



Apprenticeship in Health, Social Care, Or Children and young People Level II & Level III

Welcome to our new student

Welcome to Park Education and Training Centre. This is your introductory pack to Apprenticeship in Health & Social Care. Awarding Body for the program is Pearson Edexcel.

The Centre operates a pathway system designed to facilitate your progression from a point where you possibly have little or no knowledge of Health & Social Care to the achievement of an Apprenticeship Level III qualification, or units towards an Apprenticeship Level III qualification.

At the outset you may also be unemployed or under-employed, have difficulty reading/ writing English and lack IT/ numeracy skills. If you fall within any of these categories the Centre will also provide you with supplementary education in English, basic IT, numeracy and you will receive careers advice and job search support.

Your progress along the pathway offered by the course can be summarized in the following steps:

Induction

After recruitment and registration you will undergo induction. The aim of induction, in addition to introducing you to the training program, is to enable us to identify any existing English, IT, literacy/ numeracy or employment needs you may have.

The Centre then provides English support, IT support, literacy & numeracy support, careers advice & job search support to meet your assessed needs.

Pre-NVQ (or Foundation) in Health & Social Care

NVQ means National Vocational Qualification. Candidates with no previous Care experience must complete a pre-NVQ course in Care that introduces them to the Care environment. The course will comprise of 6 hours theory followed by a one-week work experience placement. If on the other hand you are a candidate who already possesses some experience in Care, you can still embrace the opportunity of using the pre-nvq to update your knowledge and refine your practice.

The pre - NVQ is designed to provide a basis for progression onto Apprenticeship in Health & Social Care level II just as the Level II qualification leads onto a Level III one. The pre-NVQ is accredited through the Open College network and the candidate, on completion, receives a certificate and is entitled to be employed as a Care Assistant or Auxiliary Nurse.

Introduction to Apprenticeship Level II

At this stage the candidate receives further induction only this time to the Apprenticeship. You will be afforded the opportunity of learning about your course through dialogue with those who will be your guides throughout the programme i.e. your Assessors, Verifiers, Centre Manager and Office Manager.

Apprenticeship Level II Health & Care

The candidate will now embark on a course of theoretical study and practical training leading to an Apprenticeship Level II qualification in Health & Social Care. Those candidates who were assessed during the induction stage as requiring additional support will continue to receive that support.

Introduction to Apprenticeship Level III

The candidate will undergo similar induction as to the one received before commencing the Level II qualification with the added emphasis on the differences between this and Level III. Yet again you will be afforded the opportunity of learning about your course through dialogue with those who will be your guides throughout the programme i.e. your Assessors, Verifiers, Office Manager and Office Manager.

Apprenticeship Level III Health & Social Care

The candidate will now embark on a course of theoretical study and practical training leading to an Apprenticeship Level III qualification in Health & Social Care. Those candidates who were assessed during the induction stage as requiring additional support will continue receiving the support.

