

Advance Housing and Support Apprenticeships



Manager Guide

In partnership with Lifetime



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Welcome

We typically think apprenticeships are only applicable to young people but the reality is very different. Today, apprenticeships suit a range of people and purposes, from supporting new recruits fresh out of formal education into employment, through to upskilling existing staff and supporting senior management. They promise valuable development opportunities, both personally and professionally.

The training on offer is aligned to job roles within Advance, meaning you can put your knowledge into practice at work every day, whilst simultaneously gaining an industry-recognised apprenticeship that has been accredited by the Institute for Apprenticeships.

Your handy guide

This Manager Guide has been designed as your 'go to' guide on apprenticeships. It includes information about all aspects of the support we can provide you.

Within this guide, you will find all you need to know about our apprenticeship programme, what's on offer to you and your team, information for those that are interested in work-based learning and Lifetime Training's free apprentice recruitment service.

What is an apprenticeship?

Apprenticeships can play a significant role in workforce talent development strategies; improving retention, engagement and productivity, while delivering Return on Investment. Work-based apprenticeship training offers businesses a flexible training solution for all Team Members, from new starters to management level.

Your key training contacts

Name: Penny Fuller
Position: Account Manager
Email: penny.fuller@lifetimetraining.co.uk
Contact No: 07814 775 701 / 01173 143 027

Name: Karen Stoneham
Position: Advance Housing and Support Director of Human Resources
Email: hrcrc@advanceuk.org

What are the benefits?

Benefits for your business and Team Members include:



Tailored, role-relevant
apprenticeships for
Team Members



Gain vital new
skills and knowledge



80% of managers see
a significant increase
in retention



Large dedicated team
at Lifetime Training
to support all your
needs with key training
contacts for each
area/region



Recognition of success
for your apprentices
and your site



LIVE Manager reporting
app and employer portal



Who is Lifetime Training?

Lifetime Training (Lifetime) is the UK's largest apprenticeship training provider and, alongside its commercial training courses, delivers training to more than 20,000 learners a year. Founded in 1995, our team has over 20 years' experience delivering best-in-class, bespoke training courses at both a local and national level across retail and business administration, care, hospitality and active leisure sectors. More than 400 Trainers and Tutors deliver exceptional training regionally, backed by a central support hub and superior resources.

Apprenticeships

The apprenticeships below are available to you and your team:

Adult Care Worker Level 2 (Standard)
Lead Adult Care Worker Level 3 (Standard)

Lifetime's Care Worker programmes have a variety of pathways available to support all types of care services. Our Course Advisor team will support you with identifying the most appropriate programmes for your team members.

Hospitality Team Member Level 2 (Standard)
Hospitality Supervisor Level 3 (Standard)

Business Administration Level 2 (Framework)
Business Administrator Level 3 (Standard)

Team Leader Level 2 (Framework)
Team Leader Supervisor Level 3 (Standard)

Higher Apprenticeship in Leadership for Health and Social Care and Children and Young Peoples Services L5 (Standard)

Operations Departmental Manager Level 5 (Standard)



Training Delivery

All Team Members work towards an Institute for Apprenticeships accredited standard.

Depending on the Team Member, Level 2 programmes will generally take 12-15 months to complete. Levels 3, 4 and 5 apprentices should allow approximately 18 months. A Lifetime Trainer will visit Team Members at work on a regular basis throughout their apprenticeship.



Apprentices will be required to complete distance learning in-between visits, taking advantage of the Lifetime learner portal, FUSE, and employer resources.



Each visit will be planned around the Team Member's rota, and will involve a series of micro-teaching sessions, research activities, professional discussions and coaching activities to prepare apprentices for end-point assessment.



The Team Member and line Manager will receive helpful feedback and development activities after each visit. Each Team Member will be given activities to complete between visits, requiring two to three hours of their own time.



The Lifetime Trainer, Team Member and Manager formally review progress every eight weeks. In months 10-12, apprentices will be guided through mock assessments to ensure they are end-point-assessment ready.



Following a readiness discussion with line Managers, months 13-15 should see the apprentice complete their end-point assessment (EPA) activities (England only)*. EPA consists of several different types of external assessment, typically: multiple-choice tests, professional discussions, observation of the apprenticeship at work, trade tests e.g. in hospitality, learners will cook specific dishes, and complete written project work.

**In Scotland and Wales assessments will be carried out throughout the duration of the apprenticeship.*

Journey to your End-Point Asse



*End-Point assessment applies to apprenticeships using "Standards". For Apprenticeships using "Frameworks" as

r Assessment*

END POINT ASSESSOR

A separate, independent assessor will conduct the final EPA with the apprentice.

**SEPARATE
FUNCTIONAL
SKILLS TUTOR
WILL DELIVER
MATHS &
ENGLISH**

RESULT ISSUED!

Apprentices can receive a pass or distinction! For those who don't pass first time, they'll have the opportunity to take their EPA gain.

