

2023

# Health & Social Care Apprenticeship Prospectus

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Discover how we partner with  
care providers to deliver  
impactful apprenticeships



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# About us

- Ofsted grade of Good in all inspection areas.
- 35 years' experience in work-based learning and apprenticeships.
- We employ highly experienced and qualified Trainers that have a wide breadth of knowledge and experience leading care teams.
- Our trainers can demonstrate an extensive background in the sector, and work with both private and public sector employers.
- Exceptional success rates and independent learner and employer feedback rates.
- All our Trainers are qualified to deliver Maths and English Functional Skills. At Fareport, we know that key skills are essential to any job role.
- We offer blended learning with a mix of face-to-face visits and online learning and trainer contact.
- We understand the challenges of working with multiple sites under one group and will ensure you have one programme that works across your different departments and geographies.

***"Leaders have created an ambitious curriculum and culture for apprentices, including those with additional learning needs. They make sure that trainers support apprentices to gain substantial new knowledge, skills and behaviours that help them make good progress on their apprenticeship and become effective in their jobs."***

*Ofsted Report, October 2021*



# How we work

Fareport have a tried and tested approach to delivering apprenticeships in health and social care settings.

We work closely with our employers to deliver a bespoke programme unique to them with the pre-launch phase being crucial to ensure we understand your culture, objectives and preferences.

Our approach to account management is to develop a true partnership, and we will take on board feedback throughout the journey. You will have access to simple reporting on a monthly basis to see how each programme and learner is performing.



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We believe we can deliver a truly impactful programme for your business because of our quality, flexibility and **dedication to learner success**.

We value **quality** over quantity. We believe we can deliver a truly impactful programme for your business because of our quality, flexibility and **dedication to learner success**.

**Communication** is key. Our approach to account management is to develop a **true partnership**, and we will take on board feedback throughout the journey.

# Who we work with



***"Employers are positive about the training their staff receive. They talk about Fareport as a 'trusted provider'. Employers can confidently describe the benefits apprentices bring to the workplace."***

*Ofsted Report, October 2021*

# Health & Social Care roles

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## Course overviews



# Adult Care Worker

## Level 2



### Who is this for?

- The Adult Care Worker qualification is suitable for a variety of roles including; Care Assistant, Care Worker, Support Worker, Personal Assistant, Relief Team Worker, Support Workers or Key Workers in Residential Settings, Domiciliary Services, Day Services or Home Care. To successfully achieve this qualification, you will be working as a frontline member of staff and will 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.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2-hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### What's included in the apprenticeship?

- Duty of care
- Safeguarding
- Health and wellbeing
- Values and behaviours
- The importance of communication
- Personal development
- And much more...



### Embedded Qualification:

- Level 2 Diploma in Care



### How long does it take to complete?

- 13 – 15 months

# Lead Adult Care Worker

## Level 3



### Who is this for?

- As a Lead Adult Care Worker, you will make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. Lead Adult Care Workers will in some circumstances have delegated responsibility for the standard of care provided and may supervise the work of other care workers. This exercising of autonomy and accountability means leading and supporting others to comply with expected standards and behaviours. Lead Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres or some clinical healthcare settings.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2-hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### What's included in the apprenticeship?

- Effective leadership and management
- Safeguarding
- Championing health and wellbeing
- Values and behaviours
- The importance of communication
- Standards and codes of practice
- And muchmore...



### Embedded Qualification:

- Level 3 Diploma in Adult Care



### How long does it take to complete?

- 15 – 18 months

# Healthcare Support Worker

## Level 2



### Who is this for?

- The qualification is ideal for those that work as part of a team providing high quality and compassionate care to individuals. You will carry out well-defined routine clinical duties such as monitoring an individual's conditions, checking on their overall progress, comfort and wellbeing. You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan. You will also carry out non-clinical duties.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2-hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### What's included in the apprenticeship?

- Health intervention
- Basic life support
- Duty of care
- Safeguarding
- Communication methods and techniques
- Quality improvement activities
- And much more...



### How long does it take to complete?

- 13 – 15 months

# Senior Healthcare Support Worker

## Level 3



### Who is this for?

- The Senior Healthcare Support Worker qualification is ideal for those who work as support to registered practitioners delivering healthcare services. They may also have supervisory responsibility. To successfully achieve this qualification, you will carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. You provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of your competence.



### What's included in the apprenticeship?

- Health and wellbeing
- Personal development
- Quality improvement
- Duty of care
- Safeguarding
- Communication
- And muchmore...



### What's needed from the candidate:

- Commitment to the programme until completion
- 2-hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)
- The Care Certificate must be achieved as part of the Apprenticeship.



### Embedded Qualification:

- Level 2 Diploma in Care



### How long does it take to complete?

- 15 - 18 months

# Lead Practitioner in Adult Care

## Level 4



### Who is this for?

- This is a great opportunity to achieve self-development and to be recognised as a lead practitioner within the care team who contributes to, promotes and sustains a values-based culture at an operational level.

To successfully achieve this qualification, you will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. You will have a depth of knowledge and expertise of particular conditions being experienced by the service users.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2-hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### What's included in the apprenticeship?

