



Leader in Adult Care Learner Experience

Leader in Adult Care



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Leader in Adult Care



To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

The qualification covers the knowledge and skills required to work in a leadership and management role in a range of settings where services support individuals with different needs. The qualification contains units which are competence based and some knowledge based units. The qualification is aimed at leaders and managers in adult care in a range of adult care settings.

The qualification can be used both within and outside of an apprenticeship standard for those learners who work in Adult Care in England, in the following roles: Registered Managers, Managers

The qualification may also be used to support Assistant Managers and Deputy Managers providing they are able to demonstrate knowledge and skills at level 5 and that their job role allows them to be able to demonstrate the required skills in real work activities and to obtain the knowledge, skills and behaviours required to excel in adult care.

The apprenticeship journey will take a 12-15 months and you will be required to complete a series of learning, assessment and development sessions to support your progression each month.

You will be allocated a delivery team that will work with you to ensure that you have an outstanding learning experience and to handle any queries you may have throughout the apprenticeship.

This document will provide you with an overview of the learning experience you will receive with TLC and provide an insight into the requirements of the Adult Care Worker Apprenticeship.



Values & Expectations

Core Values

The successful delivery of an apprentice requires a team dedicated to providing an outstanding service and a commitment from you, your employer and the TLC delivery team.

TLC expects everyone involved in the delivery of an apprenticeship to adhere to common values and behaviours that are in line with our core values as a business and that of modern Britain.

Everyone involved in the delivery of an apprenticeship must be:



If you feel that any member of TLC is not meeting the core values contact us on 01792 700611 and a member of our head office team will help you with your concerns.

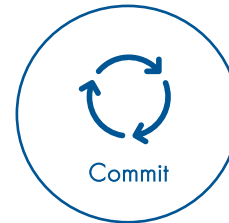




Learner Expectations

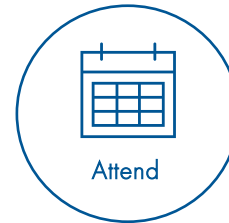


To achieve your apprenticeship and develop the required knowledge, skills and behaviours you will be required to:



Commit

You will be expected to commit to the learning activities required within the apprenticeship.



Attend

You must attend all agreed training sessions, assessment & progress review sessions that you and your employer arrange as part of your learning plan.



Comply

You must comply with all apprenticeship, employer and TLC policies and procedures



Complete

You must complete all work set by your learning & development coaches

Employer Expectations

Your employer is vital to the success of your apprenticeship journey. Your employer will be required to:



Your employer will be expected to support you every step of the way by providing you with everything you need to achieve your learning goals



You employer will appoint an in house mentor that will be a constant source of expert knowledge and experience



Your employer will constantly encourage your development and provide recognition for you progress and hard work



Your employer will support your development by providing learning opportunities in areas that are new and relevant to your career aspirations





TLC Expectations



Your TLC delivery team are here to support, guide and assist you in all areas of your apprenticeship journey. You can expect:



Assistance

TLC's delivery team will provide everything you need to achieve your apprentice and develop you skills



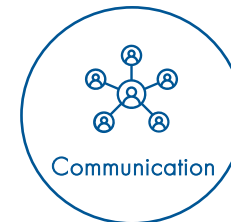
Development

TLC will provide a range of learning opportunities so that you can develop the knowledge and skills you need to progress in your career



Expertise

TLC's delivery team are experts in their respective fields and will provide you with sector knowledge and experience to support your learning journey



Communication

TLC is responsible for your learning journey we will ensure that you know exactly what to expect from the apprenticeship



Delivery Team

Delivery Team

To provide you with an outstanding learning experience TLC will provide a delivery team to support you through every step of your apprenticeship journey.

