

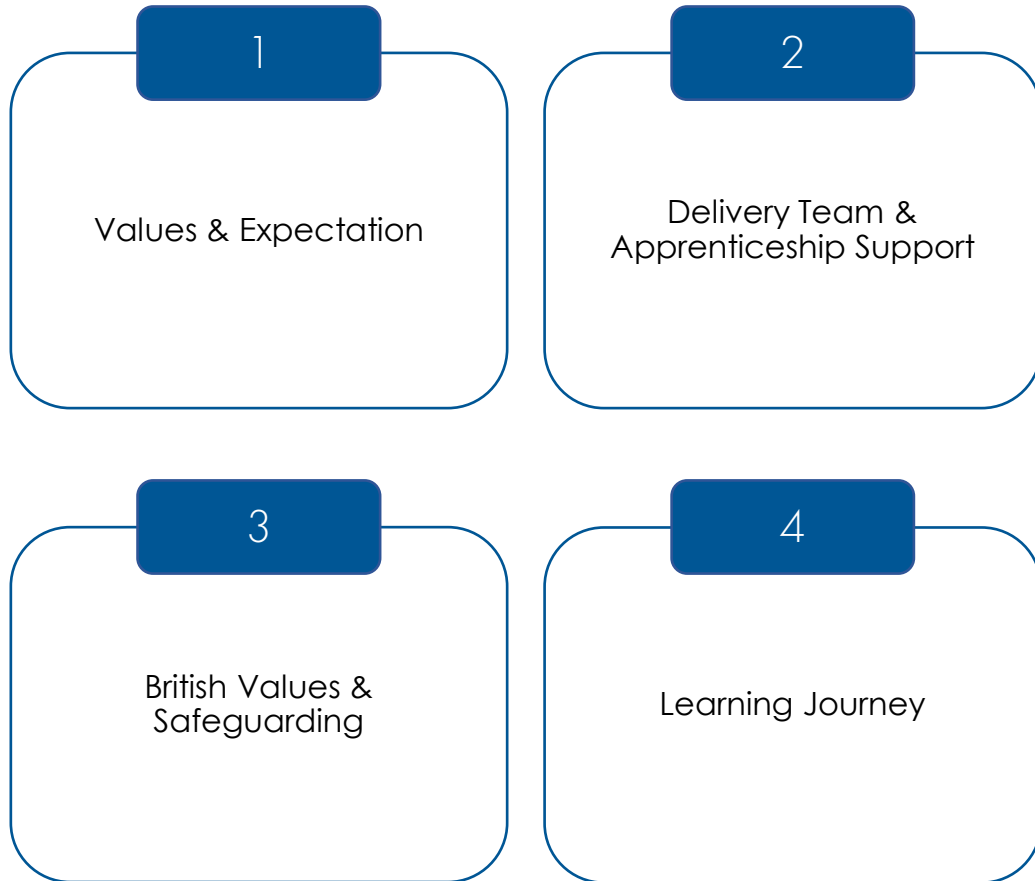


Operational or Departmental Manager
Learner Experience

Operational or Departmental Manager



Contents





Operational or Departmental Manager



Team Leader or Supervisors are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives.

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.

Team Leader or Supervisors need to have the right values and behaviours developing competences and skills to provide high quality compassionate care and support.

The TLC Team Leader or Supervisor apprenticeship will provide everything you need to obtain the knowledge, skills and behaviours required to excel in adult care.

The apprenticeship journey will take a minimum of 12 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 Team Leader or Supervisor 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.





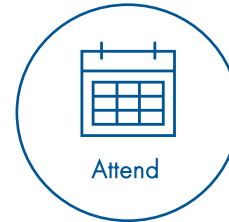
Learner Expectations

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



Your 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:



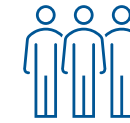
Internal Quality Assurer

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



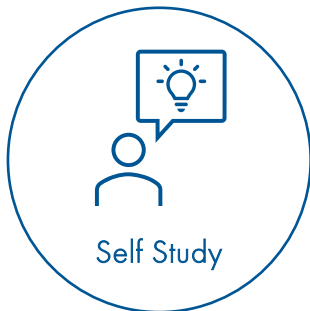


Apprenticeship Support

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:





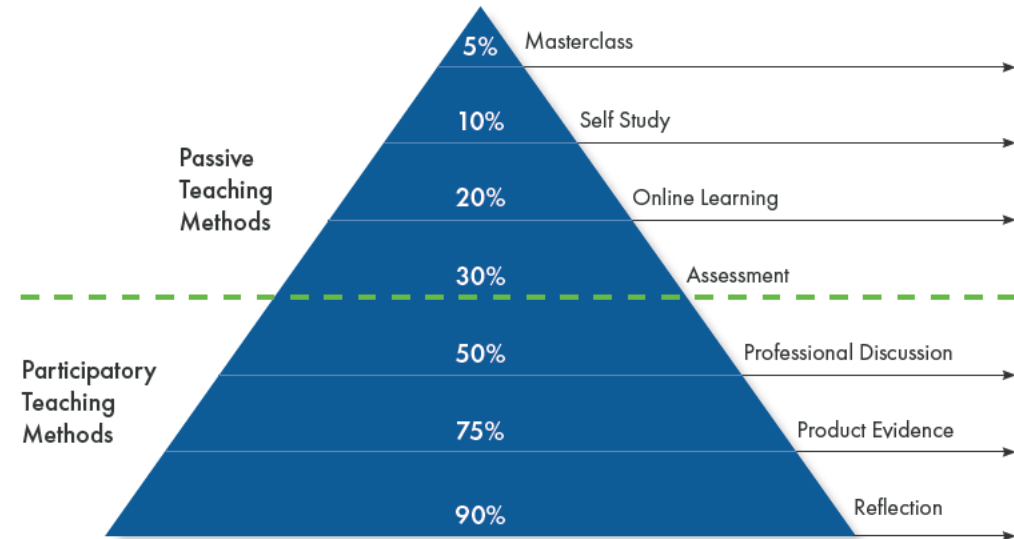
Off the Job Training



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 Team Leader or Supervisor 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.



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
- Safeguarding
- GDPR
- Health & Safety Awareness
- Prevent Awareness
- Stress Management
- British Values
- Conflict Management
- Environmental Awareness



Optional Routes



Achievement of the level 3 award in team leading is an optional component of the Team Leader or Supervisor 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 3 award

You may choose one of the following routes as part of your learning plan:



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 Team Leader or Supervisor apprenticeship include:

- Leading People
- Communication
- Awareness of Self
- Project Management
- Management of self
- Operational Management
- Managing People
- Finance
- Building Relationships
- Decision Making

Functional Skills

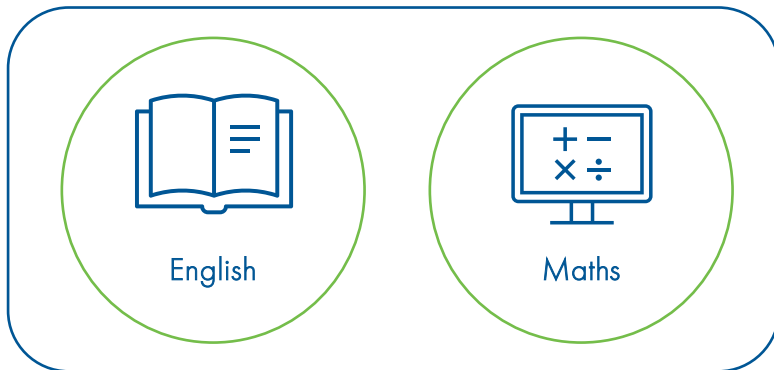


Functional Skills are an integral part of delivering apprenticeships in the UK.