- Tasks and responsibilities
- Dignity and human rights
- Communication
- Safeguarding
- Health and wellbeing
- Professional development
- Leadership



### Embedded Qualification:

- Level 4 Diploma in Adult Care



### How long does it take to complete?

- 12 – 18 months

# Leader in Adult Care

## Level 5



### Who is this for?

- This is a great opportunity for newly appointed or existing managers, deputy managers or assistant managers of residential based services to learn a variety of key management skills and build knowledge which will support them in their management role. To successfully achieve this qualification you will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. You will lead a care team and will develop and implement a values-based culture at a service or unit level. You may be responsible for business development, financial control, organisational resilience and continuity as well as for managing risk and leading on organisational change.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2-hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### What's included in the apprenticeship?

- Statutory frameworks, and standards
- Risk management
- Change management
- Dignity and human rights
- Communication and confidentiality
- Safeguarding
- Theories of management and leadership



### Embedded Qualification:

- Level 5 Diploma in Leadership and Management for Adult Care



### How long does it take to complete?

- 18 months

# Support and head office roles

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## Course overviews



# Team Leader/ Supervisor

## Level 3



### Who is this for?

- The Team Leader/Supervisor apprenticeship is suitable for individuals who are working in a 1st line management role. It is a great opportunity for colleagues working within a leadership role to further develop people management skills and learn new techniques that can be implemented into their workplace. With our bespoke programme design, this qualification is great for those that are new to leadership or are experienced leaders. If you are looking to stretch your development this qualification is for you.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 -hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### What's included in the apprenticeship?

- Supporting, managing and developing team members
- Managing projects
- Planning and monitoring workloads and resources
- Delivering operational plans
- Resolving problems
- Building relationships internally and externally
- Optional diploma
- And much more...



### How long does it take to complete?

- 18 months

# Operations/ Departmental Manager

Level 5



## Who is this for?

- The Operations/Departmental manager apprenticeship is suitable for someone who manages teams or projects and is responsible for achieving operational or departmental goals and objectives as part of their organisation's strategy. The programme can be tailored for individuals new to their role or those that are more experienced.



## What's included in the apprenticeship?

- Creating and delivering operational plans
- Managing projects
- Leading and managing teams
- Managing change
- Financial and resource management
- Talent management
- Coaching and mentoring
- Optional diploma
- And much more...



## What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



## How long does it take to complete?

- 20 – 22 months

# Business Administrator

## Level 3



### Who is this for?

- This is a great opportunity for current Business Administrators to learn a variety of key administrative skills and build knowledge which will help build confidence and improve decision making skills.



### What's covered in the apprenticeship?

- Project management
- Decision making skills
- Planning and organisation
- Adaptability and responsibility
- Stakeholders
- IT
- Processes, procedures and policies
- And much more...



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### How long does it take to complete?

- 18 months

# Customer Service Practitioner

## Level 2



### Who is this for?

- This is a great opportunity for colleagues working within a Customer service role to up-skill and learn new customer service techniques that can be implemented into their workplace. Whether you're fairly new to the role or ready to move up the ladder, if you're looking to stretch your development this qualification is for you.



### What's included in the apprenticeship?

- Understand who customers are
- Know your organisation's values and how they link to service culture.
- Understand types of measurement and evaluation tools available to monitor customer service levels.
- Provide clear explanations and offer options in order to help customers make choices that are mutually beneficial to both the customer and your organisation.
- And much more...



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### How long does it take to complete?

- 13 to 18 months (depending on level)

# Customer Service Specialist

## Level 3



### Who is this for?

- This is a great opportunity for individuals who are working in or towards a senior customer service role. This is suitable for anyone who is an advocate of customer service, who acts as a referral point for complex customer requests, queries or complaints, whilst being an expert on the products/ services that your organisation has to offer.



### What's included in the apprenticeship?

- Business knowledge and understanding
- Customer journey
- Providing a positive customer experience
- Service improvement
- Customer service culture
- And much more...



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### How long does it take to complete?

- 15 to 18 months (depending on level)

# Procurement and Supply Assistant

## Level 3



### Who is this for?

- Candidates should be working within a Procurement & Supply assistant role and be interacting with their procurement team as well as colleagues from other internal departments and external stakeholders such as suppliers.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Attendance at CIPS virtual classroom sessions for each programmed module
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### Additional Qualification:

- CIPS Advanced Certificate in Procurement and Supply Operations Level 3



### What's covered in the apprenticeship?

- Understanding the role of procurement
- Value for money concepts
- Supplier approval processes
- Demand and spend management, analysis and forecasting techniques
- Developing and managing Stakeholder relationships
- Accurate specifications of requirements
- Development and evaluation of requests for quotes and tenders.
- The 4 processes of negotiation



### How long does it take to complete?

- 18-22 Months

# Commercial Procurement & Supply

## Level 4



### Who is this for?

- This is a great opportunity for individuals working within a procurement & Supply role, and enables them to position themselves as fully effective and commercially skilled professionals with transferable skills and career options that span the public, private and charitable sectors.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Attendance at CIPS virtual classroom sessions
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### Embedded Qualification:

- CIPS Level 4 Diploma in Procurement and Supply



### What's covered in the apprenticeship?

- Context of procurement and supply
- Business needs in procurement and supply
- Supplier performance management
- Sourcing
- Negotiating and contracting
- Managing contracts and relationships
- Pre-procurement & early market engagement
- Category management



### How long does it take to complete?

- 20-24 months

# Associate Project Manager

Level 4



## Who is this for?

- The APM Project Management apprenticeship is ideal for individuals who are new to Project Management or are experienced leaders who would like to improve their knowledge, skills and behaviours. It is an excellent opportunity to further develop Project Management skills and learn new techniques that can be implemented into their workplace. To complete the qualification you must have projects to manage.