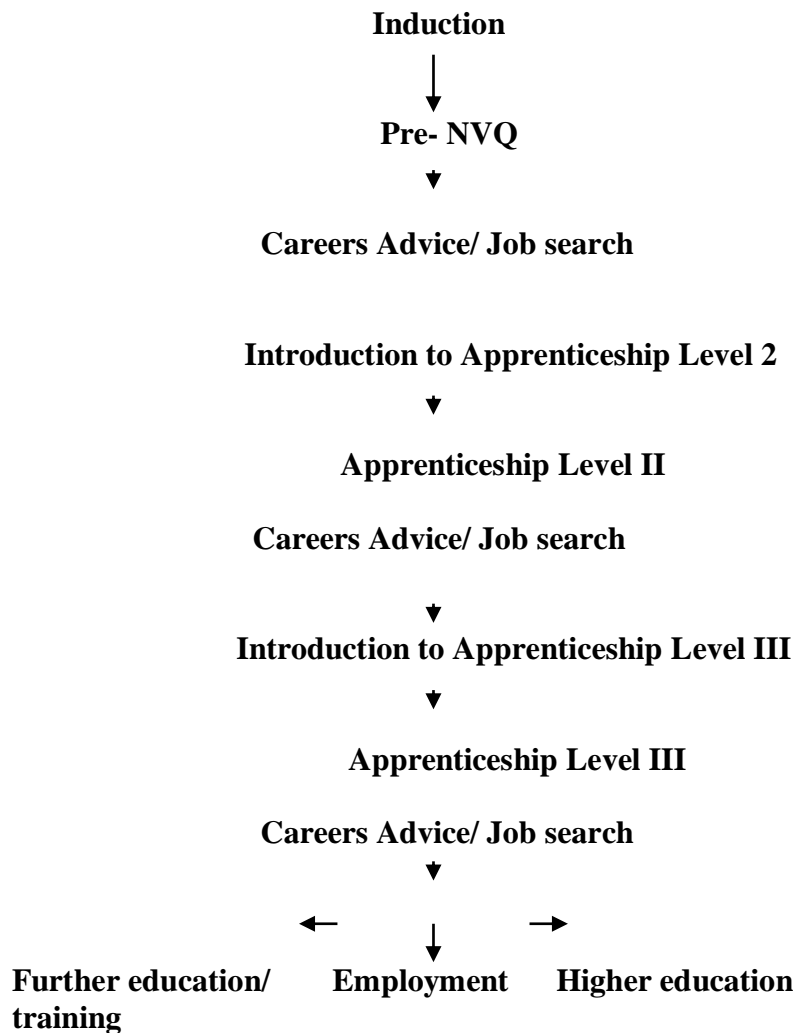
Careers advice/ Job Search

Towards the end of your course at each Level all candidates will benefit from careers advice and job search.

Opportunity for employment and/ or further/ higher education & training

At this stage you may have already received employment. You will also be better placed to take advantage of further/ higher education and training.

Summary of Health & Social Care Course Pathway



MEET THE TEAM

Centre Manager.....	P. Kanda
Apprenticeship Internal Quality Assurer.....	J. Okpala
Office Manager.....	E. Sarady
Apprenticeship Assessors.....	W. Emelugo
	R Hartnett
	S. Olawepo

**468 Church Lane Kingsbury NW9 8UA.
Tel: 0208 2002328 Email: info@parkeducation.co.uk**



F. Nyemugan
I. Ojingwa
S. Nyandemoh

When you start on the program you will be appointed an assessor. Write your assessors name and phone number below.

Assessors name:.....

Assessors phone number.....

If you have any problems with your Apprenticeship do not hesitate to contact any one of the above persons.

Direct Buses: 302, 83, 183, 204

Nearest Tube Station: Kingsbury Station: Jubilee line

Other buses which connect with direct buses are: 32, 221, 114

TRAINEE INFORMATION

Introduction to Park Education

Park Education has been in existence since 1997 the Centre has provided a variety of accredited training courses to members of the local community resulting in a significant number of beneficiaries gaining qualifications and/ or entering employment whilst yet others enrolled onto nursing courses or progressed onto further education / training.

The Centre is well accessed by the local community who come to benefit from a number of free services eg career advice, Job search, health promotion.

Mission Statement

To assist our clients achieve their full potential and enter into gainful employment or embark on further education/ training by offering a quality service which is open to everyone.

Equal Opportunities

We are committed to treating everyone equally in all aspects of training and in the overall delivery of our services. This includes the admission, progression and assessment of candidates;



appointment and promotion of staff, treatment of users/ visitors. Park Education does not discriminate, nor will it encourage discrimination against anyone on any grounds.

Disability Statement

We recognise that people with disabilities experience discrimination within society. We are committed to challenging this. Our aim is to ensure that people with disabilities can participate fully and equally.

Practice Summary

We have always been committed to providing high quality education and training:

- Accurate information and advice to help you undertake your course of study
- Language support for clients with limited facility in English language
- High quality training by qualified and experienced staff
- Consistent, culturally sensitive support
- I.T. facilities
- Careers advice
- Equality of opportunity
- Complaints procedure in the unlikely event you are dissatisfied with aspect of our service.

Initial Points About Your Apprenticeship

Apprenticeships are designed to be easily accessed by every one – the young, mature students, people without previous qualification, the employed, unemployed etc. Emphasis is on your ability to gather proof (evidence) of your skills and knowledge and present them in a readily accessible way. There is no panic as your assessor will be there to support you throughout this process. However for the Level III qualification a greater degree of self-responsibility will be expected from candidates.

The assessors are trained to identify and target suitable evidence and make sure you have just enough to satisfy the requirements. No one is expecting you to write a book and although you will be expected to learn through your practise it will not be a demand for you to memorise every little theoretical detail you encounter during your study. Your evidence is assembled in a file (portfolio), which serves as a record needed to satisfy the Apprenticeship quality system.