Your delivery team will consist of the following support roles:



Learning
Coach

Your learning coach will guide you through the assessment process, participate in professional discussions and assess all of the evidence you provide as part of your apprenticeship



Masterclass
Trainer

Your masterclass trainer will be an industry expert with vast experience in their respective field. You may receive training from more than one masterclass trainer during your apprentice journey



Mentor

Your employer will assign allocate you a mentor from within the business and will most likely be your direct line manager. Your mentor will ensure you have the support you need from the business and provide day to day learning opportunities



Development
Coach

Your development coach will initially assess your training needs, complete your induction and check in with you throughout your apprenticeship to support you with your personal and professional goals



Quality Team

To ensure that you are receiving the level of quality and support that you need to achieve your apprenticeship TLC will allocate a quality team to provide quality assurance across your apprenticeship journey.

Your quality team will include:



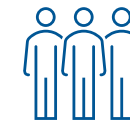
Internal Quality Assurer

TLC's quality team will assign an internal quality assurer to you at the start of your apprenticeship, their role is to ensure that the learning, assessment and support you receive is of the highest standard



Engagement Manager

An employer engagement manager will be assigned to your company to support your employer with their role in your apprenticeship journey. They will ensure that your employer is actively involved in your learning & development and aware of your progress



Quality Manager

Your quality manager will oversee your entire apprenticeship journey and will ensure that you are progressing well, have no barriers to learning and you achieve the apprenticeship inline with the curriculum



End Point Assessor

You apprenticeship is nationally accredited and must externally assessed by an end point assessment organisation. The role of the end point assessor is to ensure you have mastered the knowledge, skills and behaviours of the apprenticeship

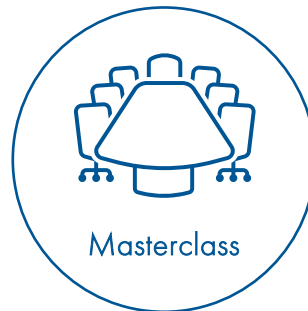
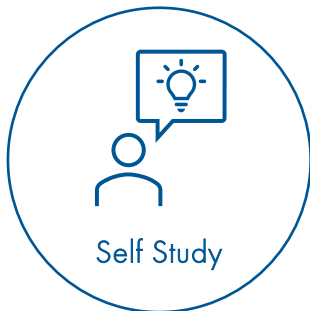


Apprenticeship Support

Delivery Methods

TLC will use a range of teaching and learning methods to ensure that you have mastered the knowledge, skills and behaviours required in the apprenticeship standards.

The delivery methods will include:



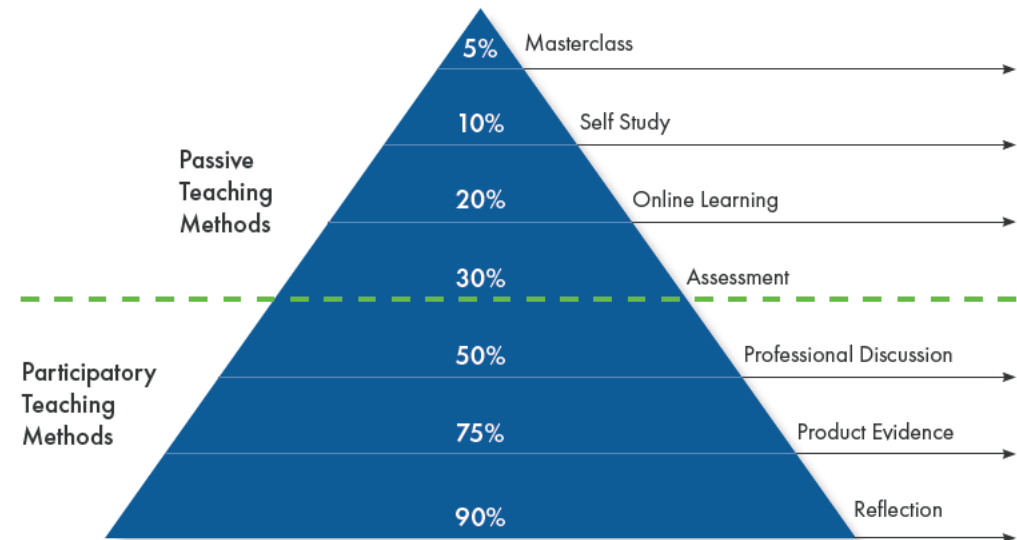


Off the Job Training

Off-the-job training is a statutory requirement for an English apprenticeship. It is training which you receive, during your normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the adult care worker apprenticeship.

