



# Adult Care Worker Learner Experience

# Adult Care Worker

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# Values & Expectations



# Core Values

TLC will expect all 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:

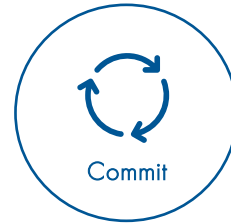




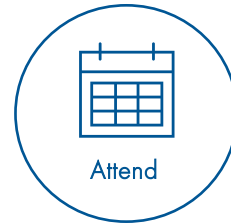
# Learner Expectations



What we expect from you:



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



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



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



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



# Employer Expectations

What we expect from your employer:



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



Your employer 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



What we expect from TLC:



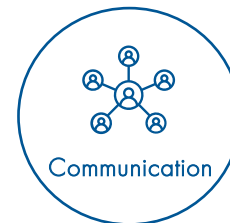
TLC's delivery team will provide everything you need to achieve your apprenticeship and develop your skills



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



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



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 the best learning experience TLC will provide a delivery team to support you through your apprenticeship journey.

The delivery Team will consist of the following support roles:



Learning  
Coach

Your learning coach will guide you through the assessment process.



Masterclass  
Trainer

Your masterclass trainer will be an expert in their field, you may meet more than one trainer during your apprenticeship.



Mentor

Your mentor will be provided by your employer and will most likely be your direct line manager, they will ensure you have the support you need from the company.



Development  
Coach

Your development coach will initially assess your training needs, complete your induction and quarterly check-ins. You can contact your development coach at anytime for support.



# 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

The quality team will include:



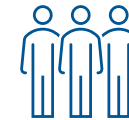
Internal  
Quality  
Assurer

Your learning coach  
will guide you through  
the assessment  
process.



Employer  
Engagement  
Manager

Your masterclass  
trainer will be an  
expert in their field,  
you may meet more  
than one trainer during  
your apprentice



Quality  
Manager

Your mentor will be  
provided by your  
employer and will most  
likely be your direct  
line manager, they will  
ensure you have the  
support you need from  
the company



End Point  
Assessor

Your development  
coach will initial  
assessor your training  
needs, complete your  
induction and quarterly  
check in's. You can  
contract your  
development coach at  
anytime for support





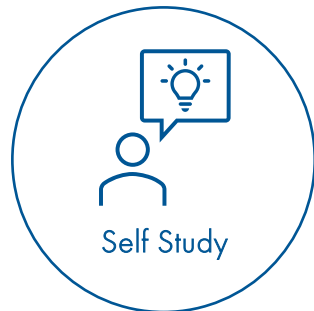
# Apprenticeship Experience



# Delivery Methods

TLC will use a range of learning methods to ensure that you have mastered the learning material required in the apprenticeship standards.

The delivery methods will include:



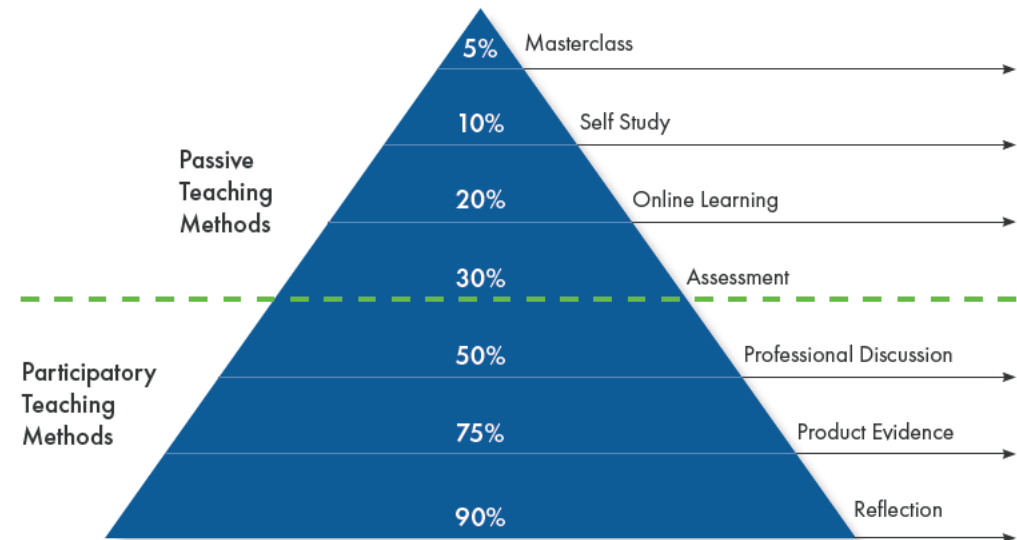


# Off the Job Training

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.