Apprenticeship Learning Agreement

The learning agreement serves as reminder and assures yourself and us that just as Park Education is ready and committed to ensuring you gain a qualification, you too are also ready and committed to doing some work towards gaining it.



Name of
Candidate:.....

Employer:.....
(if employed)

Place of Work:.....

Job Title:.....
(Or other current status)

Apprenticeship Award:.....

This agreement is drawn up to clarify arrangements and procedures that should take place while the above candidate is working towards the above Apprenticeship Award.

A) THE CANDIDATE AGREES TO:

1. Dedicate the time and commitment to fulfil the requirements of the Apprenticeship programme
2. Adhere to an action plan with the assessor, of which I will receive a copy
3. Meet programme timing targets as agreed
4. Submit units of evidence for assessment and verification as agreed
5. Liaise with assessor, or internal verification co-ordinator as required
6. Complete documentation required by the Awarding Body
7. Prepare a portfolio of evidence

I understand evidence gathered by me for assessment will include:

1. Observation of natural performance and product evidence
2. Simulations
3. Oral questioning
4. Written questioning
5. Professional Discussion
6. Testimonials of others where appropriate
7. Previous qualifications or experience where appropriate

I confirm this document has been discussed and agreed.

Signed..... Date:.....

Candidate

A) THE MANAGER'S UNDERTAKING

I am able to support my above Member of staff while working towards gaining their Apprenticeship by:

1. Assisting them in collection of evidence of their portfolio



2. Allowing the candidate reasonable time for evidence gathering
3. Permitting evidence collection, if necessary, in another work area
4. Providing witness testimony of candidate's competence where necessary

I confirm this document has been discussed and agree

Signed Date.....
Manager

B) PARK EDUCATION AND THE APPOINTED ASSESSORS WILL ENSURE:

1. Candidate records are confidential and will be kept in a locked file and will be maintained by the Assessor and Internal verifier.
2. Access to candidate records will be restricted to External Verifier, Internal Verifier, Office Manager, Centre Manager, Assessors and Candidate.
3. Candidates who have special requirements e.g. language difficulties, will be given fair consideration during assessment and any problems reported to the Internal Verifier Co-ordinator.
4. Confidential feedback will be given as soon as is practicable.
5. A personal Assessor allocated to each candidate will guide and support the candidate through the awards towards External Verification.
6. All assessed evidence documentation will be given to the candidate.
7. The Internal Quality Assurer is informed when a candidate has completed their portfolio and will arrange for verification.

Park Education has an equal opportunities policy, formal appeals and disputes procedure. In the event of any problems, the Internal Quality Assurer should be contacted, initially by telephone and then in writing within seven days.

I confirm this document has been discussed and agreed

Signed Date

Assessor

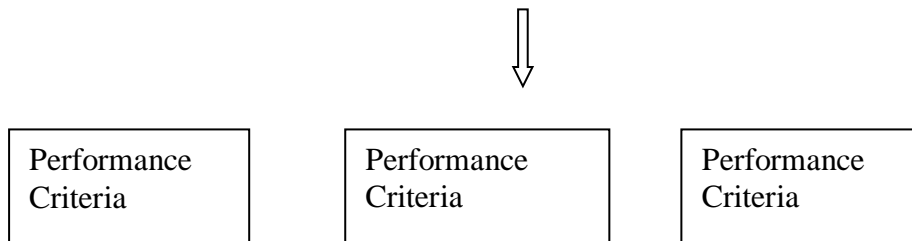
Structure of Apprenticeship

There are 5 components which make up the apprenticeship – ERR, Technical certificate, Diploma, functional skills Maths and English. Your Apprenticeship is split into a number of parts called “Units”. Each unit is split into a number of Elements.

Each element has the following parts:

- Performance criteria

- A list of what you need to know and understand
- A range statement



WHAT IS AN APPRENTICESHIP?

It is nationally recognized qualification based on what you **do** at work. There are no exams or grades.

National Vocational Qualifications are qualifications about work. They are based on standards developed by employers for employees.

The course is designed to give people access to opportunities which is why they have the following characteristics:

Flexible-

No entry requirements

No prescribed methods of delivery

WHY Apprenticeships?