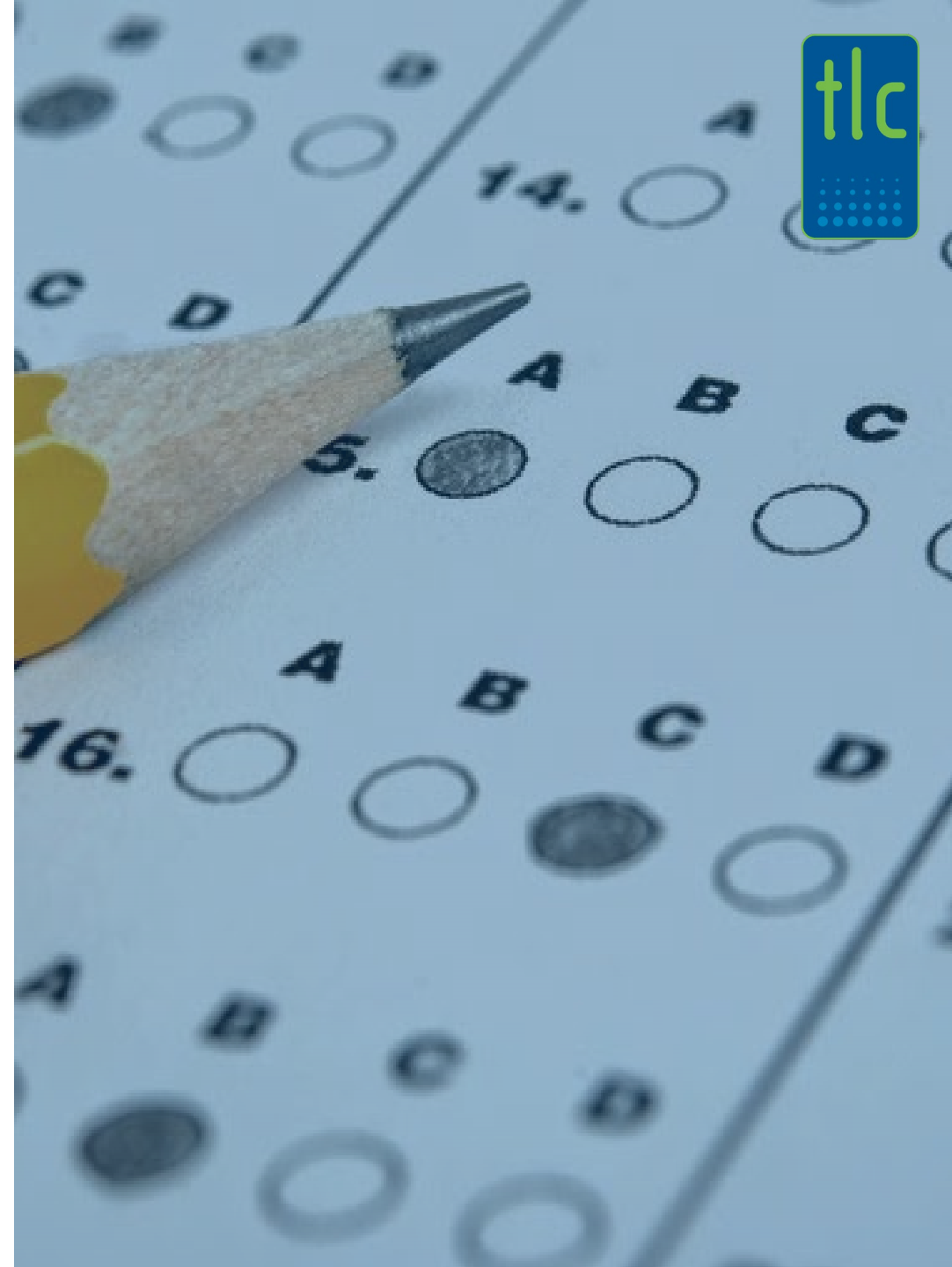
Functional Skills are the basic skills that all people need to be able to operate confidently and successfully in work and life.

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 Team Leader or Supervisor apprenticeship you will need to complete level 2 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 Team Leader or Supervisor 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 reached 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

- 
Portfolio of evidence
- 
Employer Confirmation
- 
Functional Skills
- 
Reflective Accounts

End Point Assessment

- 
Presentation with Q&A
- 
Professional Discussion
- 
Project Proposal



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:



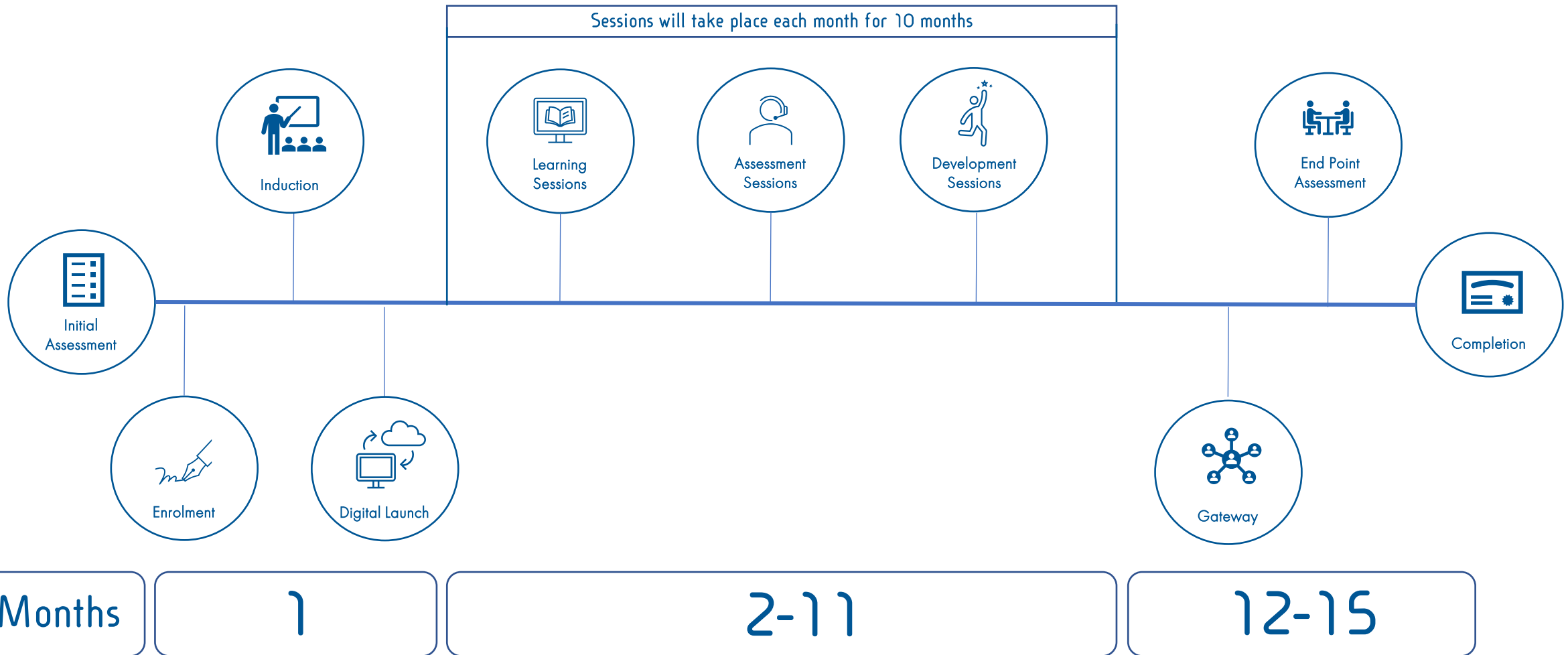
If you have any safeguarding concerns you can contact our designated safety officer on 01792 700611





Learning Journey

Learner Journey





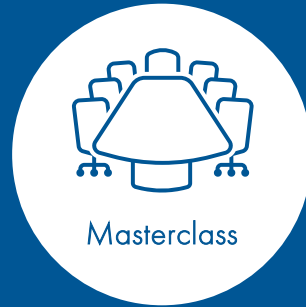
Assessment

Initial
Assessment



Documentation

Enrolment



Masterclass

Induction

Delivery
Team



Masterclass
Trainer



Development
Coach

Induction



Self Study

**Job Role &
Responsibilities**



Streamlearn

**Digital
Launch**



Product
Evidence

**Personal
Development Plan**



Delivery Team

Learning
Coach

Milestone

01

<p>Self Study</p> <ul style="list-style-type: none"> • Communication • Awareness of Self 	<p>Masterclass</p> <p>Managing Self</p>	<p>Reflection</p> <p>Leading People</p>
<p>Online Learning</p> <ul style="list-style-type: none"> • Empowering Feedback • Creating a coaching culture 	<p>Product Evidence</p> <p>Time Management Techniques</p>	<p>Assessment</p> <ul style="list-style-type: none"> • Managing Self • Optional Unit