You will 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 more specialised areas

The personal development course include:

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



# Optional Routes

Achievement of the level 2 Diploma in adult care is a crucial component of the Adult care worker apprenticeship standard.

To ensure you have a learning experience that most suits your individual needs TLC offers a range of optional learning routes within the level 2 diploma you may choose one of the following routes for your learning plan:



# Optional Masterclass Courses

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

The optional masterclasses 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

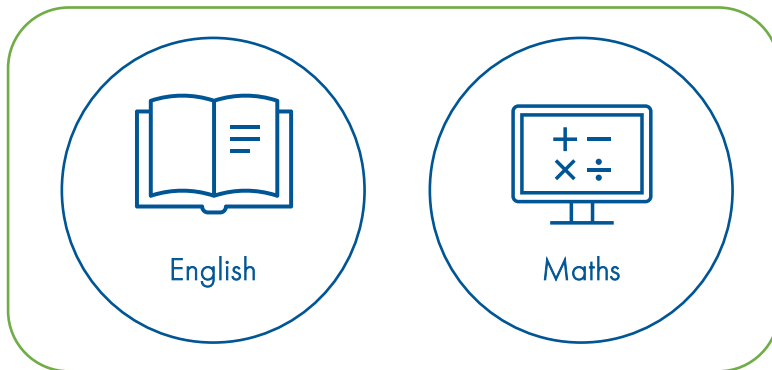


Functional Skills are an integral part of delivering apprenticeships in the UK.

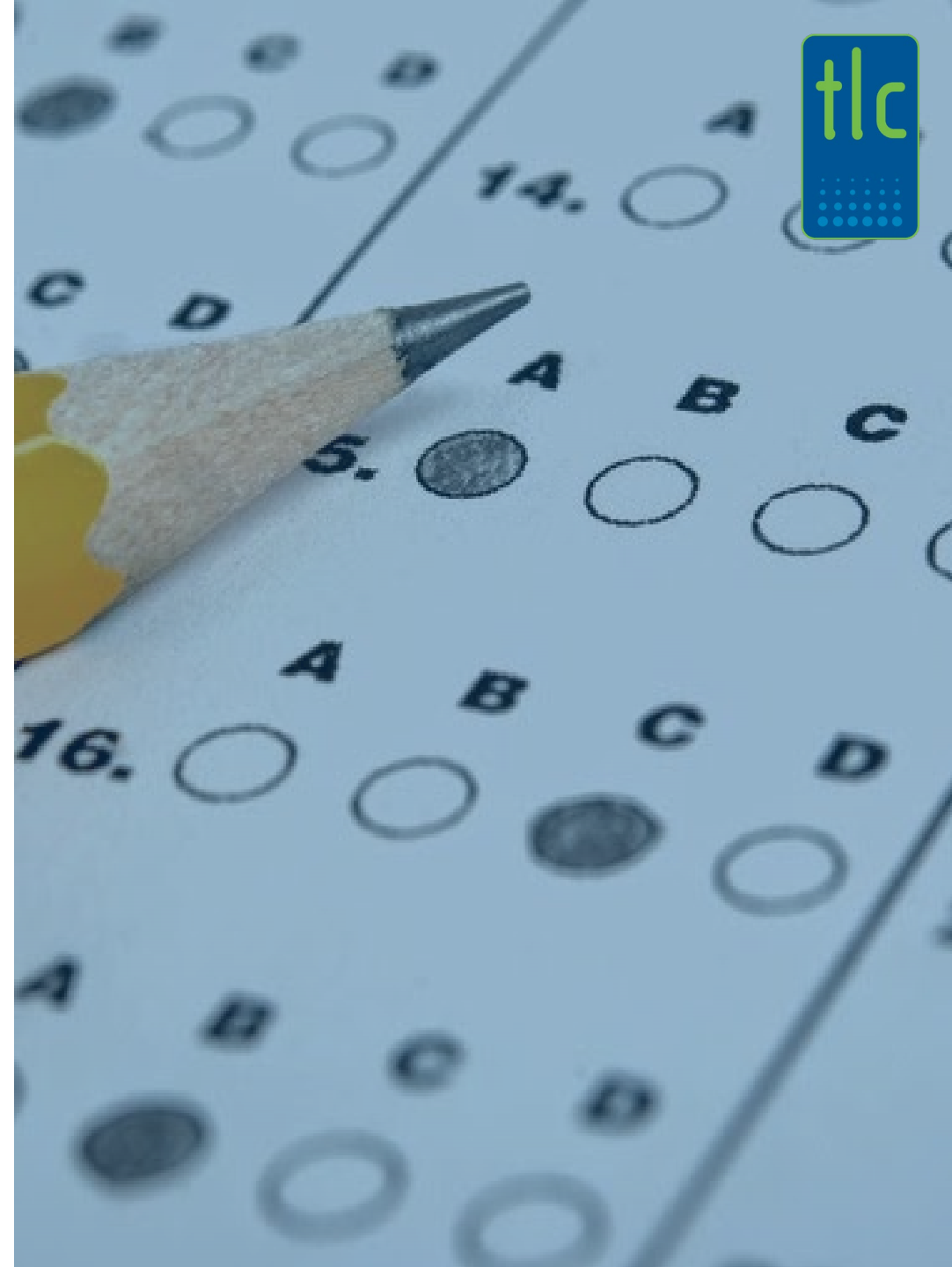
Functional Skills are the basic skills that all people need to be able to operate confidently and successfully in work and life.

