@impactfutures.co.uk

Monitored between 8am to 5pm, Monday to Friday.
If in doubt, call 999



Care Academy

Our Care Academy will create a programme that lays the foundations for an individuals healthcare career. Its is the first stage of our Academy model and supports Ivolve to 'Grow their own' and sets the intention of investment into our staff.



Leadership Academy

Our leadership academy will create a programme that colleagues aspire to be part of and a learning culture where colleagues strive for the next level of learning and development.



Pre enrolment criteria
 Passed probation period
 Completed all mandatory training (including Manager Induction)
 Completed Level 2 Adult Care Worker
 Attend an IAG (Information, Advice and Guidance) Session
 Completed Level 3 Lead Adult Care Worker

Suitable for
 Those working in a supervisory role, as well as Team Leaders and Deputy Managers who aspire to be Managers

To be achieved
 Level 3 Team Leader or Supervisor (ILM)
 Leadership Development Programme (LDP)*



Pre enrolment criteria
 Passed probation period
 Completed all mandatory training (including Support Worker Induction)
 Completed Care Certificate

Suitable for
 Anyone working in the Support Worker role

To be achieved
 Level 2 Adult Care Worker

Pre enrolment criteria
 Passed probation period
 Completed all mandatory training (including Manager Induction)
 Completed Level 3 Lead Adult Care Worker
 Completed Level 3 Team Leader or Supervisor

Suitable for
 Those working in a supervisory role, as well as those identified as future Registered Managers or managing as part of their role

To be achieved
 Level 5 Leader in Adult Care
 Leadership Development Programme (LDP)*



Pre enrolment criteria
 Passed probation period
 Completed all mandatory training (including Support Worker Induction)
 Completed Level 2 Adult Care Worker

Suitable for
 Support Workers who aspire to be a Team Leader

To be achieved
 Level 3 Lead Adult Care Worker

Pre enrolment criteria
 Passed probation period
 Completed all mandatory training (including Manager Induction)
 Completed Level 5 Leader in Adult Care or equivalent

Suitable for
 Those working as a Registered Manager or Area Manager, as well as those identified as a future Area Manager

To be achieved
 Level 5 Operations or Departmental Manager (ILM)
 Leadership Development Programme (LDP)*
 Insights training



Entry point for all Leadership Academy candidates

An essential pre-enrolment criteria assessment will take place to determine appropriate learning pathway



Leadership Development Programme (LDP)*

In addition to the standard apprenticeship model, we want to take our leaders and managers further.

Our Grow, Manage, ivolve academies will offer a bespoke wraparound Leadership Development Programme that supports and enhances the leadership journey of our colleagues, capturing ivolve values and delivering high level training to propel our managers to the next level.

Leadership Academy progression continued overleaf



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Make an impact

For more information, contact
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