## How long does it take to complete?

- 16 -18 months



## Embedded Qualification:

- APM PMQ



## What's covered in the apprenticeship?

- Project governance
- Project communication
- Project leadership
- Budgeting and cost control
- Schedule management
- Consolidated planning
- Business case and benefits management
- Project scope
- Resource management
- Project risk and issue management



## What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Attendance at PMQ virtual classroom sessions OR self-study of PMQ online
- Training and self-study during work hours (to be agreed between trainer, learner and manager)

# Learning & Development Practitioner

## Level 3



### Who is this for?

- This is a great opportunity for those who are involved in learning, development and training; focusing on the practical delivery of training, whilst working with stakeholders, and business area managers.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



### How long does it take to complete?

- 18 months



### What's covered in the apprenticeship?

- The latest learning practices
- Identification of training and learning needs
- Training design and delivery
- Evaluation of impact
- Communication
- Team working
- And much more...

# Learning & Development Consultant/ Business Partner

Level 5



## Who is this for?

- This is a great opportunity for individuals who are accountable in their workplace for ensuring L&D contributes to the improved performance of the business – at a individual, team and organisation level.



## What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer, learner and manager)



## How long does it take to complete?

- 15-18 months



## What's covered in the apprenticeship?

- Paradigms, theories and models that underpin effective adult learning, group behaviour and learning culture.
- Measuring impact and return on investment
- Facilitation skills
- Building effective work relationships with business managers
- Developing a learning culture
- Budget resource and management
- And much more...

# HR Support

## Level 3



### Who is this for?

- This qualification is a great opportunity for individuals who work in a HR support role, handling day to day queries and providing HR advice on a wide range of issues spanning from recruitment to retirement.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



### How long does it take to complete?

- 15-18 months



### What's included in the apprenticeship?

- HR legislation and policy
- HR function
- HR systems and processes
- Managing HR information
- Service delivery
- Problem solving
- Communication
- Team Work
- Process Improvement
- And much more...

# HR Consultant Partner

## Level 5



### Who is this for?

- Candidates should be working in a small to large organisation as part of the HR function in roles such as HR Manager, Consultant or Business Partner. They will use their expertise to provide and lead the delivery of HR solutions to business challenges, together with offering tailored advice to mid-level to senior managers in the business. .



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



### How long does it take to complete?

- 18 months



### What's included in the apprenticeship?

- CIPD Level 5 Associate Diploma in People Management
- HR technical expertise
- HR function
- Business understanding
- Building HR capability
- HR consultancy
- Contributing to business change
- MI and technology
- Personal development
- Relationship management
- An optional topic dependant on your job role: Core HR, Resourcing, Total Reward, Organisation Development or HR Operations

# Fundraiser

## Level 3



### Who is this for?

- This is suitable for those in entry level positions within Charitable or not-for-profit organisations looking to progress their career in fundraising. Candidates should be in a suitable role to be able to gather evidence for their portfolio of evidence covering the Key Topics (below)



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



### How long does it take to complete?

- 15 months



### What's included in the apprenticeship?

- Commercial understanding of the third sector and fundraising environment
- Fundraising methods
- Regulation, legislation and codes of practice
- Methodologies to undertake internal and external analysis and evaluation of fundraising products and services
- Elementary financial principles
- Key components of a 'Case for Support' and the supporter journey
- Different methods of communication to internal and external stakeholders
- How to approach and engage new and existing supporters
- Internal and external dependencies that influence the success of fundraising
- Accurate data management
- Donor motivations

# Learning Mentor

## Level 3



### Who is this for?

- This course is aimed at those working in medium to large employers to advise, guide and supervise learners of all ages, and all levels, to develop within a new work role. These learners may be, for example, apprentices, trainees or new recruits (ranging from young entrants, to new CEOs)
- You should work with providers and colleagues to plan and implement structured learning and work experience



### What's needed from the candidate:

- Commitment to complete Safeguarding Level 1
- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



### How long does it take to complete?

- 14-16 months



### What's covered in the apprenticeship?

- Effective practice in providing accurate and relevant vocational/pastoral advice and guidance
- Effective questioning, active-listening and assertiveness techniques
- Learning programme requirements, planning contextualised learning
- Roles of assessors, coaches or teachers in providing practical help with assessment processes
- The mentor's role in supporting the learner's development
- The roles of workplace and education provider colleagues who contribute to learners fulfilling their action plans
- Opportunities for continuing professional development

# Marketing Executive

## Level 4



### Who is this for?

- This is a great opportunity for individuals who are keen to develop their creativity, and upskill their knowledge within their Marketing role. This qualification will take an in depth look at various different Marketing techniques, which can be directly implemented within the business.



