

NHS Trusts: Developing and delivering apprenticeship programmes

2 July 2018

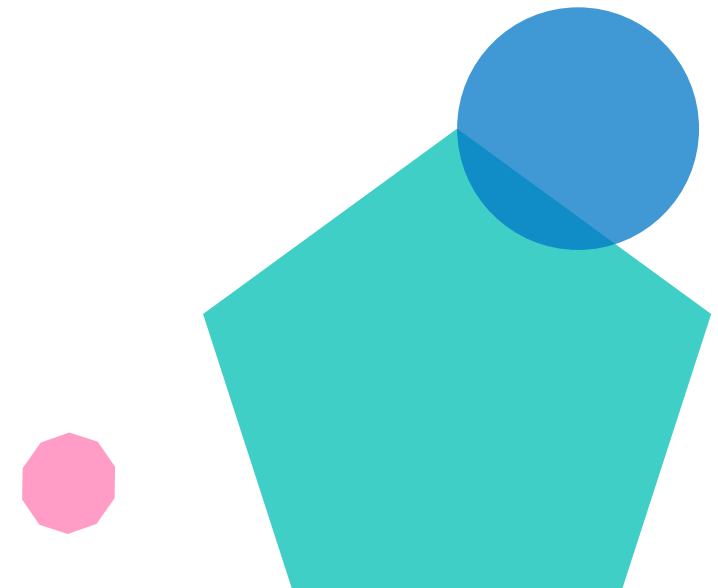
Geraldine Donworth, Industry Manager

Tracey Kingsley, Strategic Partnership Manager



Contents

- The skills challenge – our latest People Power research into health and care
- Key considerations for your talent development and planning – apprenticeships
- Widening workforce participation and supporting roles through your Talent for Care programme
- How we can service multiple roles, occupations and skill levels
- The new apprenticeship standards – delivering for the NHS
- Key themes for apprenticeship development
- Giving you confidence for end-point assessment
- Workforce development planning and talent planning
- Q&A



People power research

Does the UK economy have the skilled people it needs for the future?

[See the research](#)



Skills gap challenge in health and social care



Skills gap nationally

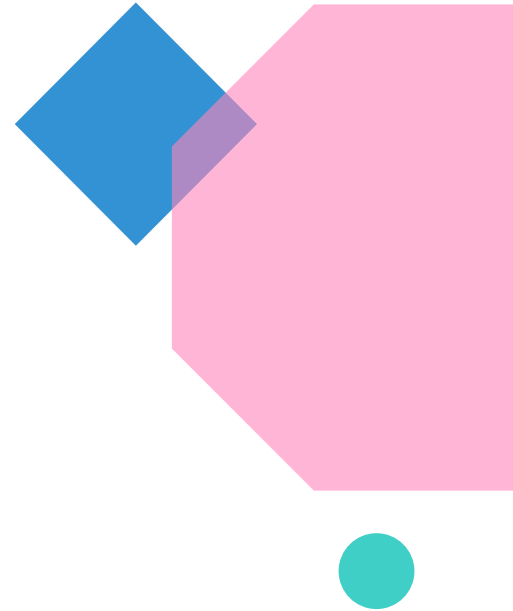


How we can support the NHS

As a global leader in skills development we are well placed to support your organisational talent and development needs.

We deliver high-quality learning solutions and qualifications based on our years of working across multiple industries to create resources that draw out the skills, knowledge and behaviours apprentices' need, from beginning to end.

You can count on our **expertise, rigour, commitment to quality, network and support** to ensuring your apprentices have a first rate learning experience to help them get to gateway.



Key steps to developing an apprenticeship programme

1. Building robust workforce development plans

- Work closely with HR and Organisational Development to align business goals in accordance with workforce development plans.
- Identify staff development and talent planning across all NHS Pay Bands.
- Identify skills gaps or recruitment opportunities across all departments to determine if an apprenticeship is an appropriate solution.

Check points:

- What HR people plan is in place to tackle current recruitment challenges?
- How does the Trust plan to achieve its NHS public sector target for apprenticeship provision?
- What 3 - 5 year forecast is in place to achieve apprenticeship provision considering both planned and projected starts to reach your levy target?



Key steps to developing an apprenticeship programme

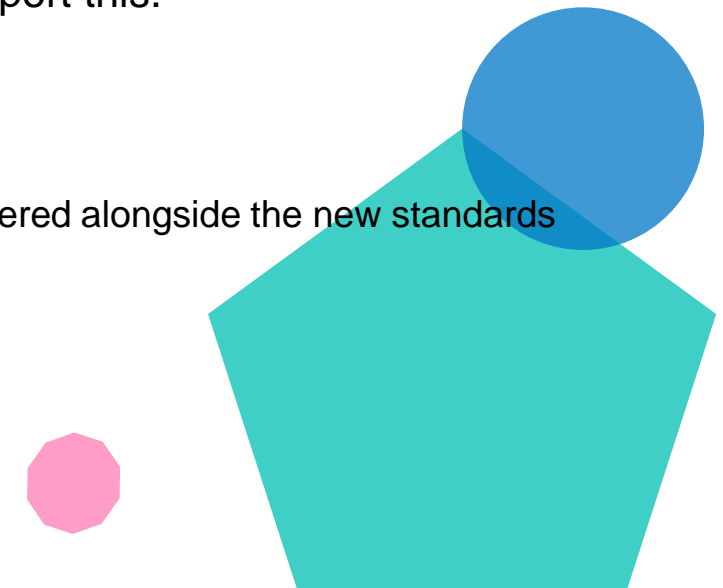
2. Review all current training programmes and where occupations can be mapped to apprenticeships

Map new apprenticeship standards to all job roles to identify skills gaps, support progression and identify recruitment opportunities.

- Align a seamless 'business as usual' approach, map and plan training against all the apprenticeship standards or frameworks currently available.
- Keep referring back to your apprenticeship forecast plans – City & Guilds can support this.

Key considerations:

- Where are the Trust's largest recruitment vacancies?
- Remember, existing SASE Frameworks can also be considered as they will continue to be offered alongside the new standards during the transitional period.



Key steps to developing an apprenticeship programme

3. Deciding how best to deliver an apprenticeship programmes through multiple delivery methods

Determine which delivery method is best suited to your Trust. We can help you to:

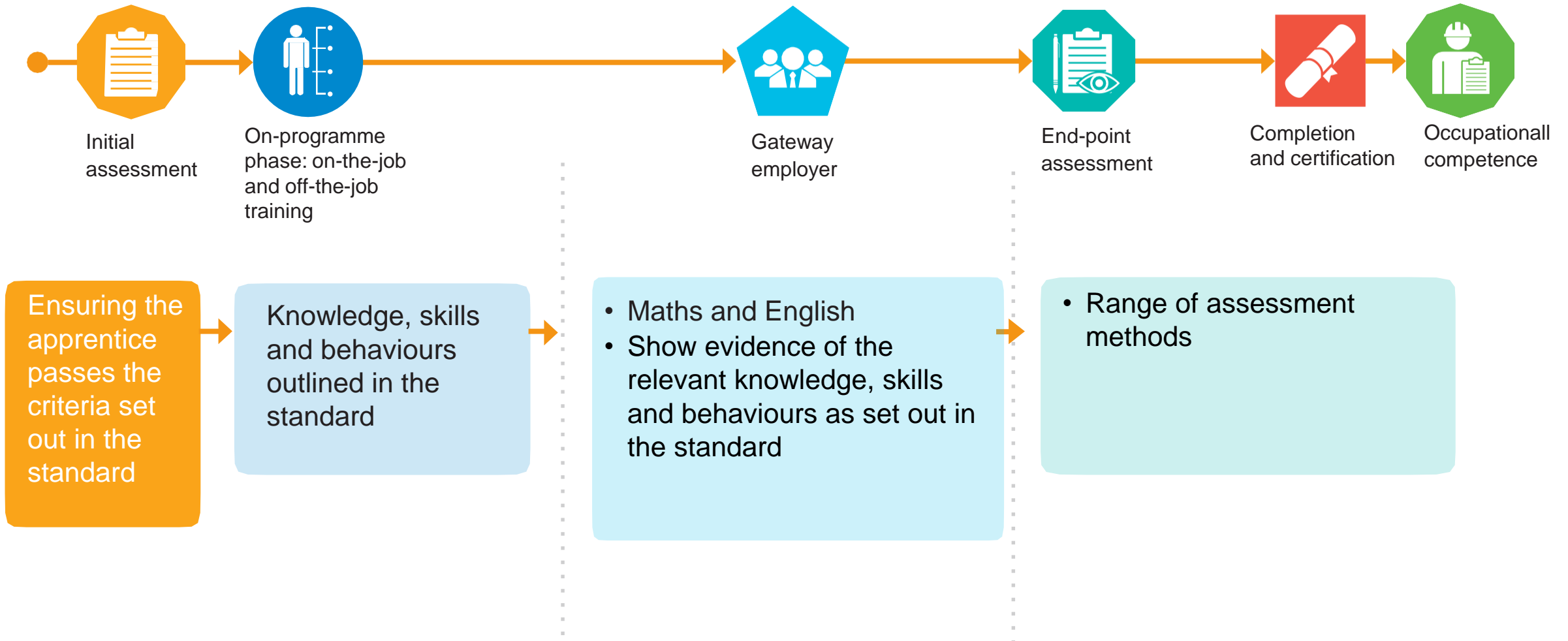
- Become a registered training provider through our consultative services.
- Deliver as a registered employer provider with City & Guilds supporting with on programme requirements.
- Work in partnership as a supporting provider and or in-conjunction with providers, colleges and HEI's from the RoATP.