Delivery Team

<p>Learning Coach</p>
<p>Masterclass Trainer</p>
<p>Mentor</p>

Milestone

02



Self Study

- Project Management
- Take Responsibility



Masterclass

Communication



Reflection

- Communication
- Awareness of Self



Online Learning

- How to be a great leader
- Personal & Professional Development



Product Evidence

Evaluating Rapport



Assessment

- Communication
- Optional unit

Delivery Team



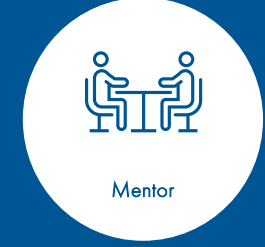
Learning Coach



Development Coach



Masterclass Trainer



Mentor

Milestone

03



Self Study

- Operational Management
- Inclusive



Masterclass

- Project Management



Reflection

- Project Management
- Take Responsibility



Online Learning

- Health & Safety
- Communication
- Equality & Diversity



Product Evidence

- Gantt Chart
- Business Care



Assessment

- Project Management
- Optional Unit

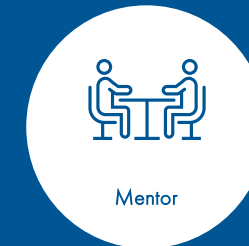
Delivery Team



Learning Coach



Masterclass Trainer



Mentor

Milestone

04

Self Study

- Managing People
- Finance
- Agile

Masterclass

Team Building & Development

Reflection

- Operational Management
- Inclusive

Product Evidence

SMART Objective

Assessment

- Team Building
- Optional Unit

Delivery Team

Learning Coach

Masterclass Trainer

Mentor

Milestone

05



- Building Relationships
- Decision Making
- Professionalism



High Performing Teams



- Managing People
- Finance
- Agile



Presentation Skills



GIFT Feedback



- High Team Performance
- Optional Unit

Delivery Team

Learning Coach

Development Coach

Masterclass Trainer

Mentor

Milestone

06

Skills Assessment

- Leading People
- Awareness of Self

Masterclass

Organisational Culture & Strategy

Reflection

- Building Relationships
- Decision Making
- Professionalism

Online Learning

- Effective Goal Setting & Appraisals
- Effective Recruitment

Product Evidence

Appraisal

Assessment

- Organisational Strategy
- Optional Unit

Delivery Team

Learning Coach

Masterclass Trainer

Mentor

Milestone

07

<p>Skills Assessment</p> <ul style="list-style-type: none"> • Communication • Project Management • Take Responsibility 	<p>Masterclass</p> <p>Data Analysis & Governance</p>	<p>Reflection</p> <ul style="list-style-type: none"> • Leading People • Awareness of Self
<p>Online Learning</p> <p>Dealing with HR Issues</p>	<p>Product Evidence</p> <p>Financial Reporting</p>	<p>Assessment</p> <ul style="list-style-type: none"> • Data Analysis • Optional Unit