You will be spending 20% of your working hours implementing off the job training.

TLC will support and encourage you to use a range of learning methodologies including:



Software

TLC will provide the following software to support you with your learning journey:



Streamlearn is your learning management platform, it will allow you to access resources, online learning modules and assessment.

Carehub is a care platform that allows you to engage with service users through timelines, resources and activities.



Personal Development

To enhance your learning experience TLC will provide access to personal development courses that compliment your apprenticeship learning. The courses will offer wider knowledge and skills in specialised areas.

The personal development course include:

- Time Management
- Work Related Education
- Prevent Awareness
- Stress Management
- British Values
- Conflict Management
- Change Management
- Environmental Awareness



Masterclasses

To support your learning experience TLC will provide access to masterclasses that provide expert knowledge that will build on your apprenticeship learning. The masterclasses will provide a deeper understanding of the subject matter.

Masterclasses available as part of the Adult Care Worker apprenticeship include:

- Deprivation of liberty safeguarding
- Diabetes Awareness
- Fire Safety
- Death, dying & bereavement
- First Aid Awareness
- Manual Handling
- Administration of medication
- Pain Management
- Dignity & Respect
- Dementia Awareness
- Needlestick Injury
- Managing Aggression
- Latex Allergy



Functional Skills

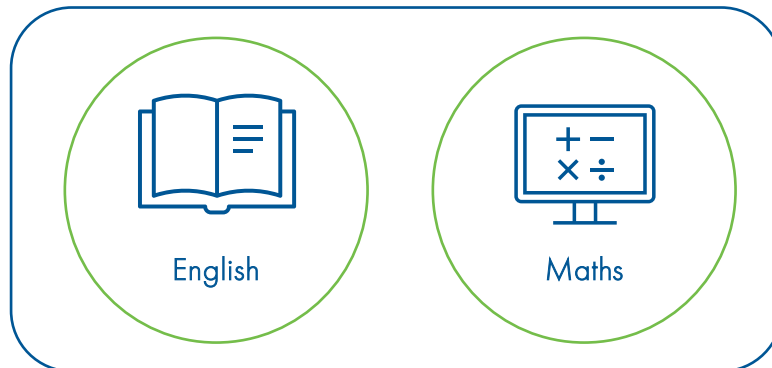


Functional Skills are an integral part of delivering apprenticeships in the UK.