### What's needed from the candidate:

- Commitment to the programme until completion
- 2 hour meeting with your trainer each month
- Training and self-study during work hours (to be agreed between trainer and manager)



### How long does it take to complete?

- 18 months



### What's covered in the apprenticeship?

- Market research
- Marketing concepts and theories
- Business understanding and commercial awareness
- Budget management
- Marketing campaigns
- Evaluation and analysis
- Products and channels
- Interpersonal and communication skills
- Systems and processes

# A bespoke training programme

## Individual or small group cohorts

We know that delivering bespoke, engaging and relevant content is key to the success of our programmes and we have created partnerships with businesses to give our clients a unique and exceptional service.

**For all learners, activities with your team before launch would include:**

- Defining roles and responsibilities on the project
- Reviewing and agreeing a delivery model
- Specifying how the programme meets the off the job requirement
- Agreeing reporting requirements and communication with learner, manager, L&D/HR and training lead
- Agreeing measures of quality and success
- Agreeing programme timeline and any key dates or events to avoid.



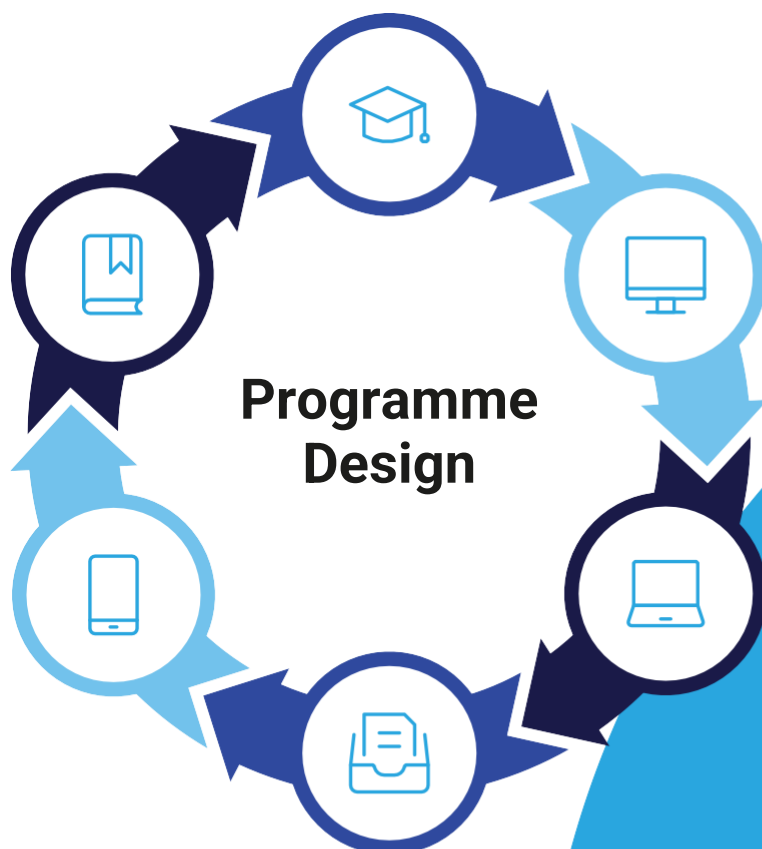
# A bespoke training programme

## Larger groups

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**For cohorts of 10 or more, additional activities would include:**

- Discuss option of group classroom sessions (based on one central location)
- Review current company induction and training materials to map into standard and training sessions
- Review materials to ensure fit with your language, culture, behaviours.
- Plan mentor training for assigned mentors or line managers



*"Trainers work well with employers to make sure that they fully understand the business requirements, and they design high-quality teaching sessions to support this. They use this understanding to develop employer-specific lessons, for example on additional training in the company brand."*

*Ofsted Report, October 2021*

# A bespoke training programme

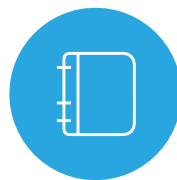
## Training options

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When we create a delivery model, we can include a range of training options to suit the learners. Options can include, but are not limited to:



**Online Guided  
Study Tasks**



**Self Study  
Workbooks**



**Online Portfolio**



**Exam Preparation**



**1:1 Sessions**



**Webinars**



**Classroom Training**



**Group Discussions**

# Delivery model example

## Training Plan Example Months 1 -3

### Leader in Adult Care Level 5

MONTH	1	2	3
<b>1 to 1 Training</b> (Face to Face or Remote Video Session)	<ul style="list-style-type: none"> <li>Discuss programme delivery, EPA and the requirements such as professional discussions, observations, mock assessments, DBS requirement and qualification expectations.</li> <li>OneFile and MS Teams training</li> <li>Review training needs assessment and select optional units from the Level 5 Diploma in Adult Care.</li> <li>Short training session on Unit 5DAC01 Leadership and Management in Adult Care</li> </ul>	<ul style="list-style-type: none"> <li>Short training session on Unit 5DAC02 Governance and regulatory processes</li> <li>Review Unit 5DAC01 Leadership and management in adult care assignment to identify progress and support needs</li> </ul>	<ul style="list-style-type: none"> <li>Short training on 5DAC03 Communication and information management in adult care</li> <li>Short training session on 5DAC10 Managing self for leadership in adult care</li> <li>Submit Unit 5DAC01 Leadership and management in adult care assignment</li> <li>Complete a three-way review</li> <li>Plan within the month to carry out holistic observation linking to skills and behaviours (tasks and responsibilities, communication, health and wellbeing, professional development and leadership). The observation will be a mock observation of leadership for EPA</li> </ul>
<b>Guided Study Tasks</b>	<ul style="list-style-type: none"> <li>Upload CV and job description to OneFile</li> <li>Complete SWOT analysis</li> <li>Create a PDP - highlight personal and professional development needs for the next 18 months</li> <li>Research – performance management cycle, models of leadership styles and team developmental models. You will need to reflect on this in your written assignment which will be submitted at next visit</li> </ul>	<ul style="list-style-type: none"> <li>Complete Unit 5DAC02 Governance and regulatory processes assignment. Obtain current inspection report – you will need to analyse and reflect on this within the assignment and use this as product evidence during your observation. Research using the resource provided</li> </ul>	<ul style="list-style-type: none"> <li>Complete assignment 5DAC03 Communication and information management in adult care</li> <li>Complete assignment 5DAC10 Managing self for leadership in adult care</li> <li>Complete interpersonal Skills questionnaire</li> <li>Plan and prepare for your observation of leadership</li> </ul>
<b>Maths &amp; English Training</b>	<ul style="list-style-type: none"> <li>Maths &amp; English Initial Assessment and Diagnostic review</li> </ul>	<ul style="list-style-type: none"> <li>Introduce milestones workbook. Discuss English Initial Assessment results to plan training required</li> </ul>	<ul style="list-style-type: none"> <li>English Reading exam if ready or further study</li> </ul>
<b>Maths &amp; English Self Study</b>	<ul style="list-style-type: none"> <li>Complete English activities or mock exam</li> </ul>	<ul style="list-style-type: none"> <li>English Writing and Reading activities set by Trainer</li> </ul>	<ul style="list-style-type: none"> <li>English Writing and Reading activities set by Trainer</li> </ul>

# Things to consider when planning your programme

- How many learners do you anticipate and in what locations?
- What existing training do they receive?
- What skills gaps are there for the roles being considered?
- Are any significant changes coming in the next year? New company wide projects or sector changes? (This could help to create real work assignments and examples)
- What in the culture will we need to be aware of? What are your unique values or ways of working?
- Allocating a mentor
- Succession planning
- Prior learning
- Functional Skills
- End point assessment
- Methods of training preferred (i.e. Group sessions/individual learning)
- Application and launch plan
- Next Steps



# Account management structure

At Fareport we know that communication is key and, as such, we have developed a team of people that will support you throughout the qualification journey. All our staff are highly experienced within their fields and understand the importance of aligning their service with the vision, values and expectations of our clients. We have supported over **200 employers** with their **Levy** preparations and, or to access SME funding or levy transfer. We can support you to maximise your training budget, manage your Digital Account and create valuable training programmes that are bespoke to your business. A thorough knowledge of your expected service level is essential in our operation to ensure a robust and effective solution to all aspects of delivery.



## Graham Bell

### Commercial Director

Graham will oversee the set up and implementation of your apprenticeship programme. Graham is a highly skilled Commercial and Operational Leader having held Senior Management and Board Roles across various industry sectors and global geographies.



## Theresa Maple

### Operations Director

With an in-depth knowledge of the Apprenticeship system, Theresa and the Support Services Teams will be on hand to advise and guide on funding, processes and support you with administrative aspects of the programme delivery including your digital apprenticeship service account.



## Jodie Clark

### Apprenticeship Manager

Jodie is an experienced Manager [RMA] who has worked in the care sector for 20 years in a variety of settings including: Elderly, Learning Disabilities and Autism. She manages the training team and monitors and reviews learner progress throughout the learner's journey to ensure they are receiving high quality training and support.



## Your Account Manager

Acting as your main point of contact your Account Manager will work with your team to ensure all aspects of the programme meet expectations and will keep you informed of learner progress through monthly reports. Our account managers all have in-depth knowledge of our apprenticeship areas.

# Account management for levy employers

- Dedicated account manager
- Programme and contract review meetings - monthly or quarterly depending on your needs. We will discuss progress data, any issues and feedback and ideas for continuous improvement
- Monthly summary of all learner progress and any issues from One File, our Eportfolio
- Access to One File for summary reports of progress
- Managers can also access all their learner's work, and receive feedback from the trainer

## Monthly Report Snapshot

MAIN LEARNING AIM	LEVEL	LEARNER STATUS	RAG	EPORTFOLIO START DATE	EXPECTED COMPLETION DATE	PROGRESS/ GRADE	TARGET PROGRESS/ GRADE	TRAINER NAME	COMMENT ON LEARNER PROGRESS
Leader in Adult Care	5	Active	Green	29/10/2019	29/04/2021	14%	26%	Lisa	
Leader in Adult Care	5	Active	Yellow	29/10/2019	29/04/2021	0%	26%	Lisa	
Leader in Adult Care	5	Active	Green	29/10/2019	29/04/2021	13%	26%	Lisa	
Lead Adult Care Worker	3	Active	Green	03/06/2019	03/09/2020	48%	49%	Jackie	
Leader in Adult Care	5	Active	Red	29/10/2019	29/04/2021	0%	31%	Lisa	
Lead Adult Care Worker	3	Active	Green	03/06/2019	03/09/2020	51%	49%	Jackie	
Leader in Adult Care	5	Active	Yellow	29/10/2019	29/04/2021	8%	26%	Lisa	