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 1 functional skills in the following subjects:



If you already hold a level 1 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.

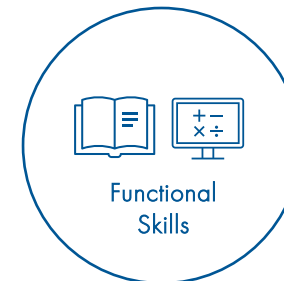
## Gateway requirements



Diploma in care  
level 2



Care  
Certificate



Functional  
Skills



Service User  
Testimonies

## End Point Assessment



Situation Judgement  
Test



Professional  
Discussion



# British Values & Safeguarding



# British Values



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

TLC's curriculum, along with our quality monitoring plan will integrate British values in the following ways:



Rule of Law

- All learners will be expected to complete the learning outcomes set out within the lesson plans, including work set above the national standards.
- All employers 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 learners and employers.
- 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 all learners are given the best learning opportunities.
- Flexibility will be provided to ensure that each learner is accommodated and can gain skills and knowledge in a way that suits their 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

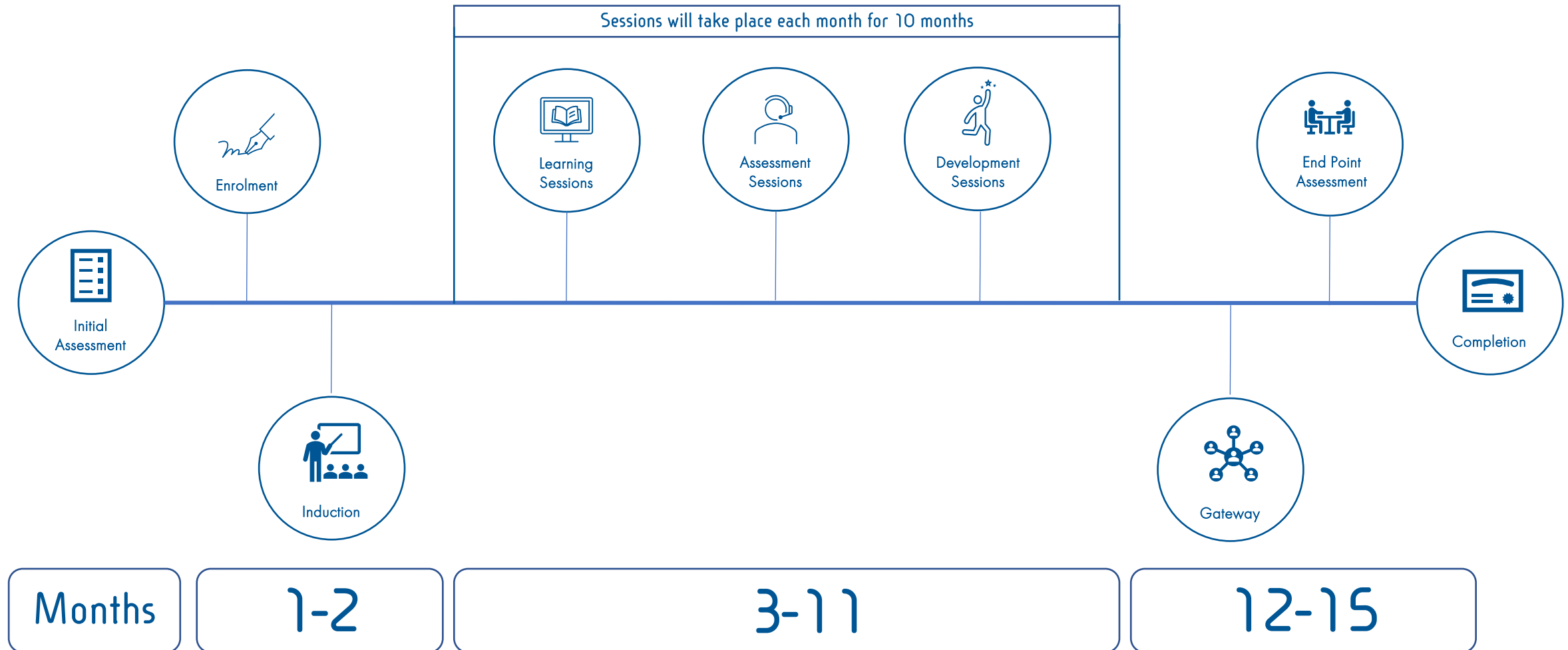






# Learning Journey

# Learner Journey







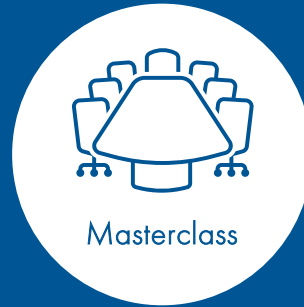
Assessment

Initial  
