

Learner Apprenticeship Information Pack



Level 2 Adult Care Worker Apprenticeship



Oakland House | 21 Hope Carr Road
Leigh | Lancashire | WN7 3ET
www.ensissolutions.co.uk | 01942 265859



Welcome to your Apprenticeship

About Us

Ensis Solutions Ltd was established in 2014 by Stuart Crosby and Mike Gregory, two experienced Directors with over 35 years of combined experience within the further education and work-based learning sectors.

Ensis offers a range of Apprenticeships and work-based learning programmes. We are a leading provider of Health & Social Care Courses, delivering training to adult and young people alike. Our programmes can be tailor made to suit the needs of our customers and delivered at their place of work.

We believe that a combination of our experience, quality of teaching, learning and assessment, a national capability with a local approach to all our customers sets us apart from our competitors.

Meet the Team

- Meet our Team, who are based at our Head Office in Leigh but travel nationally to support you where needed.
- Click on the link to meet the team and read their biographies: [Our Team - Ensis Solutions](#)

Our Mission, Vision & Values

Mission

To be an ethically chosen training provider promoting inclusivity, expertise, and quality as part of our learning and development strategies.

Our growth will be prided on our ability to build and manage relationships and respond to the needs of our sectors and stakeholders.

Vision

To leave a legacy of highly qualified workers primarily within the Health & Social Care Sector. To support the current generation of workers and provide the steppingstones for the next.

To push the boundaries of learning and development with brave and challenging curriculums that provide our learners with the tools to construct their future.

Values

Compassion | Agile | Resilient | Inclusive | Nurturing | Growth



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

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. Adult Care Workers need to have the right values and behaviours developing competences and skills to provide high quality compassionate care and support.

They are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person centred care. Job roles are varied and determined by and relevant to the type of the service being provided and the person supported.

Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings.

What will you gain:

- Level 2 Adult Care Worker Standard
- **Level 1 or 2 Functional Skills in English** (unless exempt)
- **Level 1 or 2 Functional Skills in Maths** (unless exempt)
- Level 2 Diploma in Care (RQF)

Progression Routes:

- Level 3 Lead Adult Care Worker Apprenticeship
- Level 3 Team Leader/Supervisor Apprenticeship
- Nursing/NHS Careers

Learning Activities

ELEARNING



Complete
9
eLearning
Modules

MASTERCLASSES

Attend
3 Online
MANDATORY
master
classes



PROJECTS & ACTIVITIES

Complete
projects &
activities to
improve your
skills &
behaviours



ONE-2-ONE



One-2-One
learning
sessions with
your Skills
Coach

FUNCTIONAL SKILLS



Complete
your English
& Maths
Learning &
exams

EMPLOYER LED LEARNING

Attend
events &
training led
by your
employer



SITUATIONAL JUDGEMENT TEST

Knowledge parts
of the standard
are assessed via
an online
multiple choice
exam



PROFESSIONAL DISCUSSION (PD)