**"Leaders make sure that most employers are well informed about apprentices' progress, which helps them support their training. Senior managers at large employers meet frequently with staff to check on progress, and to identify and deal quickly and successfully with issues."**

*Ofsted Report, October 2021*

# Support for learners and managers

**The three way partnership between Fareport, line managers and the learner is key to the success of the apprenticeship. You will have full support from Fareport's trainers, management and support services.**



## Learners

- Before launch, learners will be offered advice and guidance on the programme content, learning methods and commitment required.
- During programme, learners can get support from their trainer between visits on the phone, MS Teams or through OneFile, depending on their preference. They will also receive regular feedback on their work via the eportfolio system.
- Advice on progression routes for learners and their managers.
- Signposting of learners to sources of support for personal and wellbeing issues.

## Managers

- Line managers will be asked to attend manager briefings to cover the key information about the programme and explain how best they can support their learners.
- Trainers will work closely with line managers to book reviews, discuss progress and guide them on what to expect at each stage and how they can support their team member.
- We will seek regular feedback from learners, line managers and the L&D team to ensure that our communication and support is effective.

# Our Trainers

All our trainers are experienced and qualified above the minimum industry requirements. They have a wide breadth of knowledge and experience leading care teams.

As a minimum they complete their A1 assessing award (CAVA) and Award in Education and Training – Level 3 (PTTLS). They also have the required occupational competence for the qualifications they deliver, which is verified by our Quality Director and awarding bodies.

Trainers undertake at least 30 hours of CPD each year to keep their knowledge current.

We encourage all our trainers to achieve higher teaching qualifications, which the majority do including:

- V1 – Internal Verifier Award
- Certificate in Education and Training – Level 4
- Diploma in Education and Training – Level 5

All our Trainers are from the care industry, and this allows them to adapt work to the individual's learning styles, job role and requirements. They draw on their real-world experience to train, guide, support and mentor their learners.

***"Trainers are well qualified, experienced and knowledgeable. They use these skills to provide high-quality teaching. Managers use frequent observation of trainers to check on the quality of training, and provide staff with useful feedback that helps them improve their teaching. Staff benefit from effective training that makes sure they have up-to-date knowledge in the sectors they teach."***

*Ofsted Report, October 2021*



# Course materials

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All programmes use a variety of learning materials and assessment methods



# Feedback

## How will feedback be delivered to learners?

After each activity:

- Verbally
- Written
- OneFile

## How will feedback be given to the L&D Team?

- OneFile
- Monthly Reports
- Quarterly Reviews

## How will progress be monitored?

- OneFile progress vs. target
- Key milestones
- RAG rating on monthly report

## What support will be offered to those not on track?

- Understanding Barriers
- Additional Support
- ALS
- Additional Resources and Learning Materials

## What support will be required from the Managers?

- Time
- Communication
- Support
- Mentor Training
- Manager Brief



# Off the job training

- As a minimum, all learners on apprenticeship programmes must receive the equivalent of 6 hours per week to undertake “off the job” training (where they work 30 hours or more per week). These working hours needs to be spent engaged with your learning.
- If you complete all elements of your training, including the allocated self directed learning, you will easily meet this requirement. As part of our on-boarding process, all learners will take part in a 3 way meeting with their trainer and line manager to discuss their initial assessment outcomes and Standard requirements to plan the programme accordingly.
- Line managers and employers should support the apprentice to make sure they are allowed the time to complete their off the job training.
- Fareport works with all of our employers to ensure that the requirement is met and we maximise learning opportunities within our bespoke training plans.
- Your training agreement and delivery plan will detail the hours and activity planned that count towards off the job training



# What counts as Off the job training?

## Example activities include:



### Learning

Attending workshops, interactive online classes, online lectures and webinars, conferences and seminars, working with colleagues to learn **new** practices, CPD activities and in-house training (as long as it is relevant to the standard) and presentations.



### Implementation

Time spent in the workplace putting the theory into practice, improving/changing working practices as a result of new learning.



### Observation/ Work Shadowing

Job shadowing colleagues or going to another workplace site to experience new environments and working practices, industry site visits.



### Reflection

Time spent in meetings with colleagues where this new knowledge is shared, attending networking and conferencing events, talking to your mentor or line manager about your learning.



### Research and Self-Directed Learning

Undertaking research activities (i.e. online or library etc.) required to enable the completion of assignments.



### Assignments

Preparing and submitting written assessments, examinations, end point assessments etc.

# Off the job training example

Below is an example of how the off the job element of the qualification is met.  
This is tailored to suit the business and learner needs.

## Example

**Off the Job Training Target = 342 hours**

Based on 62 weeks on programme minus 25 days (5 weeks) holiday.

62 weeks - 5 weeks = 57 weeks

57 x 6 hours = 342 off the job training hours needed across the programme

**Planned Off the Job Training Hours from Delivery Model = 350 hours** (breakdown by Training Provider and Employer below)

## Training Provider

- **Training sessions – 28 hours** (based on 14 sessions every 4 weeks for approximately 2 hours). These will be face to face 1-2-1 sessions with the learner's allocated trainer.
- If additional learning support is required, this will be discussed with management and learner to discuss how to implement this to meet both learner needs and the needs of the business.
- **Assignments / Self Study - 230 hours.** Learners will complete 9 workbooks and other tasks (see delivery models for details). In between visits learners will complete approximately 22 hours of independent study between each visit. Telephone/face to face support will be given to support to completion of the workbooks.
- **Reflection of learning– 33 hours.** This could be learning within the job role e.g new situations, meetings, training etc of 1 hour per week.