Assessment



Documentation

Enrolment



Masterclass

Induction

Delivery  
Team



Masterclass  
Trainer



Development  
Coach

# Induction



Self Study

Job Role &  
Responsibilities



Streamlearn

Digital  
Launch



Product  
Evidence

Daily Logbook  
Templates

Delivery Team



Learning  
Coach

# Milestone

# 01





Self Study



Masterclass



Reflection

Professional Working

Person Centred Planning

Job Role & Responsibilities



Online Learning




Product Evidence


Meal Planners

- Safeguarding Adults
- Infection Control
- Work in a person centred way

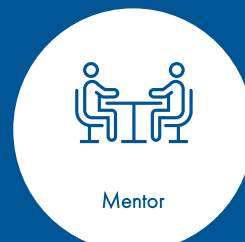
Delivery Team



Learning Coach



Masterclass Trainer



Mentor

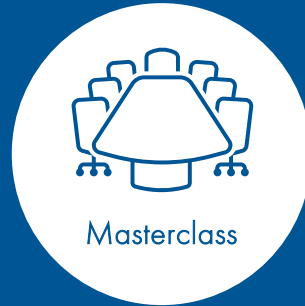
# Milestone

# 02



Self Study

Promoting  
Health & Wellbeing



Masterclass

Personal  
Development



Reflection

Professional  
Working



Online  
Learning

- Understand your role
- Your development
- Handling Information



Product  
Evidence

Weekly Activity  
Planners



Assessment

Implementation of a person  
centred approach

## Delivery Team



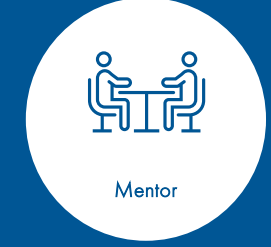
Learning  
Coach



Development  
Coach



Masterclass  
Trainer



Mentor

# Milestone

# 03



Self Study

Safeguarding



Masterclass

Role of the  
care worker



Reflection

Promoting  
Health & Wellbeing



Online  
Learning

- Health & Safety