The aim was to ensure candidates gained qualifications that met the needs of employment. Employers had been complaining that many new employees were either too academically inclined with little practical know-how, or possessed unsuitable qualifications with no real relevance to the



needs of their employment. This meant companies were paying out exorbitant amounts of money for retraining programmes.

Industry Lead Bodies were established to identify and develop occupational standards in their relevant areas.

Awarding bodies then developed the accreditation and assessment procedures.

BENEFITS OF APPRENTICESHIPS FOR YOU:-

- ❖ Proof of your competence to perform tasks to national standards
- ❖ Existing skills are recognized
- ❖ Flexible, nationally recognized qualifications
- ❖ A practical award focused on work
- ❖ Learning & assessment takes place in work
- ❖ Maintains and improves quality and delivery of service
- ❖ Supports and contributes to existing systems and procedures & focuses your attention on best practices
- ❖ Increased motivation at work

ACHIEVING AN APPRENTICESHIP

- ❖ A PROCESS OF ASSESSMENT AND LEARNING IN THE WORK PLACE
 - ❖ INDUCTION
 - ❖ SUPPORT/PLANNING/TRAINING
 - ❖ DEMONSTRATION OF EVIDENCE
 - ❖ ON GOING ASSESSMENT ADVICE & GUIDANCE IN THE WORKPLACE
-
- Performance standards – what tasks you do. These are really the heart of the Apprenticeship
 - Range Statement- The different environments or circumstances in which tasks are completed.

- Knowledge / understanding – this part is to make sure you know how and why you do your job in a particular way. It also covers awareness of related issues, e.g legislation, company policy and procedures – questions.

❖ PORTFOLIO DEVELOPMENT

❖ INTERNAL VERIFICATION

❖ EXTERNAL VERIFICATION

❖ CERTIFICATE

How do I get my Apprenticeship?

You gain an Apprenticeship by giving your assessor evidence that shows you consistently work to the level of the national standard.

Your assessor will judge whether your evidence is satisfactory. You will receive constructive comments and advice based on the national standards.

Evidence comes from three main sources:

1. Your work
2. Other people
3. Your assessor

1. From your own normal work

This is your main source and may include:

Report	memos	letters	minutes of meetings
Plans	records of action	logbooks	notes of phone calls
Photographs	tape recordings	job descriptions	personal accounts
PC screen prints			

Check that your evidence is not confidential i.e. for to be seen by certain people only.

2. From other people

This can come from your manager, other colleagues, customers, suppliers.

This evidence could include:

Minutes of staff or team meetings
Your appraisal reports
Witness statements

3. From your assessor

Your assessor can:

- Observe you working and provide a record of your competent performance
- Question you
- Set tasks or projects to help you generate evidence where none exists in your current job.

Definition of Key terms

QCF:

The Qualification and Credit Framework(QCF) is a unitised qualification framework underpinned by system of credit accumulation and transfer. It allows learners to achieve credit for individual learning units or qualification which they can accumulate for a qualification

Awarding Body

An organization approved to provide Apprenticeship awards, i.e Pearson, City & Guilds

Assessor

The person who measures your competence against the Apprenticeship standards

Internal Quality Assurer

The person who oversee the quality of your training/qualification

Candidate

You

Centre

Park Education

Competence

The ability to perform to national standards within your working environment

Credit

Every unit and qualification on the QCF has been given a credit value An outcome is part of a unit. An outcome is the represents a task you do as a part of your job.

Evidence

Anything you present to your assessor to prove your competence

External verifier

A person the Awards Body appoints to ensure the Apprenticeship process and standards are adhered to

Level

The degree of competence required to do your job effectively



NVQ

National Vocational Qualification – a competence-based award

Performance criteria

The standards to which you are expected to perform the various tasks making up your NVQ

Portfolio

A collection of evidence you assemble to prove your competence

Unit

A major part of your job which can be assessed on its own. A unit is the smallest part of your Apprenticeship for which you can receive a certificate. Each unit normally comprises a number of elements.