Key considerations:

- If partnering, ensure that the chosen provider or college has the capability and capacity to deliver and determine what percentage of the apprenticeship, if any, will be delivered by a college or provider?
- Determine end-point assessment quality and delivery method required (face-to-face or remote).
- Register with an end-point assessment organisation as soon as possible to allow the EPAO to have resource in place for the planned events.



Delivering the new apprenticeship standards



Our evolving offer

Which industries can City & Guilds help you with? We specialise in the following areas:



Business
Services
Engineering



Business
and Admin
including
public sector



Catering and
Hospitality



Childcare &
Education



Construction



Digital



Engineering &
Manufacturing



Hair and
Beauty



Health



Land based



Management
(ILM)



Social Care



Transport

Adjacent employer-led industries



Logistics



Security



Retail



Aviation &
Travel



Built



Justice

We can develop programmes quickly in these sectors for you when there's employer demand.

Servicing multiple roles, occupations and skill levels

Decide which programmes to deliver. City & Guilds offer 30+ standards that can service NHS employers



Business support services: customer service practitioner (L2), business administrator (L3), customer service specialist (L3), operations delivery officer (L3).



Health and care delivery: adult case worker (L2), dental nurse (L2), healthcare support worker (L2), lead adult care worker (L3), senior healthcare support worker (L3), leader in adult care (L5), healthcare assistant practitioner (L5).



IT and digital support services: unified communications technician (L3), digital marketer (L3), infrastructure technician (L3), network engineer (L4), software developer (L4).



Support services: commis chef (L2), property maintenance operations (L2), chef de partie (L3), senior chef production cooking (L3).



Leadership and management: team leader / supervisor (L3), operations / departmental manager (L5).

[**See all apprenticeship standards we offer**](#)

Update on City & Guilds in the Health Sector

Geraldine Donworth – Industry Manager

geraldine.donworth@cityandguilds.com



Qualifications – existing

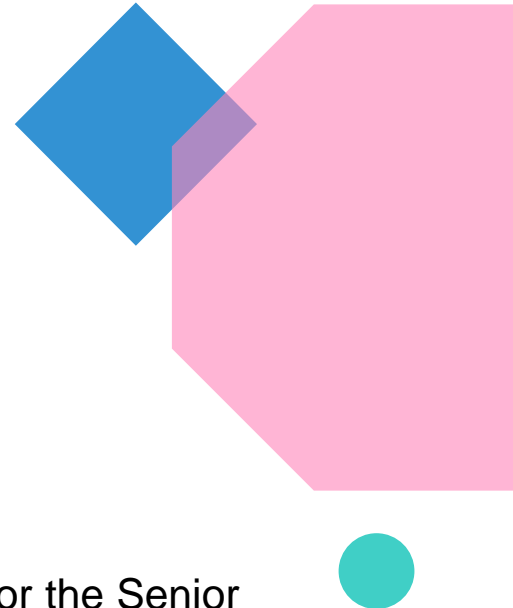
- Level 2 Certificate in Clinical Skills (3051-02)
- Level 2 Award in Medical Terminology (AMSPAR) (5519-12)
- Level 2 Certificate in Healthcare Support Services (4223-02) – SASE still open

The following Level 3 Diplomas have been reopened temporarily to capture any registrations required for the Senior Healthcare Support Worker standard (starts pre-February 2018).

- Diploma in Mental Health Care Level 3 (3101-03)
- Diploma in Clinical Healthcare Support Level 3 (4223-11)
- Diploma in Allied Health Profession Support Level 3 (4223-14)
- Diploma in Maternity and Paediatric Support Level 3 (4223-15)
- Diploma in Perioperative Support Level 3 (4223-16)

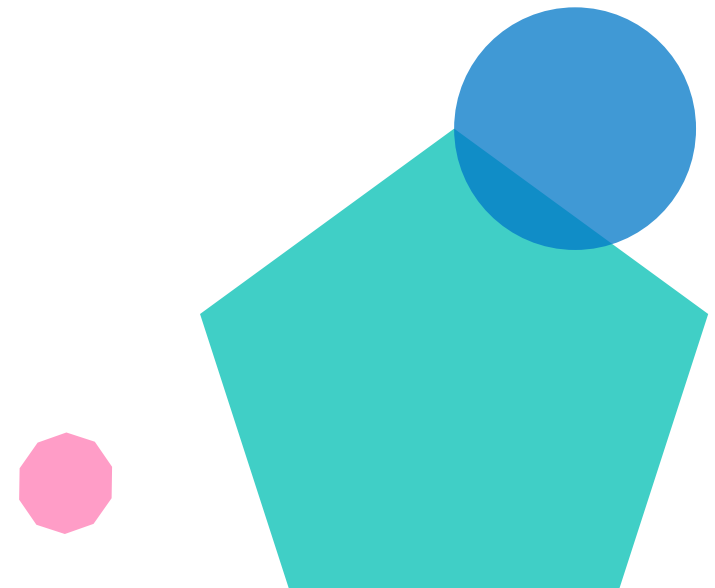
Now that the new standard is published – apprentices must be registered on the new Level 3 Diploma in Healthcare Support (4345-31).

- Level 5 Diploma for Assistant Practitioner in Healthcare (3576-51)



Qualifications – new

- 3095-21 Level 2 Diploma in Care (England) 603/2660/8
- 4345-31 Level 3 Diploma in Healthcare Support 603/2544/6



Healthcare standards

Standard name	Availability	Assessment plan	EPA	Date available to register
Healthcare Support Worker	Standard published	Assessment plan published	9041-12	Open for registrations
Senior Healthcare Support Worker	Revised standard published February 2018. Assessment plan being revised again expected July 2018.	Revised assessment plan published February 2018	9043-12	November 2018 Adult Nursing support only. Additional options will be available later dates tbc.
Assistant Practitioner in Healthcare	Standard published	Assessment plan published	9576-12	August/September 2018

City & Guilds in on the EPAO Register for all three standards. [Health and Science standards on IfA website](#)

Healthcare Support Worker standard

On programme – typically 12 months

- No mandatory qualification
- Options are:
 - Level 2 Diploma in Care (3095-21)
 - Level 2 Certificate in Clinical Skills (3051-21).

Assessment gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 1 maths and English.
- Attempt maths and English Level 2 by sitting the test.
- Any qualification specified by the employer (see above options).