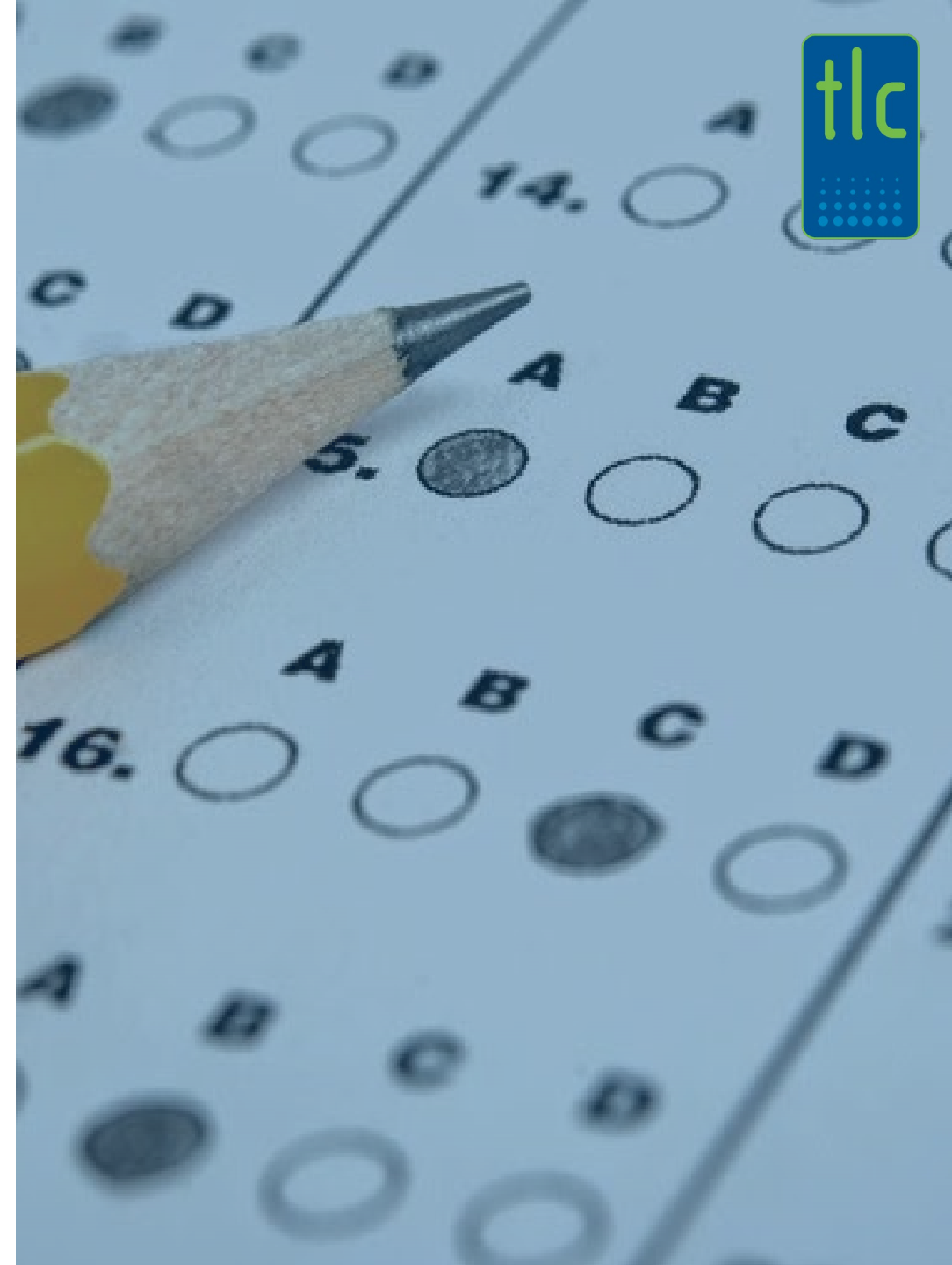
Functional Skills are the basic skills that all people need to be able to operate confidently and successfully in work and life.

To achieve your functional skills you will be required to complete an initial assessment of your skills in English and Maths. You will then receive a personal training plan to ensure you are ready for the final assessment. Once you have completed all of the training you will complete an set of online exams.

To achieve the adult care worker apprenticeship you will need to complete level 2 functional skills in the following subjects:



If you already hold a level 2 English and/or Maths Certificate (or equivalent qualification) you will not be required to complete the functional skill qualification again. You must be able to evidence that you have successfully achieved the qualification.





End Point Assessment



To complete the Adult care worker apprenticeship, you must pass the End Point Assessment.

To apply for the end point assessment you must first reach the end point assessment gateway requirements.

Once you have reach the end point assessment gateway you and your employer will agree an end point assessment date and TLC will make all of the required arrangements.

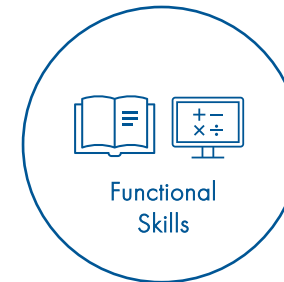
Gateway requirements



Diploma in care
level 5



Care
Certificate



Functional
Skills



Service User
Testimonies

End Point Assessment



Observation of
Leadership



Professional
Discussion



British Values & Safeguarding

British Values



TLC's commitment to promoting a well-rounded experience that encourages you to learn beyond the national standards will be demonstrated by its integration with British values.