## Employer

- **Annual appraisal – 2 hours.**
- **Mentor sessions – 28 hours**
- **In house training (relevant to the standard) – 29 hours**

# Functional Skills

Functional skills in Maths and English are hugely important to the overall success of the Apprenticeship programme and we are confident that our training style, content and exam preparation will ensure that every learner is given the best opportunity to succeed and achieve the skills they need at any level of work.



We provide online resources from BKSB, the industry leading support platform. It enables self-learning at the learner's own pace with interactive videos, practice sessions and mock practice. All learners are also supported and guided by their trainer.

Typical topics within the functional skills include:

- Using Grammar
- Speaking and Listening
- Presenting Information
- Understanding written information
- Analysing Data
- Using Percentages and Ratio
- Area and Volume

# Costs:

All our costs are met within the funding band maximum. We do not charge for planning or tailoring the programme, since we consider this an important part of developing a trusted relationship with you.

The course cost can be paid from your apprenticeship levy. If you are an SME, you can gain funding for 95% of the cost and pay a 5% contribution. Alternatively we can support you to apply for a levy transfer to cover the full cost.

APPRENTICESHIP STANDARD	LEVEL	COST OF APPRENTICESHIP (per apprentice)	ADDITIONAL COSTS (if applicable e.g. travel,
Adult Care Worker	2	£3,000	£0
Lead Adult Care Worker	3	£3,000	£0
Healthcare Support Worker	2	£3,000	£0
Senior Healthcare Support Worker	3	£5,000	£0
Lead Practitioner in Adult Care	4	£7,000	£0
Leader in Adult Care	5	£7,000	£0
Customer Service Practitioner	2	£3,500	£0
Customer Service Specialist	3	£4,000	£0
Business Administrator	3	£5,000	£0
Team Leader / Supervisor	3	£4,500	£200.00 (Optional Diploma)
Operations/Departmental Manager	5	£7,000	£200.00 (Optional Diploma)
Procurement and Supply Assistant	3	£6,000	CIPS Membership fees
Commercial Procurement & Supply	4	£9,000	CIPS Membership fees
Associate Project Manager	4	£6,000	£0
Learning and Development Practitioner	3	£6,000	£0
Learning and Development Consultant/ Business Partner	5	£7,000	£0
HR Support Worker	3	£4,500	£0
HR Consultant Partner	3	£7,000	CIPD Membership fees
Fundraiser	3	£8,000	£0
Learning Mentor	3	£5,000	£0
Marketing Executive	4	£6,000	£0

# Optional outward bound

## New Forest (Optional at additional cost)

We also offer a low cost outward bound in the New Forest, at Foxlease, Lyndhurst, set in 65 acres of land.

You can select from a wide range of challenging outdoor activities, and Fareport will facilitate the teaching and reflection sessions. 2 days and 1 night with the option to stay the night before.



### Activities (to choose 4 or 5):

- Abseiling
- Archery
- Canoeing
- Climbing
- Fencing
- High Ropes
- Kayaking
- Orienteering
- Raft Building
- Tunnelling
- Zip Line
- Raft Building

# Learner success stories

"I found the apprenticeship well formulated, adaptable to my needs and to the demands of the workplace and I really enjoyed finding new techniques which have helped me in my role."

**Carol H – Hampshire County Council**

"The trainers I had were both amazing! They supported me throughout not only with the course but what was happening at work and what was happening in my life as well. I felt valued and listened to by the staff at Fareport."

**Rumour Bedden – Contemplation Care**

"I've enjoyed learning new theories and processes and evaluating how I already work to see if there are any changes that need to be made. One part that particularly supported me in my role has been looking at certain aspects such as being person centred. I'm just about to become a CQC centre manager so it was vital I understood how the person who is supported is at the heart of all decisions. The support I received from Zoe was brilliant. She was always flexible and was able to try different methods to make the course enjoyable."

**Joanne Miles – One Community**

"I choose to undertake an apprenticeship level 5 to support me with my job role at Northcott House and to be able move my career forward. The apprenticeship has helped me do this. It will also help me with my CQC registration. I would have no hesitation in recommending the apprenticeship, to anyone wanting to move forward with their career."

**Hannah Franks Bentley – Redclyffe House Learning Disabilities Home**

"I enjoyed pushing myself to learn about why I work in the way that I do whilst learning to understand all of the legislation that supports my practice."

**Sam Jakeway – Hampshire County Council**

"There is easy access to the course and help is right at your fingertips, and the trainers are easy to talk to and understandable."

**Adele Byng – The YouTrust**

"Fareport have provided me brilliant training materials and an experienced, helpful, and very supportive trainer."

**Hakima Rahman – Southampton City Council**

"This course has really helped me with my job role as I now understand a lot more. I have really enjoyed this course and it has especially helped me with writing care plans and the person centred approach to this. I have had a amazing assessor to guide me through and help when I needed them. I would recommend this company to anyone."