Last three months

- A portfolio of evidence completed end-point assessment.



Senior Healthcare Support Worker standard

On programme – typically 18 months

- Options are:
 - Adult Nursing Support
 - Maternity Support
 - Mental Health Support
 - Children and Young People Support
 - Theatre Support
 - Allied Health Profession-Therapy Support.

Mandatory qualification

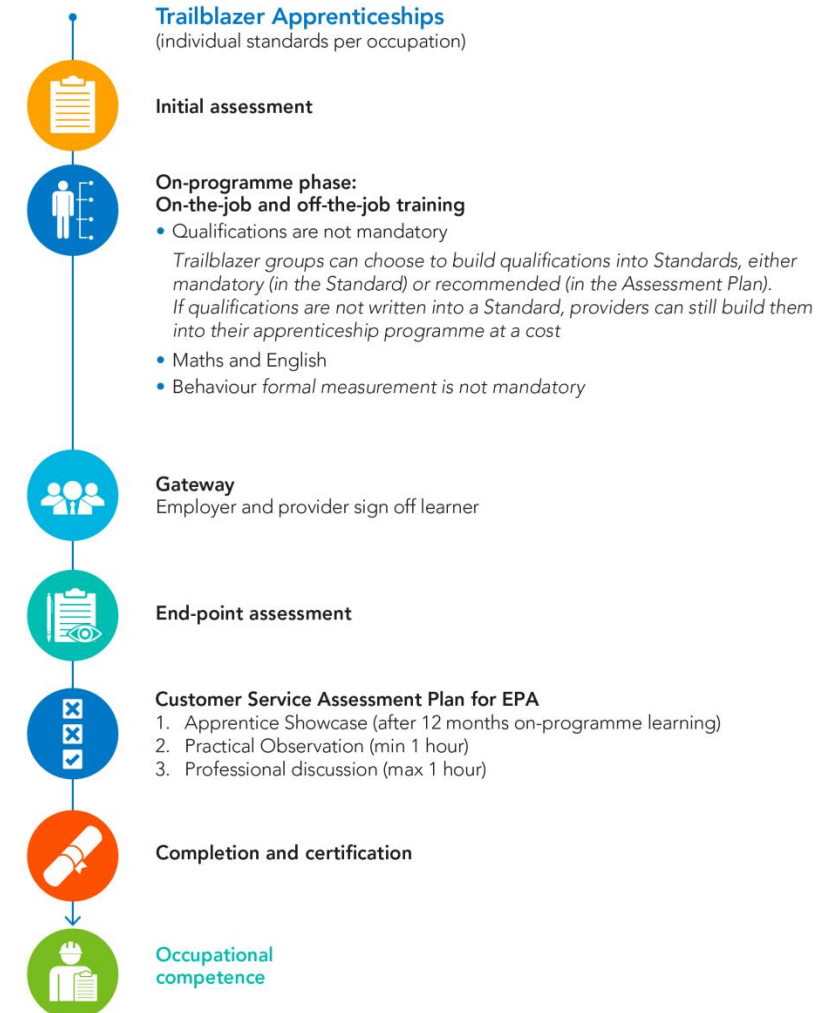
- City & Guilds Level 3 Diploma in Healthcare Support (4345-31).

Assessment gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 2 maths and English.
- Achieved Level 3 Diploma in Healthcare Support.

Last three months

- A learning journal completed.



Healthcare Assistant Practitioner standard

On programme – typically 18 months

- City & Guilds Level 5 Diploma for Assistant Practitioners in Healthcare (3576-51).

Assessment gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 2 maths and English.
- Level 5 City & Guilds Diploma for Assistant Practitioners in Healthcare.

Last three months

- A reflective journal.

End-point assessment

- Multiple choice test plus short answer questions.
- Assessment of reflective journal.
- Observation of practice in the workplace.
- Interview/professional discussion.





Working with us to deliver apprenticeships

Off-the-job training, the vital 20%

Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

It can include:



Teaching of theory - lectures



Simulated exercises and role play



Attendance at competitions



Manufacturer training
e.g. new equipment or technologies



Learning support provided by employer or the provider



Some online learning
e.g. webinars or blended learning



Shadowing or being mentored



Practical training



Visiting the employer's other departments



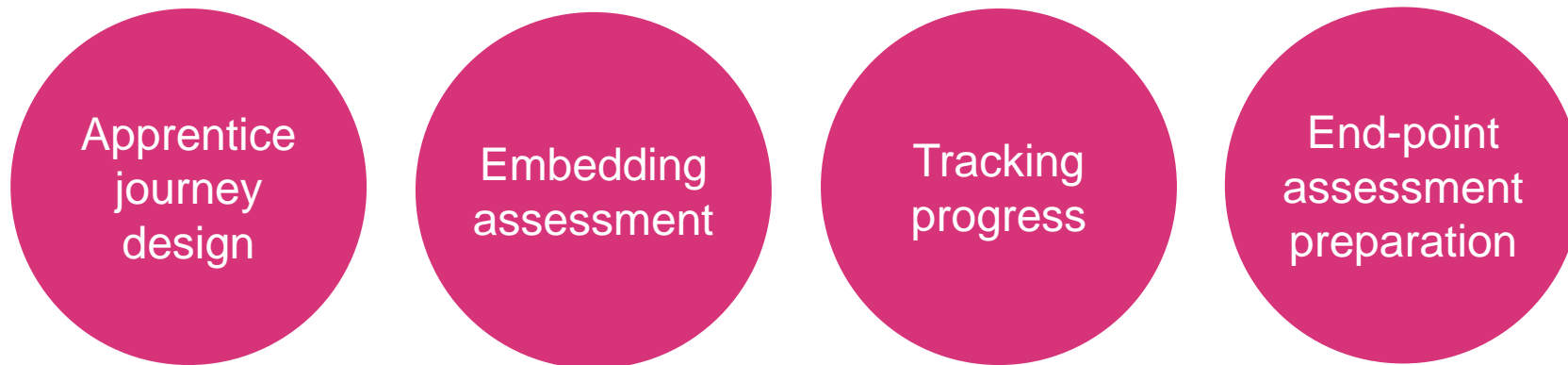
Time spent by the apprentice writing assessments/assignments



Industry visits or visiting other companies or suppliers

Key themes to explore

Our offer is designed around NHS employers, apprentices and centres, focusing on portability and visibility, apprentice experience and apprentice motivation.



Key considerations

How can these 4 elements improve the delivery and success of your apprenticeships...

Apprentice journey design



Apprentice

- A clear learning journey allowing the apprentice to plan their time.
- Multiple channels for learning and high levels of portability give flexibility for when and where they study.



Provider

- Providers can structure resources against a timeline.
- Apprentices' progress can be tracked and success of each step can be measured.



Employer

- Providers can add specific elements that are important to the employer. These can then be built into the timeline that delivers against that apprenticeship standard.

Essential content

Apprentice
journey
design

Our blend of e-learning and core content covers:

Prevent

British values

Equality
and
diversity

Health
and
safety

Apprenticeship training manuals

Apprentice
journey
design

A programme of learning that is fully mapped to the standard:



Apprenticeship training manual



Task 1:
Induction part one –
Understanding organisation types

To complete this task you need to carry out research into the organisation you work in. Your organisation will form part of one of three sectors: the public sector, the private sector or the third sector. There are differences between these three sectors, mainly in their purpose, the way they are funded as well as what they do with any profits.

To understand how your organisation's policies and procedures affect your customer service role, it is important to recognise how the service offered differs between the three sectors. Talk to your colleagues about your organisation – they will have an insight into its aims relate to its sector.

When completing this task, you will:

- research the purpose of your organisation
- find out what is meant by 'brand promise'
- consider how your organisation's core values link to their service

Task 1:
Induction part one –
Understanding organisation types

Key terms

Brand promise – the statement that identifies what customers should expect from the organisation's people, products and services. For example, Twitter's brand promise is: "To give everyone the power to create and share ideas and information instantly, without barriers."