Your learning experience and expectations will integrate British values in the following ways:



Rule of Law

- You will be expected to complete the learning outcomes set out within the lesson plans, including work set above the national standards.
- Your employer must conform to the apprenticeship requirements and allow learners to spend time gaining skills and knowledge outside of the sector specific training.
- All members of the delivery team must comply to the terms of the commitment statement



Democracy

- TLC will provide opportunities to gather views of both you and your employer.
- Standardisation sessions will take place to gather feedback from TLC employees.
- Internal Quality Assurance will take place to ensure all stakeholders views are reviewed and actioned as appropriate.



Individual Liberty

- Differentiation opportunities will be provided to ensure you are given the best learning opportunities.
- Flexibility will be provided to ensure that you are accommodated and can gain skills and knowledge in a way that suits your personal needs.
- Open an honest feedback will be given to all stakeholder to drive the quality of the provision.



Tolerance & Mutual Respect

- Attendance and good timekeeping will be expected from all parties.
- All parties should expect to be treated respectfully and feel safe at all times.
- The delivery team all have a role in the apprenticeship curriculum and each role should be treated with respect.

Safeguarding

TLC's safeguarding systems will provide support, confidentiality and awareness of safeguarding. You will be appointed a designated safeguarding officer that you can contact at anytime to discuss safeguarding concerns in a confidential and safe way.

TLC will follow the six principles of safeguarding to make sure that you are working in a safe environment, the six principles are:



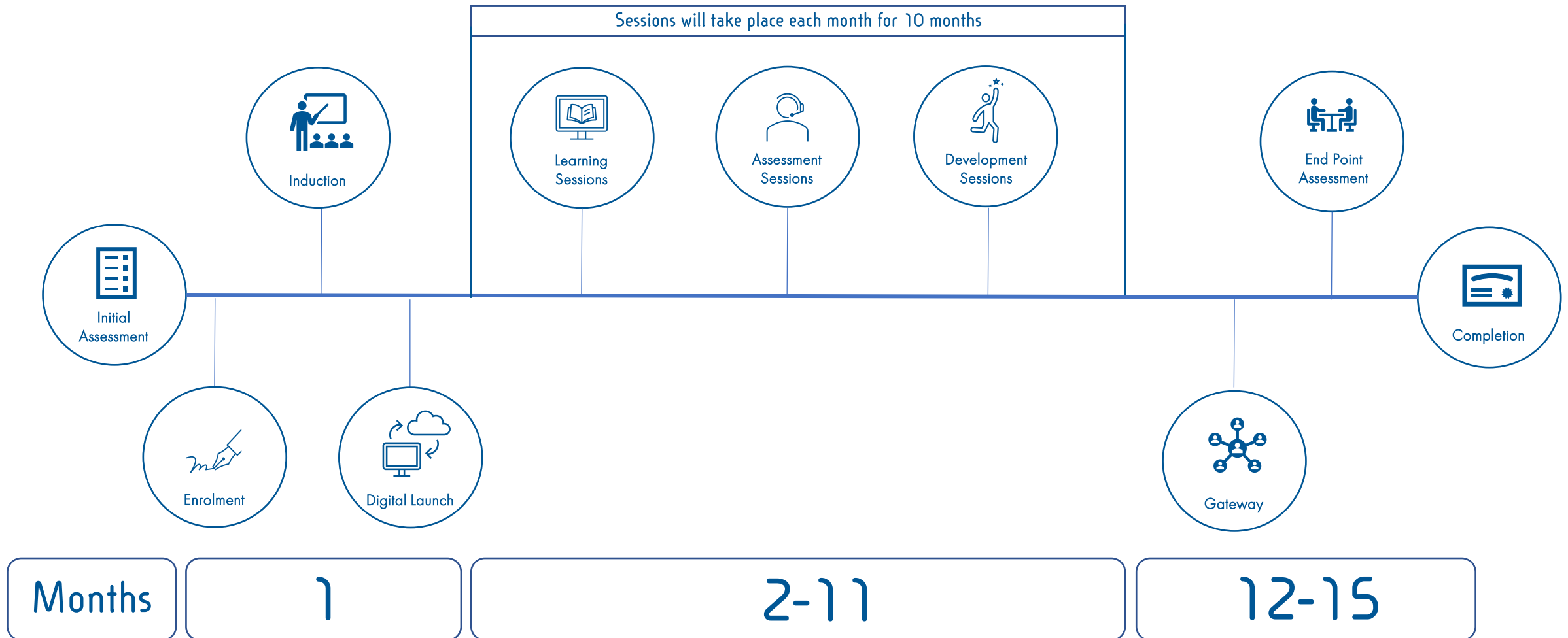
If you have any safeguarding concerns you can contact our designated safety officer on 01792 700611