Skills &
behaviours
within the
standard are
assessed
through a PD

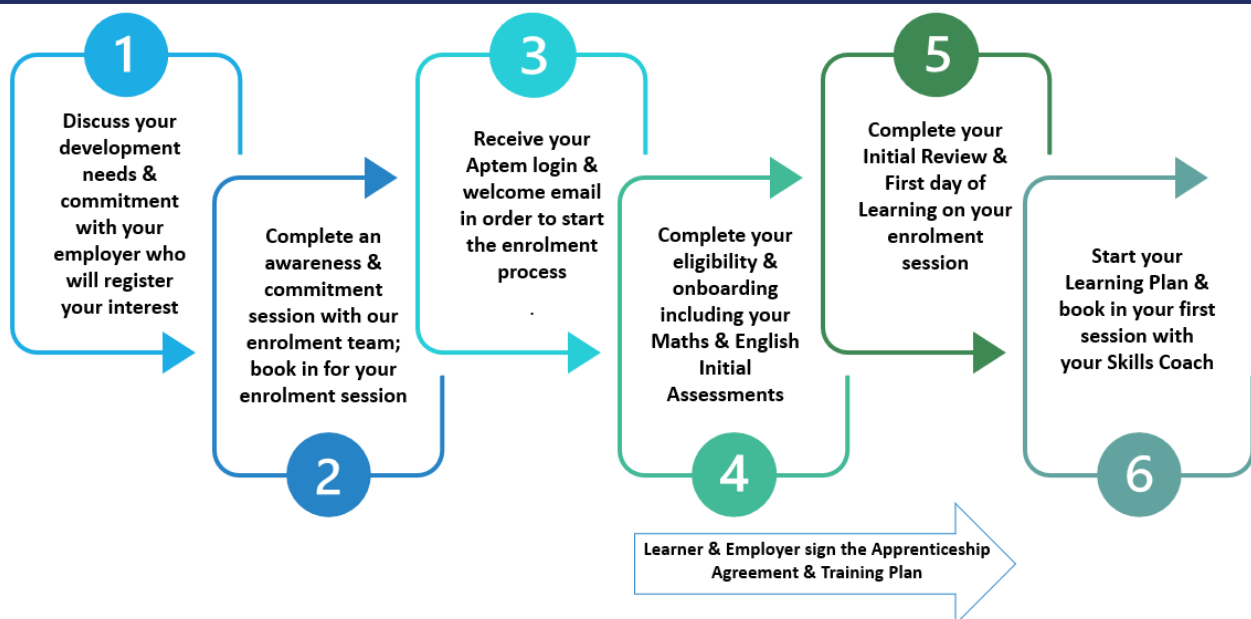
SELF-ASSESSMENT

Complete a self-
assessment on
your learning &
competencies



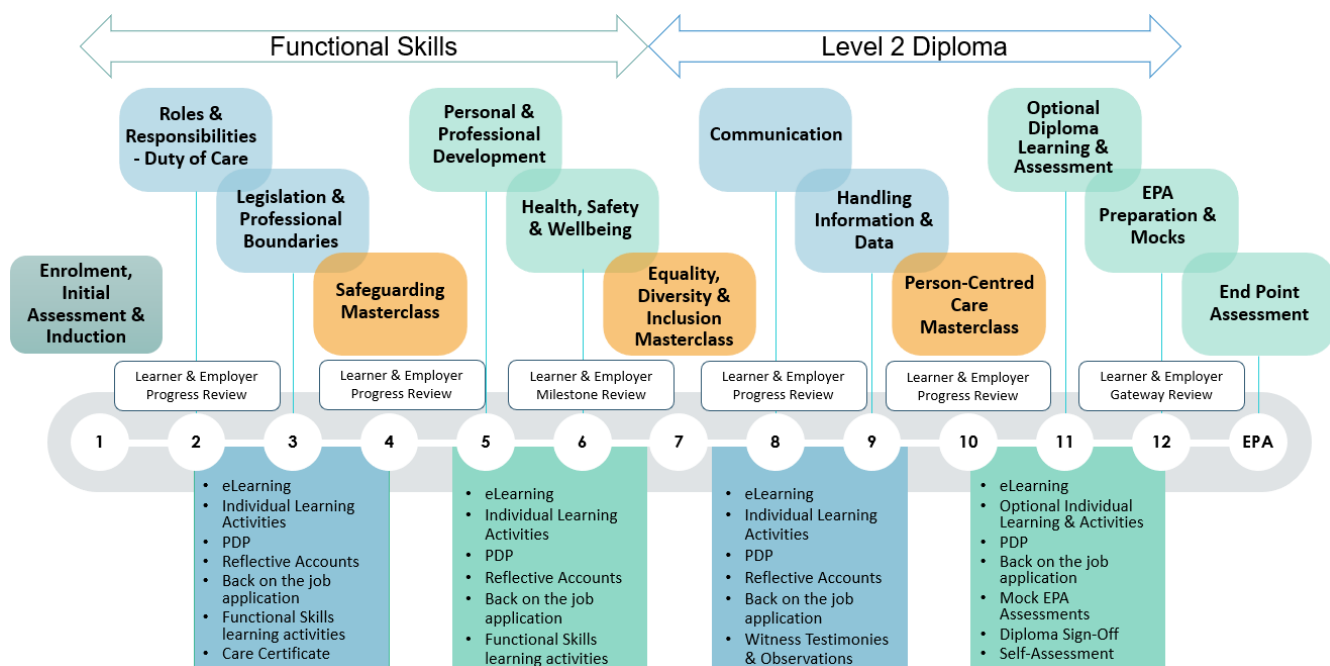
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Your Enrolment Journey