Core values – the basic features of how an organisation operates. The practices the organisation follows every day in its operations. For example, BMW's core values are: "Integrity, Respect, Innovation, Passion, and Sustainability."

Private sector – the part of a country's economic activity that is run by individuals and companies, rather than the government. The public sector provides a service which benefits everyone rather than just a few.

Public sector – for instance the police, military, public education and healthcare. These are usually financed by tax, VAT or council tax. The public sector provides a service which benefits everyone rather than just a few.

Service culture – a customer-centric approach to service. Employees ensure customers get a positive experience. For example, the service culture of Four Seasons Hotels is to ensure that our guests, customers, business partners and employees all seek to deal with others as we would have them.

SWOT analysis – SWOT is an acronym for Strengths, Opportunities, Weaknesses and Threats. Strengths and weaknesses are internal factors over which you have essentially no control. Opportunities and threats are external factors over which you have essentially no control.

Third sector – for instance, charities. These are neither public sector nor private sector, and are independent of government. They are motivated by the desire to achieve social goals and are sometimes called 'not-for-profit organisations'.

Task 1:
Induction part one –
Understanding organisation types

Preparatory activities

1. Explain one key similarity and one key difference between public and private sector businesses.



Similarity:

Difference:


2. Explain one key similarity and one key difference between public and third sector businesses.

Similarity:

Difference:



30 Customer Service Practitioner Apprenticeship Training Manual



32 Customer Service Practitioner Apprenticeship Training Manual

English skills grid		Task															City & Guilds	
		Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10	Task 11	Task 12	Task 13	Task 14	Task 15	A City & Guilds Group Business	
Some of the language and communication skills that you might develop		Induction 1 – Understanding organisation types	Induction 2 – Understanding customer expectations	Creating a Personal Development Plan	Presenting a professional image	Using feedback from colleagues	Organising, prioritising and monitoring your workload	Using organisational systems and resources	Meeting legislation and regulations	Treating all customers with equality and as individuals	Interacting effectively with customers	Providing a customer-focused experience	Knowing your products and services	Using digital media	Improving your customer service offer	Dealing with conflict		
Where could you develop and/or demonstrate these skills?		T	E	T	E	T	E	T	E	T	E	T	E	T	E	T		
Speaking and listening																		
Listen for relevant information																		
Listen to and respond to questions																		
Listen/respond to criticism and constructive feedback																		
Use strategies to check and confirm understanding – ask questions, use facial expressions and body language																		
Follow discussions																		
Make useful contributions to discussions																		
Ask questions to obtain information																		
Express yourself clearly																		
Present your ideas clearly and logically																		
Reading																		
Use different reading strategies – skimming, scanning, detailed reading																		
Identify and understand the main points of what you are reading																		
Identify and understand the important details in what you are reading																		
Use organisational features to help you find the information you need																		
Use knowledge of grammar and punctuation to help you understand what the text means																		
Read and understand unfamiliar words and technical terms – check the meaning																		
Writing																		
Plan and draft writing																		
Present information in a logical way																		
Write in complete sentences																		
Use paragraphs																		
Use suitable language for purpose and audience																		
Use the right layout/format and structure for the text you are producing																		
Check and proofread writing for accuracy and sense																		
Use correct grammar and punctuation																		
Spell familiar and technical words correctly																		
Produce clear and legible text																		
T – opportunity to practise and develop skills in task E – opportunity to produce evidence of skills in action when completing task																		

Tutor support in SmartScreen

Apprentice
journey
design

City & Guilds | SmartScreen

Search all courses

MY SUBJECTS CENTRE ADMIN REPORTS LOGOUT

My Subjects ► Customer Service ► Level 2 Diploma for Customer Service Practitioners ► Recognition of regulations and legislation within own organisation

QUALIFICATIONS

Customer Service

2794

201
Developing self to achieve targets and goals

202
Recognition of regulations and legislation within own organisation

203
Principles of business

204
Contribute to a customer-focused experience

205
Provide customer service

206
Manage customer expectations

207
Working in a sales environment

208
Working in an administrative environment

209
Working in a contact centre environment

210
Customer service principles

BUSINESS SKILLS
CUSTOMER SERVICE

2794 Level 2 Diploma for Customer Service Practitioners
202 Recognition of regulations and legislation within own organisation

Introduction

Scheme of work

DOC Scheme of work (tutor only) PDF Scheme of work (tutor only)

Sample lesson plan

PowerPoints

PowerPoints

Worksheets

Level 2 Diploma for Customer Service Practitioners

City & Guilds | SmartScreen

Unit 202 Scheme of work

Session	Objectives/learning outcomes	Activities and resources	Assessment
1 3 hours	<ul style="list-style-type: none"> Be aware of the content of Unit 202 Be able to locate the SmartScreen webpage <p>Learning outcome 1: 1.1 Identify the different regulations and legislation that affect own organisation</p>	<p>Activities:</p> <ul style="list-style-type: none"> Discussion on the range of legislation and regulations that have an impact on customer service provision Completion of Worksheet 1 Completion of Worksheet 2, Task 1 Presentation of PowerPoint 1 including equality legislation video https://www.youtube.com/watch?v=UcuS5qlhNto Discussion of all legislation Discussion of customer charter examples Learners to review worksheets in pairs and make any amendments on basis of the other's experience and presentation <p>Resources:</p> <ul style="list-style-type: none"> Sample lesson plan 1 PowerPoint presentation 1 Worksheet 1 Worksheet 2 	Worksheet 1 Worksheet 2
2 3 hours	<p>Recap previous session</p> <p>Learning outcome 1: 1.1 Identify the different regulations and legislation that affect own organisation</p>	<p>Activities:</p> <ul style="list-style-type: none"> Review worksheets completed by learners during Session 1 Discuss any issues raised Discussion on customer charters, service level agreements, ethics and morals, and codes of practice Presentation of PowerPoint 2 Introduction of role play – Worksheet 3 (customer and employee briefs) 	Worksheet 3

Enhanced SmartScreen



My Subjects > Customer Service > Level 2 Customer Service Practitioner

SUBJECTS

Customer Service

9794 Enhanced

9065 Intermediate Apprenticeship in Customer Service

9065 Advanced Apprenticeship in Customer Service

9065 Intermediate and Advanced Apprenticeship in Customer Service

9794 Enhanced Level 2 Customer Service Practitioner

BUSINESS SKILLS

CUSTOMER SERVICE

9794 Enhanced Level 2 Customer Service Practitioner

This package contains a complete set of learner-facing materials as well as tutor materials.

9794 Level 2 Customer Service Practitioner

These learner-facing materials are based around the tasks in the Apprenticeship Training Manual (which are based around the apprenticeship standard) but also contain video-based e-learning quizzes and knowledge content for learners to work through independently. They are made up of:

- dedicated content covering underpinning knowledge requirements
- structured tasks for learners to complete
- over 30 video-based e-learning quizzes on key concepts and which give learner feedback.

2794 Level 2 Diploma for Customer Service Practitioners

These tutor materials, which will be available in May 2018, have been designed to help tutors deliver either from a non-mandatory qualification or directly from the apprenticeship standard. They offer:

- comprehensive schemes of work
- detailed PowerPoints
- worksheets
- practice questions
- a skills scan to check/ensure that each apprentice's job description matches the programme.

9794 Level 2 Customer Service Practitioner

2794 Level 2 Diploma for Customer Service Practitioners

201 Developing self to achieve targets and goals

202 Recognition of regulations and legislation within own organisation

203 Principles of business

Customer service - Treating customers as individuals

Colour scheme

Play all

Quiz progress

1

2

3

Customer service - Treating customers as individuals

Colour scheme

Play all

Welcome to 'Treating customers as individuals'. The objective of this lesson is to understand how to treat customers as individuals, as well as how to provide a personalised customer service experience.

This is an important thing to learn because, as well as recognising and responding to individual needs, you must also ensure you are treating all customers equally and addressing their specific needs. Sometimes customers do not always give us the information we need in order to provide a personalised service. It is therefore important to know how to put customers at ease and give them the opportunity to 'open up' to you. It is also important to listen them - to their needs, desires and concerns and tailor your service to meet these.