Learning Journey

Learner Journey





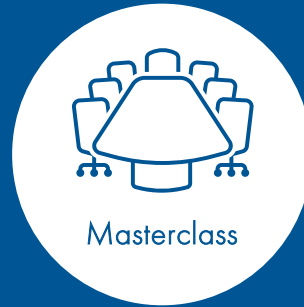
Assessment

Initial
Assessment



Documentation

Enrolment



Masterclass

Induction

Delivery
Team



Masterclass
Trainer



Development
Coach

Induction



Self Study

- Principles of Leadership & Management
- Team Leadership



Streamlearn

Digital Launch



Product Evidence

- Staff development plans
- Witness Testimony

Delivery Team



Learning Coach

Milestone

01



Self Study

Partnership Working



Masterclass

Person Centred
Planning



Reflection

Job Role &
Responsibilities



Online
Learning

- Equality and Diversity
- Safeguarding & Protection
- Health & Safety



Product
Evidence

- Equality & Diversity Policy
- Safeguarding Policy
- Risk Assessment

Delivery
Team



Learning
Coach



Masterclass
Trainer



Mentor

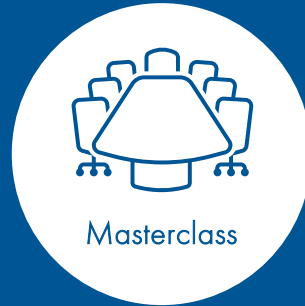
Milestone

02



Self Study

Person Centred Practice



Masterclass

Personal Development



Reflection

Partnership Working



Online Learning

- Principles of Governance
- Principles of Regulatory Processes
- Communication & information Management



Product Evidence

- Care Plans
- Inspection Report



Assessment

Health & Safety

Delivery Team



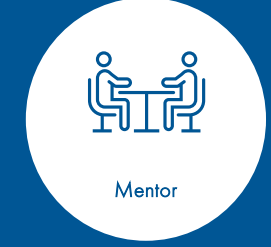
Learning Coach



Development Coach



Masterclass Trainer



Mentor

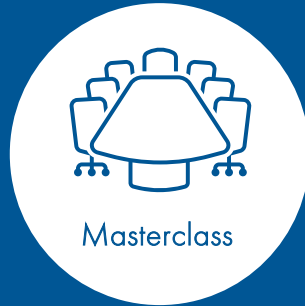
Milestone

03



Self Study

Safeguarding



Masterclass

Role of the
care worker



Reflection

Person Centred
Practice



Online
Learning

- Continuous Improvement
- Professional Development
- Supervision & Performance Management