Delivery Team

- Learning Coach
- Masterclass Trainer
- Mentor

Milestone

08

Skills Assessment

- Management of Self
- Operational Management
- Inclusive

Masterclass

Problem Solving

Reflection

- Communication
- Project Management
- Take Responsibility

Online Learning

Communication

Product Evidence

Project Plan

Assessment

- Problem Solving
- Optional Unit

Delivery Team

Learning Coach

Development Coach

Masterclass Trainer

Mentor

Milestone

09

Skills Assessment

- Managing People
- Finance
- Agile

Masterclass

Organisational Governance

Reflection

- Management of Self
- Operational Management
- Inclusive

Product Evidence

Project Presentation

Assessment

- Organisational Governance
- Optional Unit

Delivery Team


Learning Coach

Masterclass Trainer

Mentor


Milestone

10




Skills Assessment

- Building Relationships
- Decision Making
- Professionalism




Masterclass

Witness Testimonies




Reflection

- Managing People
- Finance
- Agile



Product Evidence


Nutrition Plans & Records




Assessment

Completion of Optional Units


Delivery Team



Learning Coach



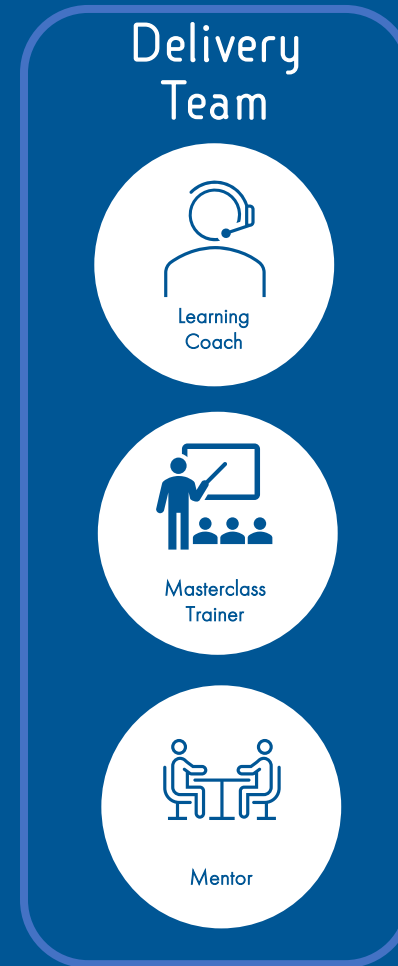
Masterclass Trainer



Mentor

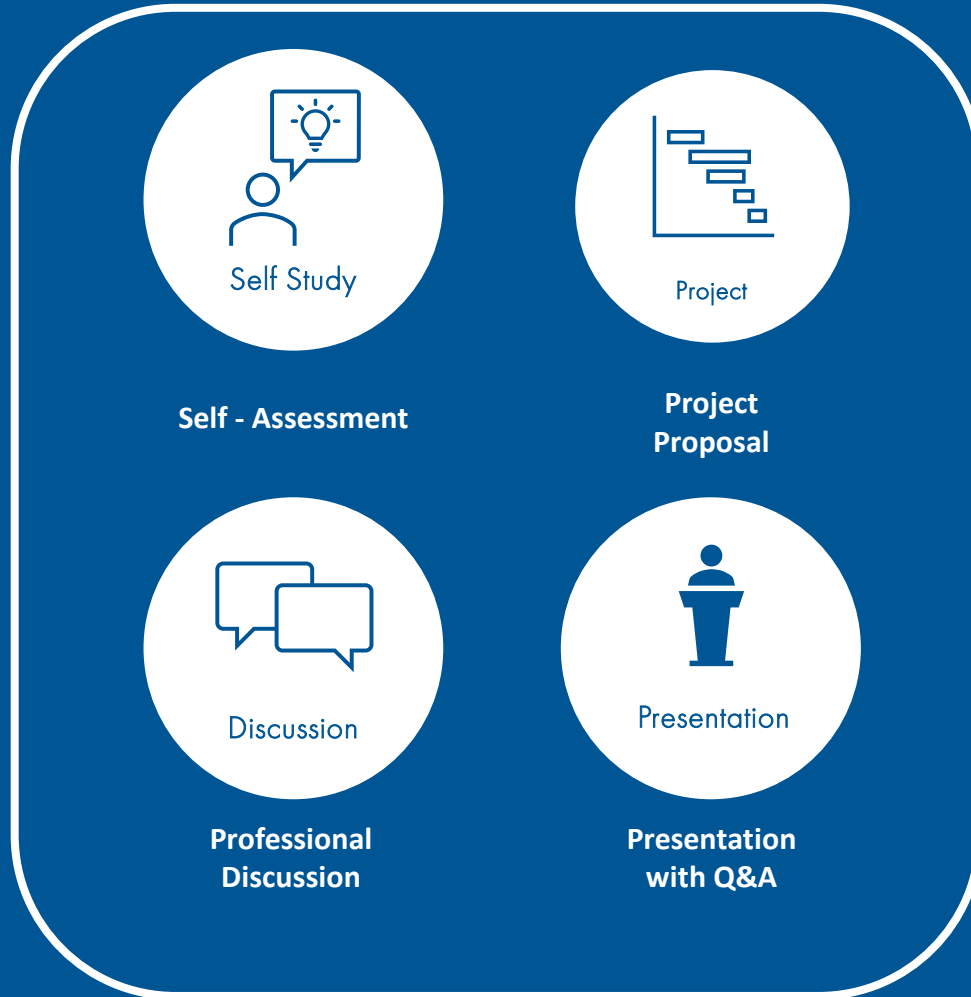
Milestone





Gateway

12



End Point Assessment