Finding out what they want

Video index

Play all

☒ I have watched this video and want to take the quiz.

Quiz progress

1

2

3

will help you to identify a customer's individual needs?

One correct answer.

Language skills

Listening skills

Availability of products

Submit

Embedded assessment



Apprentice

- Motivates the apprentice, giving them a sense of their progress.
- Gives the apprentice confidence in the quality of their training and feedback to enable them to continue to develop.



Provider

- Tracks progress and enables the provider to give apprentices the support they need.
- Help ensure focus on the right parts of the standard, maximising productivity and enhancing the quality of the learning experience.



Employer

- Visibility of the apprentice's progress against the standard.
- Instills confidence that they have well trained apprentices.

Qualifications mapped to standards

Embedding
assessment

Qualifications to support on-programme learning – now live

- Level 2 Diploma for Customer Service Practitioners (2794).
- Mapped 100% to the Customer Service Practitioner standard.
- Mapping document available.
- Resources available on SmartScreen.

**Level 2 Diploma for Customer
Service Practitioners (2794-02)**

Version 1.0 (October 2017)

Qualification Handbook

Embedded assessment

Where a qualification is not included there's a greater need for the continuous assessment and recording of achievement against the standard to track progress, provide feedback and determine readiness for EPA.



Title
Personal Organisation Skills

Description
The apprentice has met the criteria for the following modules in the Customer Service Practitioner apprenticeship standard:

- Your role and responsibility
- Personal organisation
- Presentation – dress code, professional language.

Criteria
The apprentice has demonstrated the following skills, knowledge and behaviours from the Customer Service Practitioner apprenticeship standard:

Organising, prioritising and monitoring your workload

- Understanding own role and responsibility.
- Understanding the impact of own actions on others.
- Knowing own targets and goals to work against.
- Managing self, prioritising own work and working to meet

Step 2

Who would you like to give this credit to?

Add Members

Type

1



Gillian Harris



Issue Date When did this person receive this credit?

13/03/2018



☐ Use this issue date for all recipients

Write testimonial here

+ Evidence

+ Tags

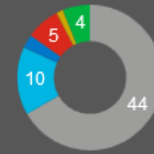
Add recipient | Add 5 at a time

Send Credit

☒ Notify recipient

☐ Add

8LACUST - Customer Service Practitioner (8LACUSTOMER)



67% NOT STARTED

15% STARTED

3% SUBMITTED

8% OVERDUE

2% RETURNED

6% COMPLETED

Course Evidence Registration Contact

8LACUSTOMER - Customer Service Practitioner

67% NOT STARTED

15% STARTED

3% SUBMITTED

8% OVERDUE

2% RETURNED

6% COMPLETED

Customers

Understanding your customers

STARTED

Customers.1

Understand who customers are

STARTED

Customers.2

Understand the difference between internal and external customers

NOT STARTED

Organisations

Understanding the organisation

STARTED

Organisations.1

Know the purpose of the business and what 'brand promise' means

NOT STARTED

Organisations.2

Know your organisation's core values and how they link to the service culture

STARTED

Regulations

Marketing regulations and legislation


Regulations.1

Know the appropriate

Regulations.2

Know your responsibilities

Maths and English – what can we offer?



Embedding
assessment

Qualifications

- Full suite of Functional Skills qualifications (3748).
- 'Bite-sized' maths qualifications (3847 and 3844).
 - Can be used to support progression towards Functional Skills or GCSE.

Learning resources

- e-Functional Skills.
- Maths and English e-Toolkit.
- Functional Skills SmartScreen resources.

Workforce support

- Qualifications for literacy and numeracy practitioners.
- Specialist support, especially with maths and English integration.

Tracking



Apprentice

- Creating a structure environment to ensure apprentices feel in control of their learning.
- Speeds up the process for assessors to review work; apprentices' can record audio and upload videos and written content quickly.



Provider

- An e-portfolio system captures all the off-the-job learning and apprentice progression.
- All resources are in one place.

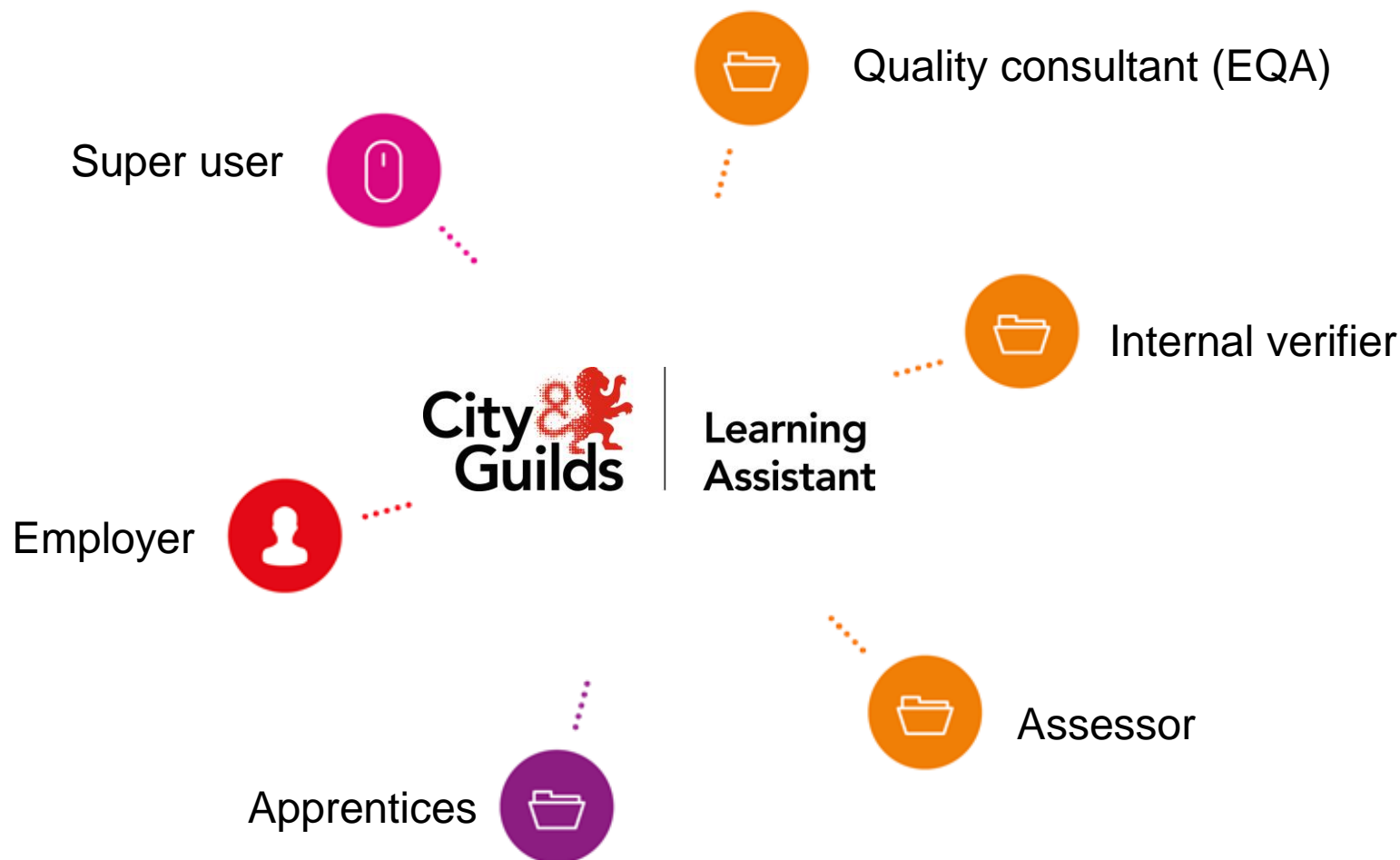


Employer

- On-going tracking helps to support the apprentice.
- Easy to set up reporting for assessors, the apprentice managers.
- Collate statistics for board reports.