DAY DISCUSSION

At the end of the apprenticeship, a discussion will take place between the Employer, the Trainer and the apprentice to decide whether the apprentice has achieved the End Point Assessment (EPA).

**MENT
RY**

**END POINT
ASSESSMENT**

OUTCOMES



MONTHS 13-15

Assessments will be carried out throughout the duration of the apprenticeship

The apprentice journey

On-Programme Training

The Lifetime Trainer is the delivery expert who plans skills development, trains, coaches and assesses readiness for EPA.



Functional Skills Tutors (FST) are specialist maths and English Tutors who will support an apprentice alongside the main Trainer to ensure they get the best possible learning experience where maths and English need to be achieved. Learning Support Tutors are experts in supporting apprentices who have additional learning needs and may find the programme challenging for various reasons. They will support the achievement of functional skills in place of the FST.



All of our Tutors and Trainers are responsible for health & safety, safeguarding of the apprentice and any prevent training which needs to take place.





Employers

Jointly responsible for the apprentice's welfare.



Managers and Mentors are usually the line Manager or allocated Team Member who plans and supports the training and skills development of the apprentice so they can effectively perform their job role.

End-Point Assessment

The end-point Assessor is allocated to an apprentice at the end of the programme 'gateway' discussion. They will complete the assessment tests and tasks with an apprentice, ultimately deciding if the apprentice has met the criteria to pass their apprenticeship programme.

Support for you

You're not on your own!

Lifetime has developed a series of resources to help Managers understand how the programmes work, what Knowledge, Skills and Behaviours (KSBs) should be developed and what training and support should be provided by Managers / Mentors in the workplace.

Lifetime's apprenticeship standard packs contain the following:

A template learner journey

A clearly defined learning journey that provides learners and employers with an outline of the requirements to develop knowledge, skills and behaviours for end-point-assessment.

Weekly plan

A detailed example learning delivery and visits plan that provides apprentice's Trainers with the activities required to progress effectively to EPA.

Standards fact sheet

Provides an overview of the units within the standard and the EPA methods.

Skills scan

An initial check conducted to ensure the apprenticeship is the right choice for the Team Member, that they are in the right job role and studying at the right level.

Employer Skills Endorsements

A set of detailed competency check lists outlining the skills and behaviours required across the standards. The Skills Endorsements are used by employers to record 'off-the-job' learning activities.

**Your Account Manager or Lifetime Trainer will share this
handy pack with you and walk you through the information.**

The Portal:

Quick start guide

Easily track the progress of your apprenticeship programme through our employer portal and upload evidence to support the end-point assessment gateway.

[Watch the video](#)*



* www.youtube.com/watch?v=5GAcYdGV7c&feature=youtu.be

Employer Charter

what we expect from Managers & Mentors

- ☞ Support apprentice to achieve on-the-job skills aligning to the required standard.
- ☞ Complete Employer Skills Endorsement via The Portal with proof of learning.
- ☞ Be available for pre-scheduled Lifetime programme review visits to discuss apprentice development and progression of skills.
- ☞ Support apprentice and Lifetime to achieve off-the-job training through online and face-to-face learning activities.
- ☞ Support your apprentice with access to a technology device where possible.
- ☞ Provide your apprentice with access to a suitable environment in which to meet their Trainer, where possible this should be a quiet environment with internet access (Please discuss with your Lifetime Trainer if your apprentice does not have access to a technology device or internet access).
- ☞ Provide your apprentices with time to meet with their Trainer, visits usually last two hours.
- ☞ Support your apprentice in meeting their Learner Charter agreements such as keeping appointments with their Trainer, completing independent learning in between visits, using Fuse to access learning, treating others with respect both online and face-to-face (supporting documents, learner charter, visits with my Lifetime Trainer).

Eligibility

If you're planning to sign up a Team Member or want to ensure you meet the government's apprenticeship eligibility criteria. The

The government criteria for undertaking an apprenticeship is to work a minimum of 30 hours per week on average within the European Economic Area (EEA) or UK. The apprentice must also have been granted permission to live in the UK by the Home Office for at least

Lifetime's Pledge

What to expect from Lifetime Training:

- ☞ We will ensure that the content of any Individual Learning Plan fulfils national and industry criteria.
- ☞ To ensure all activities are undertaken by suitably qualified Team Members and take place in the appropriate timescales, environment and circumstances, and that these focus on the needs of the individual Team Member.
- ☞ To ensure that the training meets the nationally required standards of quality assurance, including the Health and Safety and Equal Opportunities contractual requirements, required by the Skills Funding Agency.
- ☞ To participate in regular reviews with your Team Member and your line Manager or suitable replacement.
- ☞ To listen to feedback, both positive and negative, from your Team Member and enable a constructive and on-going process of review and evaluation.
- ☞ To support your Team Member should they move to another brand or location within [Employer] to continue and complete their training.
- ☞ To ensure your Team Members are promptly presented with their completion certificate and any other certificates as appropriate.
- ☞ To give your Team Members notice in writing of any variation of this agreement where they are no longer classified as an apprentice.

bility

nt to recruit an apprentice, always refer back to the most up-to-date guidance can be found on Gov.UK.

enticeship requires that existing Team Members (including any off-the-job training), and have lived in the UK for three years, or as a non-EEA citizen who has been in the UK government and ordinarily resided in the UK for three years.*

*Correct at time of printing

Apprentice recruitment

Lifetime offers a dedicated, free apprentice recruitment service for Advanced Housing and Support.