Your enrolment session can be completed remotely or face-to-face

Your Learning Journey



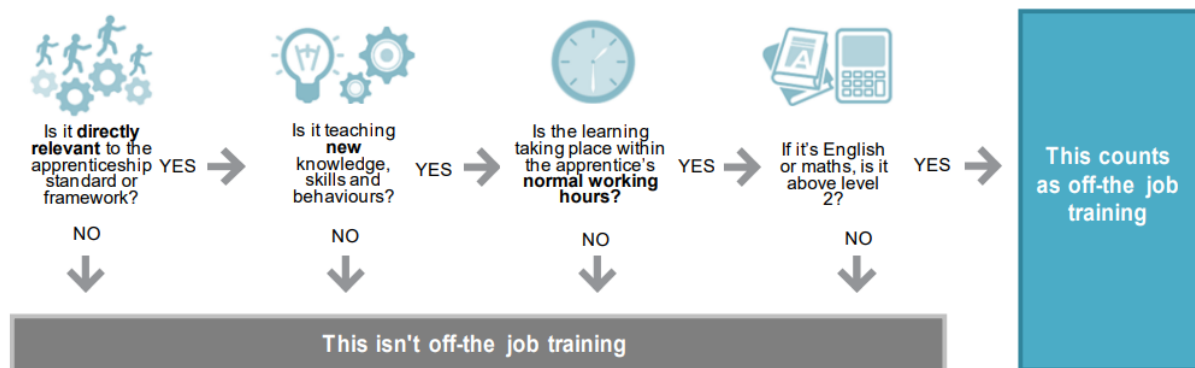
All Masterclasses will take place remotely via Microsoft Teams

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Off-The-Job-Training



Off-the-job training: steps to help you determine whether an activity counts as off-the-job training



Key facts

1

Off-the-job training must make up at least 20% of the apprentice's normal working hours (working hours capped at 30 hours a week for funding purposes only). For a full-time apprentice, this is an average of 6 hours a week over the planned duration of the apprenticeship.

2

You can deliver off-the-job training in the apprentices' normal workplace or at an external location.

3

Time spent on initial assessment, onboarding, progress reviews, on-programme assessments and English and maths up to level 2 does not count towards off-the-job training.

Examples of OTJ Training

EPORTFOLIO



Completing Webinars, Learning, Questions & Research through our ePortfolio System

MASTERCLASSES

Attending our Online MANDATORY quarterly masterclasses with our Skills Coaches



PROJECTS

Completing project(s) that can be used to support your business needs



SKILLS SHADOWING



Shadow a colleague or stakeholder to learn job new skills & ways of applying knowledge

PODCASTS/VIDEOS



Listening to Podcasts, watching videos (tv) & subscribing to relevant newsletter

EVENTS/CONFERENCES

Attending external events, conferences & training to support learning & career development



Employer Support

- Your employer will have input in your individual learning plan to support your development needs
- Your employer **MUST** allow you time to complete your apprenticeship learning, work and activities within your **PAID** work time
- You **MUST** complete 6 hours per week or 30 hours per month to complete your apprenticeship
- Your employer should support you with completing projects, skills shadowing and giving you more responsibilities to support your learning