Embedding assessment and monitoring progress with our flexible e-portfolio

Tracking progress



Digital learning resources include:

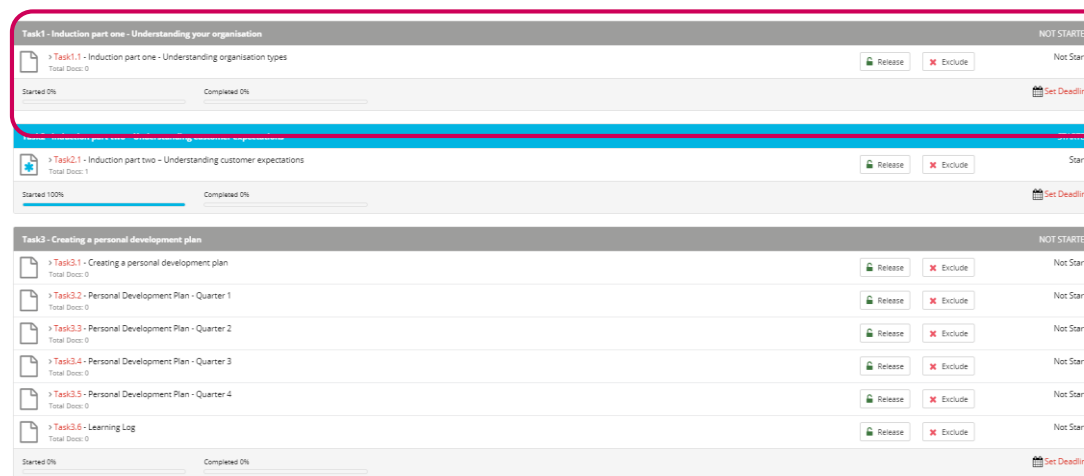
- ✓ logging and recording 20% off-the-job
- ✓ access apprenticeship training manuals fully mapped to the standard
- ✓ upload your own resources
- ✓ apprentice tracking, monitoring and reporting
- ✓ showcasing and preparation tools for EPA
- ✓ digital consultancy
- ✓ implementation
- ✓ ongoing support and training and development.

e-portfolio – embedded resources

Tracking progress

Our Learning Assistant licence lets you have access to some of the most popular City & Guilds apprenticeship training manuals **for no additional charge.**

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Standard features in LA offer unique benefits such as:

- ✓ mobile app available on android and apple
- ✓ progress tracking
- ✓ LA Connect
- ✓ embedded resources
- ✓ use for all vocational delivery.

Capture 20% off-the-job

- Apprentices and assessors can easily create contact diary entries and record their **off-the-job training**.
- Diary entries are **date stamped** and have the embedded **electronic signature** of the person who recorded the entry. Documents and evidence can be uploaded as part of the entry if required.
- A apprentice, employer or assessor could be asked to **acknowledge the entry**.
- **Reports** can be accessed by the employer, assessors and administrators on either individual apprentices or groups of apprentices.

Contact Diary

Update Diary Entry

City Guilds Learning Assistant

Entry

Description

B

I

U

Presentation Skills - eLearning

Feedback

B

I

U

I went through the eLearning module for 'Presentation Skills' on SkillsZone.

- I learnt the importance of understanding the audience
- Having clear objectives and outcomes for the presentation
- Having clear and simple slides
- Practice the pace and timings
- Speak slowly and clearly
- Allow time for questions

On the Job Training

Hours0

Minutes0

Off the Job Training

Hours1

Minutes15

Related Documents

TITLE	UPLOAD DATE	OPTIONS
completion report	12 Dec 2017	<div>Replace</div> <div>Delete</div>
<div>Upload</div>		

Delete

Copy

Close

Save

Metrics					
<div> <div> Delete Copy </div> <div> X Close Save </div> </div>					
DATE CREATED	DESCRIPTION	CREATED BY	ON THE JOB TRAINING	OFF THE JOB TRAINING	ACTION
12 Dec 2017	Presentation Skills - elearning	Henry Smith (Candidate)	0:00	1:15	View
11 Dec 2017	Workplace Skills Training	Anna Clark (Primary Assessor)	0:00	1:45	View
11 Dec 2017	Inhouse Training	Anna Clark (Primary Assessor)	1:30	0:00	View
30 Nov 2017	recording of on the job learning	Henry Smith (Candidate)	3:00	0:00	View
31 Oct 2017	Element 102.1 Returned	Anna Clark (Primary Assessor)	0:45	1:00	View
07 Sep 2017	Induction to company	Anna Clark (Primary Assessor)	5:00	0:45	View
21 Jul 2017	recording on the job	Anna Clark (Primary Assessor)	3:30	7:00	View
26 Apr 2017	webpage design	Anna Clark (Primary Assessor)	1:00	0:00	View
22 Feb 2017	Element 101.1 Returned	Anna Clark (Primary Assessor)	7:30	5:30	View
09 Feb 2017	GLH recording	Anna Clark (Primary Assessor)	40:45	36:15	View
Totals			63:00	53:30	

Tracking progress

End-point assessment preparation benefits



Apprentice

- Gain confidence in areas like building a showcase, presentation and interview skills.
- Practical hints and tips on how to prepare for EPA are essential.



Provider

- Good preparation for EPA helps to ensure all the apprentice's hard work is properly demonstrated to the assessor.
- Not preparing the apprentice properly impacts our success rates and potentially our reputation.



Employer

- Successful preparation leads to successful results in EPA.
- Apprentices provide us with skilled employees for the future of our businesses.

EPA preparation tool – helping your apprentice calmly approach EPA

EPA
preparation

Personalised to
each apprentice
with up to six
hours of generic
content per
standard

Useful and
relevant learning
resources
relevant to the
standard and the
assessment
method

Apprentices can
gain confidence
in areas like
interviews,
presentation
skills, writing and
exam revision

Organised by
assessment
skills most
relevant to the
apprentice
and to the
standard

The collage displays the City & Guilds SmartScreen interface. Key elements include:

- A sidebar with navigation options: LAUNCH, DASHBOARD, and FAVOURITES.
- An article titled "How to perfectly present your portfolio at interview" with a video thumbnail.
- A video thumbnail titled "3 TIPS TO BOOST YOUR CONFIDENCE".
- A dashboard for "CG0483 Customer Service Practitioner" showing a list of subjects: "End-point assessment preparation" and "CG0483".
- A "Recommendations" section with various learning resources.

Six key steps to developing an apprenticeship programme

Ensuring readiness to deliver

Considerations for existing staff training and planning strategies when developing apprenticeships programmes within the Trust


- Determine if staff require coaching or leadership and management training, to effectively support and manage apprentices and assess knowledge and competency.
- Implement a strategy for training internal staff, mentoring and coaching City & Guilds can help with this.
- Decide how to manage and monitor the apprenticeship programme, create, weekly training plans, learner journeys and build in EPA planning and revision sessions.
- Ensure internal systems, facilities and equipment are in place as per the requirements of the apprenticeship programme.

Check points:

- Do you require support with e-portfolio's and Management Information Systems(MIS)?
- Does your MIS integrate across application program interfaces (APIs), which are tools that make it possible to manage communication between programs?




City & Guilds EPA service



Calibre and
expertise of
assessors



Preparation to
pass first time



Smooth process
with clear
structure

[Manual for City & Guilds and ILM EPA Service](#)

[Catch-up on our recent webinar on the EPA booking process and support on assessment methods](#)



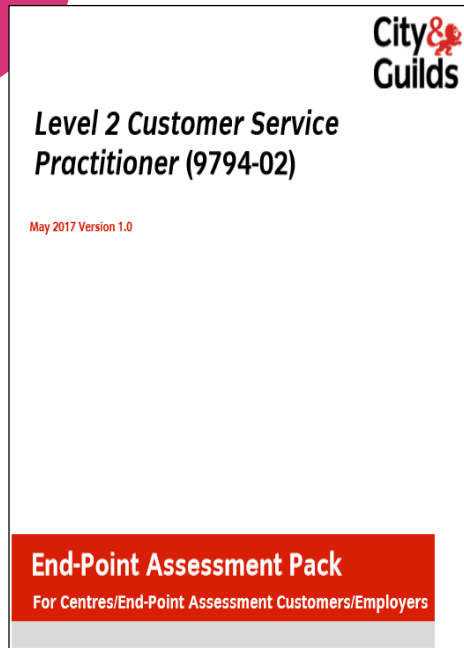
Manual for the End-Point Assessment Service

Version 1.0

For external use

Preparation at the heart of our service

EPA customer
packs for every
standard



Key document for centres/customers/employers for the planning and delivery of the apprenticeship.