**Louise Rumble, Abbey House**

"Thank you all at Fareport for all the kind caring support I've had from so many staff members. You really have been amazing over the years . I'm very lucky to have a full time job at University Hospital Southampton and I'm now applying to the emergency department. I feel proud to have studied with Fareport and to tell my colleagues that I studied with you. Please give my thanks to your wonderful staff."

**Tina Baddams – University Hospital Southampton**

"The nicest NVQ / diploma team I've come across - they really care about those they are working with."

**Cicy Zacharias - The You Trust**

# Case study:

# Hampshire County Council

- Fareport deliver apprenticeships for Hampshire County Council including Health and Social Care qualifications at Level 2, 3, 4 and 5.
- We also offer Level 3 Business Administrator, Level 3 Team Leader / Supervisor, Level 4 Associate Project Manager and Level 4 Commercial Procurement and Supply.
- We provide training for mentors to enable them to best support their apprentices. We support briefing days for all learners and managers interested in a programme and created a manager's handbook to ensure buy in.
- Our account manager works very closely with the apprenticeships team to resolve any queries quickly, as well as providing regular progress reports and evaluations from all group training days.

***"Fareport deliver an excellent service, from design and development of programmes through to learner achievement and are very responsive to our needs. The training is to a high standard and has made a real difference to our people. We are continuing to roll out new cohorts and programmes across the council. I would highly recommend Fareport to other employers."***

*Christine Hansford, Programme Manager (Quality and Commissioning)*



# Case study: Langdale

- Fareport have worked with Langdale Nursing Home for several years and supported learners to achieve their apprenticeship across a range of levels.
- Fareport worked closely with the manager to develop a bridging programme, to support learners to gain skills and knowledge in managerial tasks. A group of 5 learners who had previously achieved their Level 2 Health and Social Care apprenticeship during their role as a care assistant later progressed to the Level 3 Health and Social Care apprenticeship and were given a promotion with the home as senior care assistants. During this time, the Level 4 was not an option as it had not been developed and the manager was keen to support the learners to prepare them for taking on additional tasks and responsibilities to prepare them for the next apprenticeship.
- The bridging programme was a 5-month course which focused on management of the team and professional supervision as this was a task the senior care assistants did not complete however, it would be a task they would be required to complete at a later stage. 4 of the learners achieved the requirements of the course and then enrolled to complete the Level 4 Lead Practitioner in Adult Care.

***"The management team at Langdale have used Fareport Training as our sole provider for the last four years. Fareport supports each individual learner, they assess their learning needs and provide support based on an individual's learning style and education. Fareport trainers provide consistency for the learners and communicate with our team when learners need witness testimonies, practical assessments and increased study support.***

***The management feel that our two way conversation provides continuity for the learners and we have consistent results with low drop out numbers. Fareport works in partnership with us to plan staff progression and has bespoke training for our staff. Staff feedback that they feel supported by Fareport Training and the management team feel that they are responsive to our requests for consistent quality training."***



# Case study: Numada

- Fareport have worked with Numada for many years and supported learners to achieve their Level 2 Adult Care Worker and Level 3 Lead Adult Care Worker Apprenticeships. This case study relates to a recent cohort of new learners.
- Fareport met with the employer to plan the delivery of the apprenticeship to their specifications and required outcomes. Delivery set up included monthly workshops where learners would undertake training in the morning and complete their workbooks/assignments during the afternoon session. The delivery model was planned in relation to multiple sites/ learner locations to reduce the impact on the services.
- This model worked well for the majority, however, one learner struggled with this due to their health and wellbeing needs. Fareport met with the line manager to discuss this and how we can support the learner and changed the delivery method to one to one face to face meetings. This learner suffered with anxiety and lack of confidence which resulted in challenging situations within the workshops. Changing to one to one face to face meetings worked very well and the learner achieved the Adult Care Worker Apprenticeship with an overall merit. This learner received a promotion and has now enrolled to complete the Lead Adult Care Worker Apprenticeship with the support of his manager.
- Throughout the programme, trainers and learners had regular meetings either face to face or via remote visits. Quarterly development, planning and review meetings were held between all three parties to discuss the learners progress and developmental needs, ensuring stakeholder engagement. Our Team Manager also met with the Training Manager to review service delivery and learner progress, quarterly, to ensure the employer expectations were being met.



# Case study: The You Trust

- Fareport have a very close working relationship with The You Trust, a charity that supports vulnerable people across Hampshire, Dorset, Somerset, the Isle of Wight, and West Sussex.
- We are currently delivering Lead Adult Care worker Level 3 and Lead Practitioner in Adult Care Level 4.
- The You Trust are part of our employer focus group where we discuss improvements to our programme delivery and refine our offer.



***“Fareport has been amazing, all apprentices are happy to be doing their apprenticeship through Fareport.*”**

***Without the amazing support from Fareport trainers and our business manager Jodie we wouldn't be able to achieve the 50th place in Top 100 Apprenticeship Employers so thank you from all at The YOU Trust.”***

*Andrei Dudau, Learning & Development Partner*



# Contact us

[www.fareport.co.uk](http://www.fareport.co.uk)

01329 825 805

[businessdevelopment@fareport.co.uk](mailto:businessdevelopment@fareport.co.uk)

Follow us on Twitter [@fareport](https://twitter.com/fareport)

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