THE APPRENTICESHIP TREE

EXTERNAL VERIFIER



INTERNAL VERIFIER



B) ASSESSOR

ASSESSOR

ASSESSOR



**CANDIDATES CANDIDATES CANDIDATES CANDIDATES CANDIDATES
CANDIDATE**

ROLE OF A CANDIDATE

- To understand the skills and standards required
- To plan with their assessor and follow the program of assessment
- To demonstrate the required skills
- To complete the NVQ portfolio

ROLE OF AN ASSESSOR

- To assess candidates against the standards of the Apprenticeship
- To ask questions of the candidate
- To support and guide candidates achieving their Apprenticeship
- To give effective feedback to candidates
- To ensure the candidate is fully briefed
- To follow the assessment guidance given by the Awarding Body and the Internal Verifier

ROLE OF THE INTERNAL VERIFIER

- To support and guide the Assessors
- To liaise with the External Verifier
- To ensure fair, reliable and consistent assessments
- Quality controller
- To give effective feedback to their Assessors on their assessment decisions

- To record and track candidates progress and achievements

ROLES OF THE EXTERNAL VERIFIER

- To ensure the Internal verifier undertakes their responsibilities
- To ensure the Internal Verifier follows the guidelines issued by the Awarding Body
- To monitor the quality of the Apprenticeship
- To agree achievements and awards of certificates

THE MANAGER'S ROLE

- Familiarize themselves with Apprenticeship content
- Help candidates identify and select evidence
- Assist in providing opportunities for candidates to undertake tasks to achieve the Apprenticeship criteria
- Plan regular contact with candidates
- Support candidates
- Review action plans with candidates
- Help candidates manage their time and workloads to meet their targets
- Record relevant meetings and discussions with candidates

- Provide help and advice where appropriate
- Provide witness testimony

APPRENTICESHIP POLICIES

- SPECIAL ASSESSMENT REQUIREMENTS
- EQUAL OPPORTUNITIES
- HEALTH AND SAFETY
- CONFIDENTIALITY

Please read the following policies, which your Assessor will explain to you.

Please sign the “Policies & Procedures” document at the end of this section to show you have read and understood them.

Equal Opportunities Policy

Park Education’s intention is to create conditions in which candidates are treated solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnic or national origin, age, socio-economic background, disability, religious or political beliefs, family circumstances, sexual orientation or other irrelevant distinction. Park Education has an action plan to implement this as described below.

- Park Education’s Manager will, on the provision of evidence of discrimination in any way of the above areas, take action to confront the discrimination.
- All areas of discrimination will be investigated including the following: Sexism (including sexual orientation), ageism, racism, religion and culture.
- Discrimination will be confronted by the following methods but not exclusively:

- a) Stop the discrimination
 - b) Report the discrimination to Park Education Manager
 - c) Inform the persons involved of their actions
- Park Education will investigate the discrimination and take the following action according to their findings:
- a) inform the persons involved in their findings
 - b) take action against the member of or individual to prevent the situation reoccurring
 - c) suggest further training in this area
 - d) dismiss their own staff or agents
- According to the guidelines by the Apprenticeship Awarding Body all participants in the Apprenticeship Assessment process (Work based Assessor, candidates, Internal verifiers and External Verifier) must not use their supervisory position, their culture, religion, sex or age to influence in any way the assessment or outcomes.
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Special Assessment Requirement Policy

This is to ensure that candidates receive relevant information and advice to achieve the relevant Apprenticeship with a full range of support being available.

All candidates must be given fair access to achieve unit accreditation according to the N Apprenticeship standards.

Candidates with special needs should not present barriers in achieving units subject to the awarding body requirements.

Assessors and employers must ensure that the candidates special needs are identified on the Candidate's Enrolment Form.

Special Needs may cover but not exclusively:

- Learning disabilities
- Mobility and deformity
- Language barriers
- Dyslexia (other than learning disability)
- Shift systems
- Out reach workers
- Unemployment
- Training scheme participants

Only pertaining and relevant evidence must be assessed and candidates must be deemed "not yet competent" for being assessed on evidence which falls outside the performance criteria.

The Internal Verifier will give advice and support to assessors and candidates who have identified a special need which cannot be easily accommodated.

A range of advice can be sought from the following:

- Hendon College
- NLTEC Access to assessment team
- Hendon College English Speakers of Foreign Languages (ESOL)
- London Borough of Barnet Interpretation Unit
- Equal opportunities Commission

Park Education is determined to do all it can to enable people with special assessment requirements to participate fully in every aspect of Apprenticeship.

Assessment and Appeals Procedures

Following assessment using observations, questioning, simulation or other sources of evidence as required the Assessor will give the decision and feedback to the candidate.

If the candidate is competent the Assessor will mark the appropriate form and sign. The Candidate can then continue to be assessed on other tasks units necessary.