It will include:

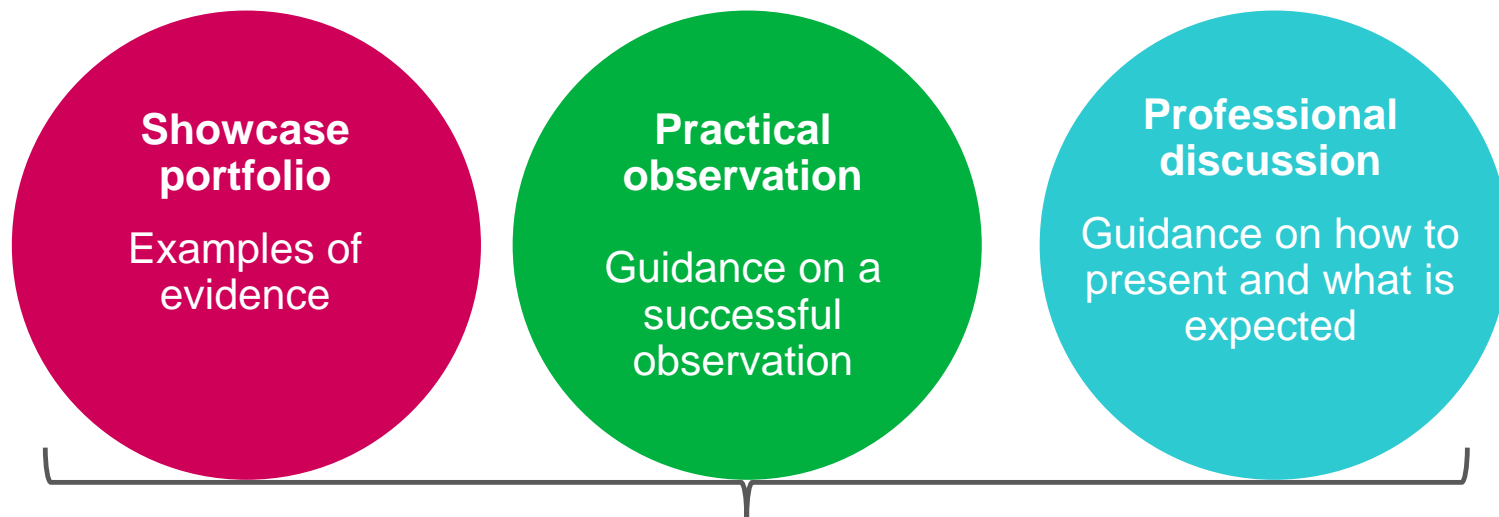
- the standard
- guidance on how to book EPA
- guidance on how to prepare for the showcase portfolio, practical observation and professional discussion and how they will be assessed – against relevant sections of the assessment methods and grading criteria (annex)
- guidance on examples of possible evidence
- separate pack with recording forms.

We can also support with subject specific on-programme learning. Find out more at <https://www.cityandguilds.com/apprenticeships/on-programme-learning>

EPA exemplar material

- Aimed at the assessor/tutor.
- Easy to access.
- Standard specific.
- Best practice guidance for relevant EPA components.

Example:




Underpinned by overarching tutor notes to pull all the different elements together

Results and resits


Statement of Achievement

- If the apprentice passes, then we will issue a 'Statement of Achievement' to the customer.
- We then claim the apprentice certificate from the Institute of Apprenticeships who in turn, post certificates to the employer.
- If the apprentice fails, we will issue a formal notification and feedback to the customer on which areas were failed.
- Book through Walled Garden on a component by component basis.
- City & Guilds reopens access for the apprentice's EPA portal record or gives them a resit course.



Operational Delivery Officer

Apprenticeship Level 3



End-point assessment

Statement of achievement

At grade xxxxx

is awarded to


Full name of learner

Who was successful in the following

Showcase Portfolio	<400000>
Workbased Project	<400000>
Technical skills	<400000>
Knowledge	<400000>

Awarded date xxxxxx


121215/2017
01/XXXXXXXXXX/ENRXXXXX/ED/M/4/YY
XXXXXXXXXXXXXXXXXX




Chris Jones
Group Director
City & Guilds



Chris Jones
Division General
The City and Guilds of London



The City and Guilds of London Institute is the awarding body for apprenticeships for City & Guilds occupations.
The Institute is based in London and is a registered charity.
City & Guilds is a registered company limited by guarantee.



The City and Guilds of London Institute

Our EPA service

Simple pricing – two charging points:

- EPA registration fee – non-refundable £25 when the apprentice is registered for EPA on City & Guilds system
- EPA balance – paid after assessor enters results.

Our registration fee releases our EPA preparation tool and any related materials during the on-programme learning.

NHS Trust will of received nearly all of your funding by this point so helps cash flow.

No hidden charges – includes any third-party fees related to external quality assurance.

Charged
after EPA

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 20	Month 21	Month 22	Month 23	Month 24	Point of EPA Event
EPA	£25 REG	£0	£0	£0	£0	£0	£0	EPA RES £0	£0	£0	£0	£525
OP	£30	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

EPA registration fee £

EPA reservation request

EPA event

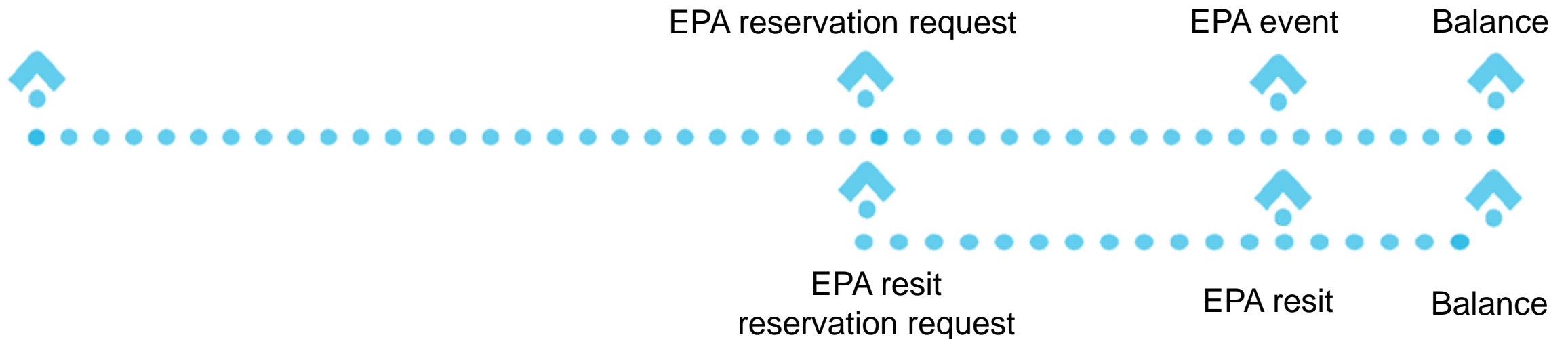
Balance £



EPA registration can be made at your discretion but has to be before EPA reservation

Our EPA service

- Apprentices who don't achieve their end-point assessment or a component of it will need to resit.
- Resits are covered by funding to maximum 20% of the funding band.
- Costs vary with each standard – our prices are on Walled Garden.
- You need a reservation request for each resit – will be prioritised on a shorter timescale.
- Any contract between employers and providers should say who's responsible for paying for any resits.