Product
Evidence

- Training Matrix
- CPD Log
- Staff Rotas



Assessment

Personal Development in care
settings

Delivery
Team



Learning
Coach



Masterclass
Trainer



Mentor

Milestone

04



Self Study

The importance
of communication



Masterclass

Duty of care



Reflection

Safeguarding



Online
Learning

- Principles of Professional Development
- Risk Taking & Risk Management



Product
Evidence

- Policies & Procedures
- Witness Testimonies



Assessment

Team Management

Delivery Team



Learning
Coach



Masterclass
Trainer



Mentor

Milestone

05



Self Study

Governance



Masterclass

Health & Safety
Awareness



Reflection

The importance
of communication



Online
Learning

- Managing Concerns & Complaints
- Understand Advance Care Planning



Product
Evidence

- Complaints Procedure
- Care Plan



Assessment

Health and Safety

Delivery Team



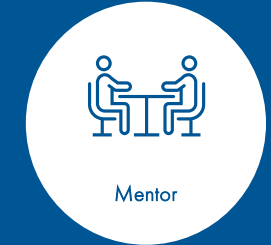
Learning
Coach



Development
Coach



Masterclass
Trainer



Mentor

Milestone

06



Equality & Diversity



Safeguarding of
vulnerable adults



Governance



- Recruitment and selection
- Manage induction



- Recruitment process
- Interview documentation
- Induction process



Managing a Team

Delivery
Team



Milestone

07



Skills
Assessment

Managing
a Team



Masterclass

GDPR &
Handling Information



Reflection

Equality & Diversity



Online
Learning

- How to manage a team
- Develop, maintain & use records & reports



Product
Evidence

Appraisals



Assessment

Managing Staff Development

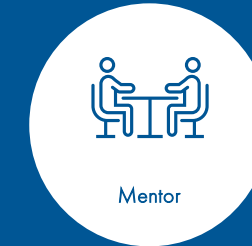
Delivery
Team



Learning
Coach



Masterclass
Trainer



Mentor

Milestone

08



Skills
Assessment

Leadership
Skills



Masterclass

Equality
& Inclusion



Reflection

Managing
a Team



Online
Learning

Self-management
for Leadership



Product
Evidence

Updated CPD Log
Most recent PDR



Assessment

Handling information in a care
setting

Delivery Team



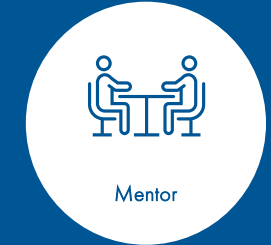
Learning
Coach



Development
Coach



Masterclass
Trainer



Mentor

Milestone

09



Skills
Assessment

Entrepreneurial
skills



Masterclass

Mentoring in
social care



Reflection

Leadership
Skills



Online
Learning

Decision
making



Product
Evidence

Witness
Testimonies



Assessment

Equality
& Inclusion

Delivery Team



Learning
Coach



Masterclass
Trainer



Mentor

Milestone

10



Skills
Assessment

Principles of Leadership &
Management



Masterclass

EPA



Reflection

Promoting
Staff Development



Online
Learning

- Use & develop systems that promote communication
- Entrepreneurial skills
- Promote professional development



Product
Evidence

- Handover logs
- Emails
- Staff bulletins & alerts



Assessment

Risk Taking

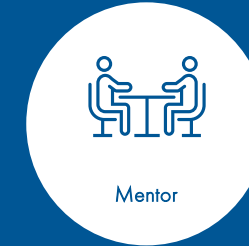
Delivery
Team



Learning
Coach



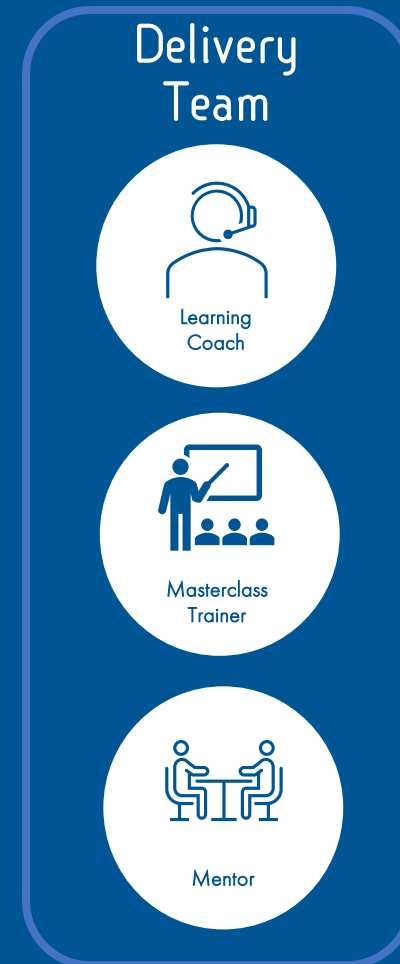
Masterclass
Trainer



Mentor

Milestone

11



Gateway

12



End Point Assessment

