



Training provided by

**IMPACT
FUTURES**

A Line Manager's Guide to

APPRENTICESHIPS



From small acorns, great oak trees grow!

Welcome

TO YOUR MANAGER'S GUIDE TO APPRENTICESHIPS

This Manager Guide has been designed to be your 'go to' guide for Apprenticeships at Helping Hands. It includes information about the different elements of an apprenticeships, the courses that are available, and the different roles people have across the business to support. The guide also contains information about how Impact Futures can support you and your colleagues.

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 they **do not** have a **level 2** or equivalent in Maths and English, they will be required to work towards achieving these qualifications as part of their apprenticeship..
- They **must** be working in England for **50% of their working hours**. The minimum requirement for this is **30 hours**.
- If they work **fewer than 30 hours** then the time frame of their apprenticeship will increase accordingly. For example: 16 hours contracted per week = 22 months apprenticeship programme.

APPRENTICESHIPS AVAILABLE WITH IMPACT FUTURES




LEVEL 2 ADULT CARE WORKER	LEVEL 3 LEAD ADULT CARE WORKER	LEVEL 3 ASPIRING LEADERS IN HEALTHCARE
LEVEL 5 VISIONARY LEADERS IN HEALTHCARE	LEVEL 5 OPERATIONS MANAGER IN ADULT CARE	LEVEL 3 BUSINESS ADMINISTRATOR
LEVEL 3 CUSTOMER SERVICE SPECIALIST	LEVEL 3 TEAM LEADER LEVEL 4 LEARNING & SKILLS MENTOR	LEVEL 5 COACHING PROFESSIONAL

FUNCTIONAL SKILLS

We will ensure that your apprentice has the maths and English skills required to succeed in this apprenticeship. Exemptions apply where they already hold accredited qualifications. We will help them to identify their starting point through our initial assessment process and we will support them through our structured learner journey.



MANAGERS 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 20% of the apprentice's working hours to off-the-job training, which can be spent completing modules or learning new skills.



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	Attend your learner's visits with your Development Coach during working hours	Assign your apprentice 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 the apprentice by providing time 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 the apprentice's development and attend regular review meetings with their Development Coach to support their progression	Assess and provide feedback on your apprentice's knowledge, skills and behaviours to prepare them for their end-point assessment

20% OFF-THE-JOB-TRAINING

A key element of all apprenticeships is committing 20% of working hours to off-the-job training. We will work with you and your apprentice to plan your development activities outside of their normal day to day working environment which will help support them in achieving their apprenticeship.

OTJ TRAINING MUST:

-  **BE COMPLETED DURING PAID WORKING HOURS**
-  **NOT INCLUDE MATHS OR ENGLISH ACTIVITIES**
-  **BE RECORDED ON APTEM**

EXAMPLES INCLUDE:



Mentoring



Shadowing



Note writing



Teaching sessions



Formal handovers



Staff meetings



Research



Online resources



Attending events



Learning modules



Role play



Swapping department

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 your programme



Upload work



Keep in touch with your development coach



Communicating Changes in Circumstances

As a line manager you have a responsibility to communicate any changes within your Apprentices circumstances that might impact their ability to complete the Apprenticeship.

You must contact the Helping Hands Learning & Development Team if your Apprentice(s);

- ♥ is changing job role within Helping Hands
- ♥ is reducing / increasing their working hours
- ♥ is requesting a temporary break in learning due to exceptional personal circumstance
- ♥ is requesting a complete withdrawal from the qualification
- ♥ is leaving Helping Hands.

Equally, if you are no longer going to be the Apprentices line manager then you will need to let Learning & Development know so they can inform us as the training provider. Where possible, provide contact details of the new line manager or interim manager.

As Learning & Development are a central support function we do not have 'eyes and ears' on our Apprentices at all times therefore we need you to communicate changes in circumstances in a timely manner

Learning & Development can be contacted:

Monday – Friday, 8:30am - 5:30pm via the Apprenticeships inbox – apprenticeships@helpinghands.co.uk.

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



Achieving Success

GATEWAY

- 🍏 To prepare for your apprentice's end-point assessment, all teaching and learning is delivered across the duration of the programme and supported through the completion of mock assessments.
- 🍏 Once they, you, their line manager, and we, your training provider, are confident that they are ready to complete their 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 them to take their final assessments.

END-POINT ASSESSMENT

- 🍏 At the end of the programme, your apprentice 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.
- 🍏 Their Development Coach will provide training and support throughout the apprenticeship to prepare your apprentice for their end-point assessment.
- 🍏 Their knowledge, skills and behaviours are evaluated in a variety of ways, which can include an examination, observation of practice and professional discussion.

WHAT WILL THEY GAIN?



A nationally recognised qualification



Functional skills to the required level



Potential career progression into future roles



Application Process

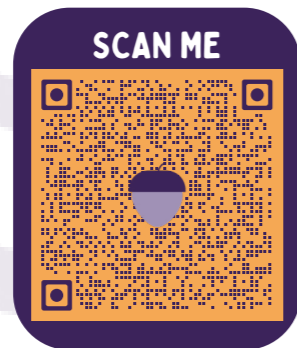


Identify employees within your teams who are interested in gaining a formal qualification to boost their careers. Use our Apprenticeships landing page to discover the range of qualifications available to Helping Hands staff.



Use the programme overview booklets to ascertain the most appropriate apprenticeship for your employee(s). If you are unsure about course suitability, please contact your Learning and Development team via apprenticeships@helpinghands.co.uk who will be happy to assist.

Click or scan the QR code below and complete the application form:



By completing this application you are agreeing to support the apprentice to enrol, study and complete their apprenticeship. Application forms can be completed by individuals or can be completed by line managers on behalf of their employees. All level 4 and level 5 Apprenticeships across the Helping Hands and Impact Futures portfolio, will require additional authorisation from the Learning and Development team before formal enrolment can begin.



Notes

Lined area for taking notes, consisting of multiple horizontal lines.





Make an impact

For more information, contact

apprenticeships@helpinghands.co.uk



 **Helping Hands**
Caring since 1989