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Feedback on your Apprenticeship

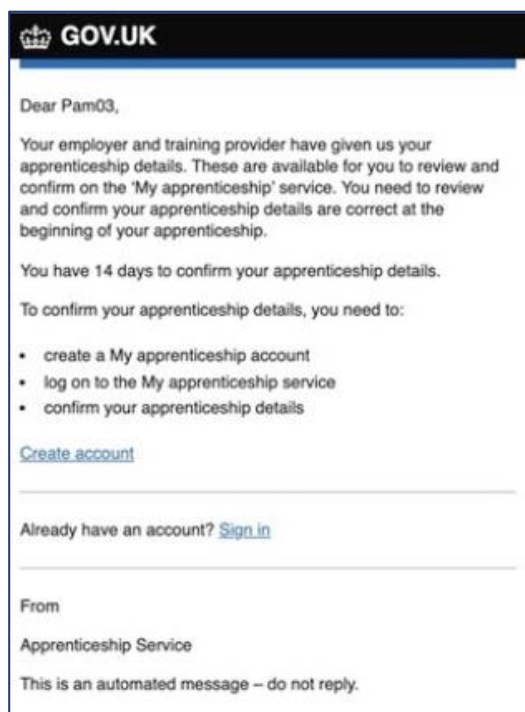
We are committed to providing an inspirational educational experience for our learners. As part of that experience, we believe in the active involvement of learners to shape the future of Ensis, and to improve your own learning experiences.

The learner voice is vital in enabling us to make decisions that will lead to the most effective development of the teaching, learning and other services provided to the learner. As such you will be asked to complete a learner survey at different stages of your learner journey. Feedback can bring about an immediate change, or it will trigger or support a change which takes longer to implement. Either way, we value all feedback. You have an integral role in the system for maintaining and improving the quality of our courses.

Ensis listens very carefully to learner feedback and tries to respond to it in a way that will make a real difference to current and future learners.

We will get feedback on the quality of your learning journey, the quality of provision and the impact of the new knowledge, skills, and behaviours you have learned on your Apprenticeship.

External Agency Feedback



As we are a higher education provider we are governed by the Department of Education, in particular the ESFA and Ofsted.

As part of their feedback requirements, they will ask you to register your apprenticeship, however this is not mandatory. Once we have registered your unique email address you will receive an email as shown, more information can be found [here](#).

You can give feedback on your apprenticeship using this website, we have written the survey link into your learning plan: [Sign in to My apprenticeship \(education.gov.uk\)](#)

You may also be asked for feedback from the ESFA or Ofsted if you are a learner with us at time of an audit or inspection.

If you want to give further independent feedback about your apprenticeship with us you can do so here: [Apprenticeships, School Leaver Jobs & Reviews](#) | [RateMyApprenticeship](#)

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Helpful Organisations & Contact Details

Focus	Telephone	Website
Advice on drugs	0300 123 6600	https://www.talktofrank.com/
Alcohol advice	020 7766 9900	https://www.drinkaware.co.uk/
Autistic Society (National)	0207 833 2299	https://www.autism.org.uk/
Careers advice	0800 100 900	https://nationalcareers.service.gov.uk/
Campaign Against Living Miserably (CALM)	0800 58 58 58	https://www.thecalmzone.net/
Citizens Advice Bureau	0800 144 8848	https://www.citizensadvice.org.uk/
Depression UK		https://depressionuk.org/
DIAL (Disability Advice)	0800 800 3333	https://www.dialuk.info/
Domestic Violence	0800 970 2070	https://www.ncdv.org.uk/ or https://www.refuge.org.uk/
Dyslexia Association	0333 405 4555	https://www.bdadyslexia.org.uk/
Eating Disorders	0808 801 0677	https://www.beateatingdisorders.org.uk/ http://www.eatingdisorderssupport.co.uk/
Gingerbread (Lone Parents)	0207 428 5400	https://www.gingerbread.org.uk/
LGBTQ+ Support	0345 3 30 30 30	https://lgbt.foundation/
Mencap (Learning disability support)	0808 808 1111	https://www.mencap.org.uk/
Mental Health, Dual Diagnosis & Addiction Treatment	0203 993 5571	https://www.getconnected.org.uk/
MIND (Mental Health)	0300 123 3393	https://www.mind.org.uk/
National Bullying Helpline	0845 2255787	https://www.nationalbullyinghelpline.co.uk
National Centre for Domestic Violence	0800 970 2070	https://www.ncdv.org.uk/
National Debt Line	0800 808 4000	https://www.nationaldebtline.org/
NHS Smoking helpline	0300 123 1044	https://www.nhs.uk/better-health/quit-smoking/
NSPCC Child Protection	0808 800 500	https://www.nspcc.org.uk/
Samaritans	161 123	https://www.samaritans.org/
Sexual Health	0300 123 7123	https://www.gettingiton.org.uk/
Suicide Awareness/Support	161 123	https://nspa.org.uk/