Lifetime is now the largest recruitment service of any training provider in the UK with over 4000 recruited candidates in the last year. In short, Lifetime supports its partners with recruiting the best candidates, whilst ensuring retention through its award-winning training programmes.

What you get

- ✍ A tailored recruitment package.
- ✍ Dedicated Recruitment Manager and team to support apprentice recruitment.
- ✍ SLA and employer guidance.
- ✍ Vacancy advertising - national, regional and industry online job boards, geo and demographically-targeted advertising on social media platforms.
- ✍ Pre-screening, eligibility check and shortlisting of candidates.
- ✍ Job and skills matching.
- ✍ CV's sent to managers prior to interview.
- ✍ Management of interview process and interview support.
- ✍ National coverage with over 500 desk-based tutors and regional assessors.

As easy as 1, 2, 3...

1. Identify an apprentice vacancy – at least 30 hours per week and confirm with Advance Housing and Support's L&D Team to ensure they're happy for your vacancy to be filled by an apprentice.
2. Call or email Lifetime: Your vacancy will be advertised free of charge on a variety of portals to maximise applications. Lifetime will conduct a pre-screening telephone interview to assess eligibility and sustainability. Shortlisted candidate will be sent to you for consideration.
3. Choose the applicants you wish to interview face-to-face. Lifetime will support with interview booking, and candidate preparation. Successful candidate offered and start date agreed.

Contact Lifetime today on **0333 043 6607** or
apprenticerecruitment@lifetimetraining.co.uk



FAQs

The new Advance Housing and Support apprenticeship programme has been designed to offer the best development opportunities for your Team Members. Alongside this, we want to support you to make sure you are getting the most out of the training we are delivering.

How long does an apprenticeship programme take & how is it delivered?

Depending on the Team Member, an apprenticeship programme will take at least 12 months to complete.

A Lifetime Trainer will arrange regular face-to-face visits with apprentices and these sessions will be supported by distance learning. This time does not need to impact on your business and will be planned around the rotas in agreement with you.

The apprenticeship programme includes;

- ☞ Face-to-face training sessions
- ☞ Workbooks and resources to support individual study and project work
- ☞ Q&A sessions
- ☞ Development workshops and masterclasses
- ☞ Additional remote support from Lifetime
- ☞ 24-hour electronic access to course content and learning resources
- ☞ Online multiple-choice assessments
- ☞ Additional learning support
- ☞ Practical observations

Can my team do an apprenticeship if they are part-time?

Employment must be for at least 30 hours per week. In the minority of cases where the apprentice cannot complete the full 30 hours, the apprenticeship duration will be extended accordingly (this also applies to any temporary period of part-time work).

What if my team member doesn't have the English or maths skills necessary to start an apprenticeship?

Don't worry if you think your team member does not have the required level of English or maths. We have Functional Skills Tutors who will support them alongside their usual trainer.

What does Lifetime Training do to support this training programme?

Lifetime provides a dedicated team so there is always someone to contact if you have any questions or issues.

- 👉 Trainers – trained in your specific brand requirements, values and training goals.
- 👉 Regular reviews – to ensure that everyone involved is getting the support they need.

I have a Team Member who wants to do an apprenticeship but I'm not sure which one they should do?

Don't worry! We have Course Advisors that will be able to help you. Please email Advance's L&D Team initially to register your Team Member's interest. They'll review your Team Member's application before passing their details onto Lifetime's Course Advisors who will contact you directly, and our Course Advisors will be in contact to discuss.

Your key training contacts

Each Advance Housing and Support site has a dedicated Lifetime Trainer. However, if you are unsure of who this is then please contact your Account Manager.

Name: Penny Fuller

Position: Account Manager

Email: penny.fuller@lifetimetraining.co.uk

Contact No: 07814 775 701 / 01173 143 027

I have an employee who wants to complete an apprenticeship, what do I do now?

You or your Team Members can email hrcce@advanceuk.org to register interest and then Lifetime will contact them directly and take it from there.

Notes

[illegible]

This image shows a single sheet of white paper with horizontal blue or grey ruling lines, typical of notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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🌐 lifetimetraining.co.uk

For more information or to register
your interest in an apprenticeship, visit:
[insert client process]