Our EPA assessors

- We've recruited over 100 high-quality assessors across a range of standards.
- Our assessors are industry experts.
- We train them to help apprentices feel relaxed and show their best in assessment.

Join our IEPA team

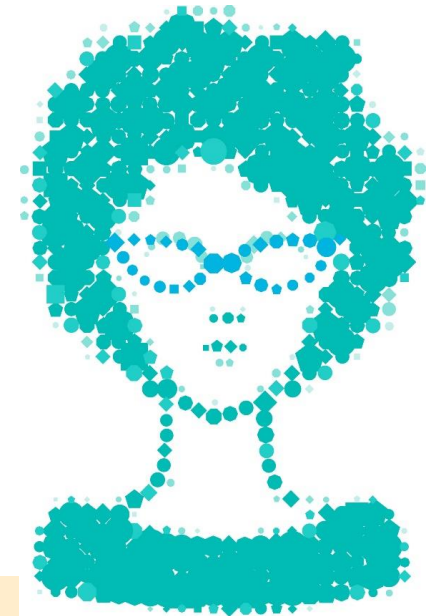
For a list of standards that we're recruiting in, visit our [IEPA assessor page](#).

Sample from Senior Healthcare Support Worker IEPA specification

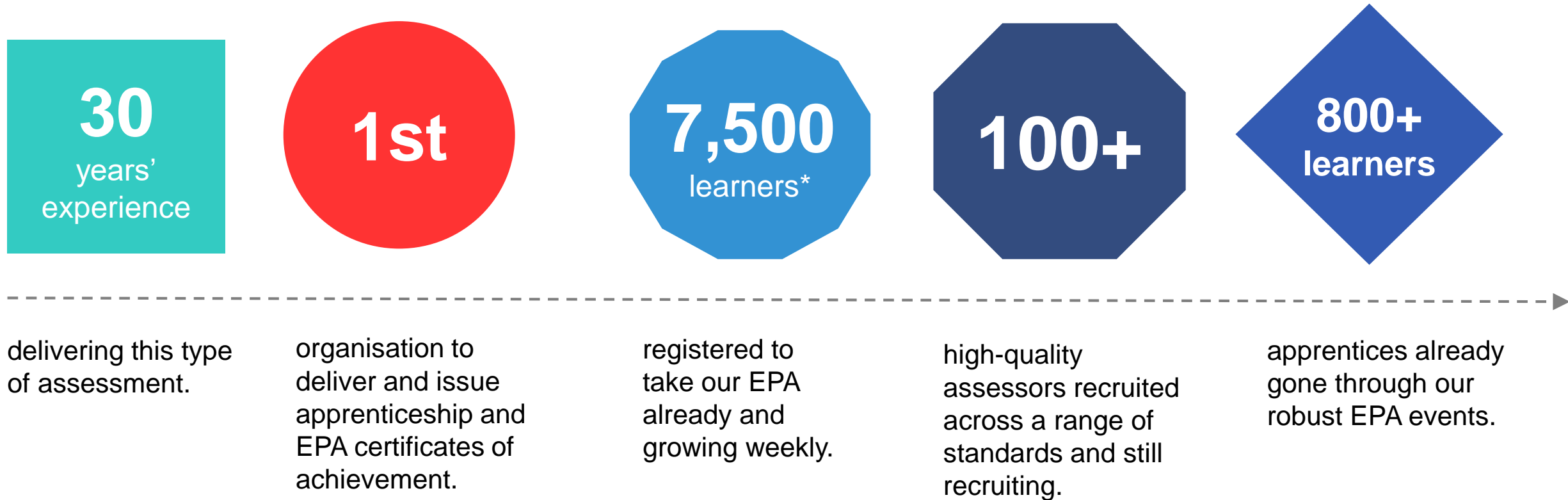
- Be occupationally competent and be a registered healthcare professional or have completed a Level 5 healthcare apprenticeship/relevant regulated Level 5 qualification.
- Have relevant occupational experience in a health or social care setting within the last two years.
- Be fully conversant with the standards and criteria being assessed.

Essential qualifications and experience:

- A qualified and experienced assessor with an understanding and knowledge of the sector.
- Hold the qualifications or demonstrate current experience as specified in the assessment requirements.
- Experience of working with quality assurance processes and complying with regulatory requirements.



Leading the way in EPA currently in 42 apprenticeship standards



* Figures at June 2018

Customer queries and general apprenticeship enquiries

Please contact apprenticeships@cityandguilds.com

For end-point assessment email the team on
epa@cityandguilds.com

For more information on the new standards, our learning resources (including demos), and how we can support your business: directsales@cityandguilds.com

Keep up to date – register for email updates:

<http://www.cityandguilds.com/what-we-offer/centres/email-updates>

Register for event and webinars:

<https://www.cityandguilds.com/apprenticeships/events-and-webinars>

Get involved in the developments of new apprenticeship standards by emailing our product team through
apprenticeships@cityandguilds.com



Key contacts

Apprenticeships:

Tracey Kingsley - Strategic Account Manager –NHS tracey.kingsley@cityandguilds.com

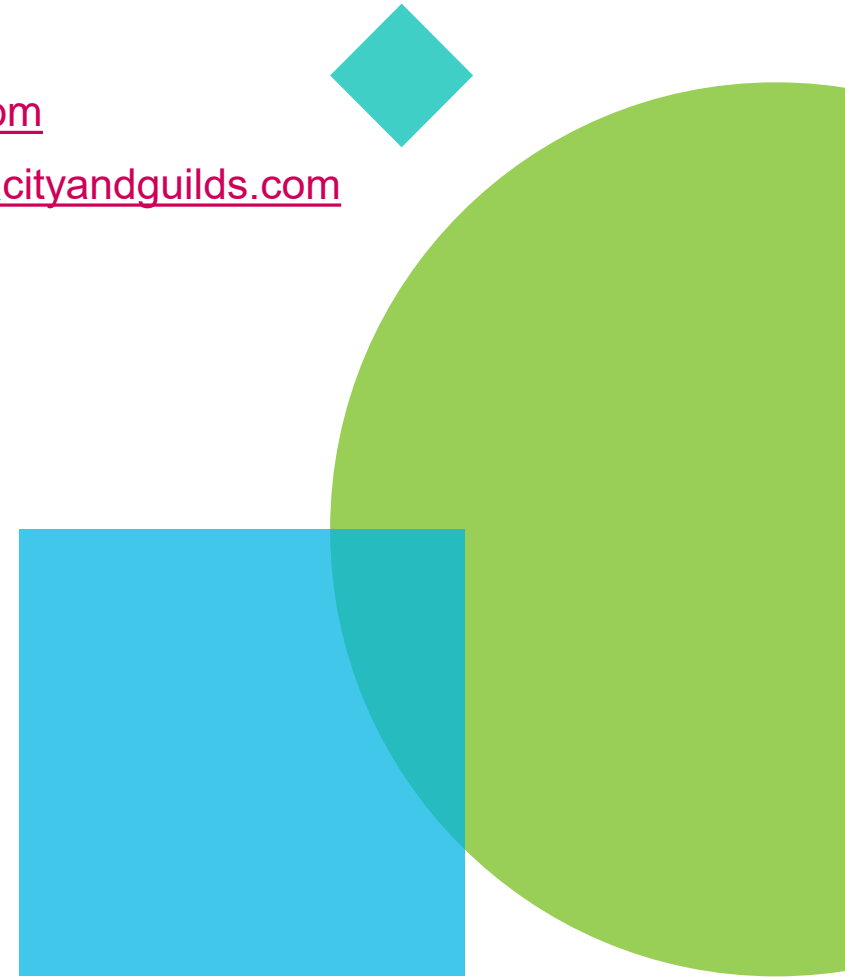
Alexandra O'Connor - Strategic Apprenticeship Manager – EPA alexandra.o'connor@cityandguilds.com

Industry Manager:

Geraldine Donworth geraldine.donworth@cityandguilds.com

Technical Advisor:

Paul Robottom paul.robottom@cityandguilds.com



Thank you, any questions?