If the Candidate is not yet competent the Assessor will give the decision and feedback and explain why this decision has been reached and suggest further training/evidence and/ an action plan to reach competency.

Should the candidate disagree:-

- ❖ In the first instances, the candidate should address the issue with the assessor who made the assessment decision – where possible an outline of the problem and the main points of disagreement should be documented.
- ❖ If, after discussing the problem with the assessor, the matter is still not resolved, the candidate should address the problem to his / her internal verifier and / or the Centre Manager with details of the appeal and provide copies of all relevant documentation.

All candidate appeals received will be investigated in full and if the matter is still unresolved the candidate refer the appeal to the Awarding Body through the external verifier for final decision in a case where a resolution cannot be achieved.

During verification visits, external verifier will be looking to see that this appeals procedure has been implemented within the Centre and communicated to all those involved in the system.

Confidentiality and security Policy

All records kept at the centre office are kept in a locked cabinet in a locked room.

Access to the records are by the following:

Centre Manager
External Verifier
Relevant Assessor
Relevant candidate
Internal Verifier
Office Manager

Receipts will be given to Assessors and Candidates for portfolios of evidence.

Members should ensure that:-

- ❖ All records will be maintained in locked files with access by the assessor and candidate.
- ❖ All records will be made available to the Internal and External Verifier
- ❖ Records will not show the names of clients involved in the assessment process.
- ❖ Records will show agreed individual requirements necessary for the assessment process.
- ❖ Records will show that the candidate agrees to the assessment process

C) Park Education Health and Safety Policy*

Park Education recognises that the promotion of safe and hygienic working practices within its business is an essential part of its responsibilities. Furthermore, it regards the maintenance of health and safety matters as a mutual objective of all employees.

Park education will:

1. Ensure safe and healthy working conditions as far as is reasonably practicable, in accordance with relevant statutory requirements.
2. Maintain continuing attention to all aspects of health, safety and hygiene, in particular by:



- A. carrying out regular health, safety and hygiene inspections
- B. asking employees to comment on health, safety and hygiene matters
- C. providing employees with appropriate equipment
- D. ensuring employees take all reasonable steps for the health and safety of themselves and others affected by their actions and in so doing observe safe working practices and statutory obligations
- E. ensuring accidents are prevented by providing all relevant signs and props for use by employees is required
- F. maintaining information on dangerous occurrences and maintaining full accident records to prevent re-occurrence
- G. co-operating in the investigation of accidents with the object of introducing measures to prevent re-occurrence
- H. ensuring all candidates have access to first aid
- I. displaying all relevant statutory health and safety notices.

Policies and Procedures

I confirm that I have received Induction training and a copy of the policies and procedures detailing:

- ❖ Equal Opportunities
- ❖ Special Assessment Requirements



- ❖ Assessment and Appeals Procedures
- ❖ Confidentiality and Security

I am aware that I can contact the Internal Verifier if there are any issues which I would like to raise concerning my Apprenticeship.

Signature of candidate

Date

OTHER DETAILS

Planning the Assessment

i. Underpinning Knowledge

Every trainee would be required to attend classes/ workshop throughout the duration of the course.

The workshop will support the candidate towards:

- a. Knowledge requirements**
- b. Questioning**
- c. Case study / Assignments**
- d. Simulation**

Class attendance is therefore vital.

A Time-Table will be drawn showing:

- Date**
- Time**
- Topic / Unit**

Each trainee is expected to buy/borrow the recommended textbook and read the Topic / Unit in advance so that he / she will participate in class. The trainee will receive a portfolio containing the Training Pack at the start of the course.

Duration

The whole assessment process is expected to be completed by all trainees within maximum of 12 months.

ii. Work place Assessment - Performance Evidence: (Naturally occurring evidence best form of evidence). Captured through:

- a) Direct Observation
- b) Product of your work
- c) Witness / Third party Testimony
- d) Reflective Accounts / Trainees Explanation

These are the key to the whole assessment process. Trainees would be observed at their place of work. Trainees should therefore collect a letter from the office to be given to their managers / employers regarding observation visits, product



evidence and witness testimony. Trainees would plan the date and time for observation visits with their Assessor at the start of their course.

iii. Certification

Trainees certificates will be claimed as soon as they complete their portfolio. However trainees should leave their portfolio with the Centre and be available until after the external verification from the Awarding Body representative usually six months.

Where a trainee is unable to complete the course for whatever reason, certification can be claimed for the units s/he has completed.