The government has a blog that has put together some useful links and sources of mental health support. [Mental health resources for children, students, parents, carers and school/college staff - The Education Hub \(blog.gov.uk\)](#)

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Safeguarding

Ensis have a primary responsibility for the care, welfare and safety of the learners, employees, and employers in our charge. Safeguarding involves how we will keep you and others safe.

Safeguarding involves:

- What we will do if we think you are being harmed, or likely to be harmed
- What you should do if you think somebody else is being harmed
- What we will do if we think you are about to harm someone else
- What we will do to keep you and others safe
- The prevention of all types of harm and is about keeping you safe
- Preventing cyber bullying

Harm means:

- Anything which is happening to you which is physically or emotionally hurtful
- Examples include bullying, sexual abuse, neglect, physical attack or being forced to do something against your will; This could be at home, at work, in a training centre, with friends, in the street, online, anywhere

How we will keep you safe:

- All staff who have regular contact with learners have been vetted via the Disclosure and Barring Service
- All staff have been appropriately trained and are qualified to deliver the work they do
- We have internal system for dealing with learners at risk
- We work closely with outside agencies who can help in a variety of situations
- There is a designated safeguarding lead who can help you in a variety of situations
- If you have a safeguarding concern report it to our safeguarding designated officer below:

The safeguarding designated officer is:	The safeguarding designated lead is:
Katie Thornton: Director of Quality & Performance	Stuart Crosby: Director (Senior Leadership Team)
Contact Details are: <ul style="list-style-type: none">• Katie Thornton• Mobile: 07450 832001• Direct Dial: 01942 265859• Email: Katie@ensissolutions.co.uk	Contact Details are: <ul style="list-style-type: none">• Stuart Crosby• Mobile: 07775 956725• Direct Dial: 01942 265859• Email: Stuart@ensissolutions.co.uk

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NUS Apprentice Extra Card

NUS Apprentice extra provides discounts in-store and online at your favourite brands to help your hard-earned cash go a little further.

Created by the National Union of Students (NUS), and the money raised selling the discount card helps to fund the National Society for Apprentices, which will serve to represent your needs and those of all vocational learners.

You can apply for an NUS card at the link here [NUS Apprentice extra](#)



Apprentice Networks

Resource	Website
Apprenticeship.gov	www.apprenticeships.gov.uk
Institute of Apprenticeships	www.instituteforapprenticeships.org
Association of Apprentices	www.associationofapprentices.org.uk
National Society of Apprentices	http://nsoa.co.uk/
Apprenticeship Support Service	https://help.apprenticeships.education.gov.uk/hc/en-gb
Apprenticeship Connect	https://apprenticeshipconnect.co.uk/apprentices/advice-support/
Rate my Apprenticeship	https://www.ratemyapprenticeship.co.uk/

Ensis Contact Details



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www.ensissolutions.co.uk



01942 265859



<https://www.linkedin.com/company/ensis-solutions-limited>