- Communication
- Equality & Diversity



Product  
Evidence

Risk  
Assessment



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

- Duty of care
- Fluids & Nutrition
- Privacy & Dignity



Product  
Evidence

MAR  
Chart



Assessment

Responsibilities of a care  
worker

## Delivery Team



Learning  
Coach



Masterclass  
Trainer



Mentor

# Milestone

# 05



Self Study

Values & Behaviours



Masterclass

Health & Safety Awareness



Reflection

The importance of communication



Online Learning

- Basic Life Support
- Safeguarding Children
- Mental Health & Dementia



Product Evidence

Safety Inventory Documents



Assessment

Duty of care

## Delivery Team



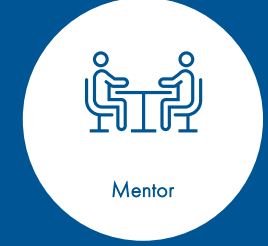
Learning Coach



Development Coach



Masterclass Trainer



Mentor

# Milestone

# 06



Skills  
Assessment

Job Role &  
Responsibilities



Masterclass

Safeguarding of vulnerable adults



Reflection

Values & Behaviours



Online  
Learning

Job Role &  
Responsibilities



Product  
Evidence

Personal  
Care Plans



Assessment

- Health Safety & Wellbeing in care settings
- Communication in care settings

## Delivery Team



Learning  
Coach



Masterclass  
Trainer



Mentor

# Milestone

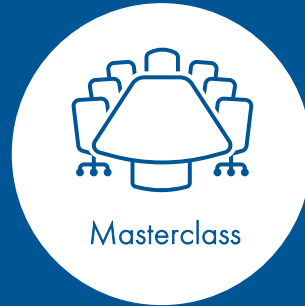
# 07





Skills  
Assessment

Professional  
Working



Masterclass

GDPR &  
Handling Information



Reflection

Job Role &  
Responsibilities



Online  
Learning

Professional  
Working



Product  
Evidence

Fluid  
Charts



Assessment

Safeguarding & Protection in care  
settings

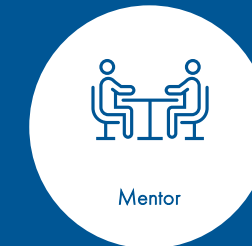
Delivery  
Team



Learning  
Coach



Masterclass  
Trainer



Mentor

# Milestone

# 08



Promoting  
Health & Wellbeing



Equality  
& Inclusion



Professional  
Working



Promoting  
Health & Wellbeing

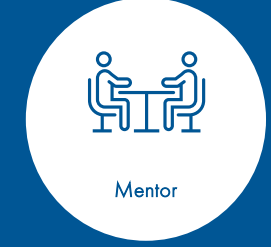


Food Hygiene  
Competency Checks



Handling information in a care  
setting

## Delivery Team



# Milestone

# 09



Safeguarding



Personal Care Tasks



Promoting Health & Wellbeing



Safeguarding



TBC



Equality & Inclusion in a care  
setting

Delivery  
Team



# Milestone

# 10





Skills  
Assessment

The importance  
of communication



Masterclass

Witness Testimonies



Reflection

Safeguarding



Online  
Learning

The importance  
of communication



Product  
Evidence

Nutrition  
Plans & Records



Assessment

- Implementation of a person  
centred approach
- Optional Units



Delivery  
Team



Learning  
Coach



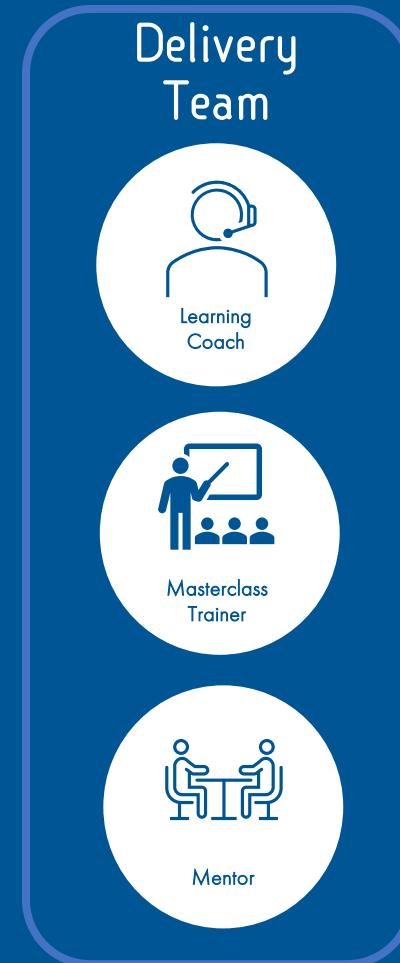
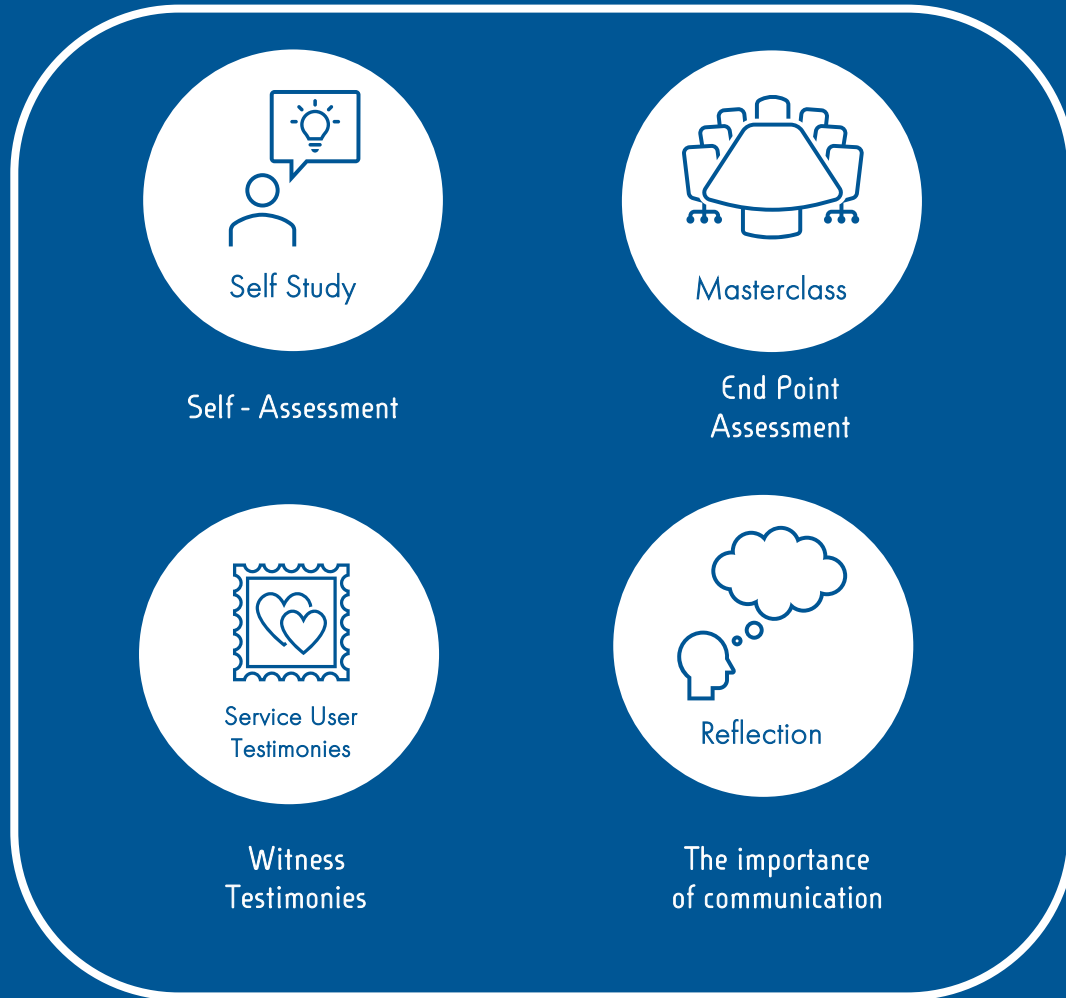
Masterclass  
Trainer



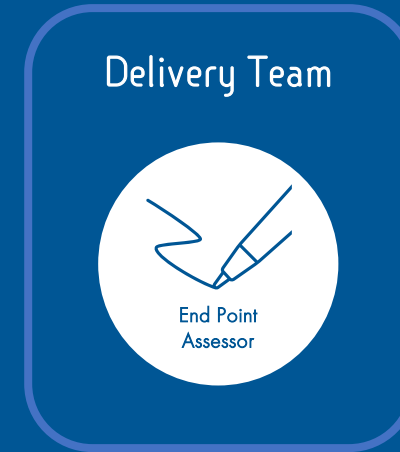
Mentor

# Milestone

11



# Gateway



# End Point Assessment

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