

Learner Apprenticeship Information Pack



Level 3 Team Leader/Supervisor Apprenticeship



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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

Level 3 Team Leader/Supervisor Apprenticeship

A Team leader or supervisor is a first line management role, with operational and project responsibilities or responsibility for managing a team to deliver a clearly defined outcome.

They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Typical job titles include Supervisor, Team leader, Project officer, Shift supervisor, Foreperson, and Shift manager

What will you gain:

- Level 3 Team Leader/Supervisor Standard
- **Level 2 Functional Skills in English** (unless exempt)
- **Level 2 Functional Skills in Maths** (unless exempt)

Progression Routes:

- Level 3 Business Administrator Apprenticeship
- Level 3 Learning & Development Practitioner Apprenticeship
- Level 4 Associate Project Manager Apprenticeship
- Level 5 Operations/ Departmental Apprenticeship

Learning Activities

ELEARNING / SELF STUDY

Complete various eLearning & self study modules



MASTERCLASSES

Attend 10 Online MANDATORY masterclasses



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 conferences, events & training led by your employer



End Point Assessment

PROFESSIONAL DISCUSSION (PD)

The PD is structured to draw out the best of your competence & excellence



PORTFOLIO OF EVIDENCE

The portfolio of evidence gathered during your programme will be used during the PD



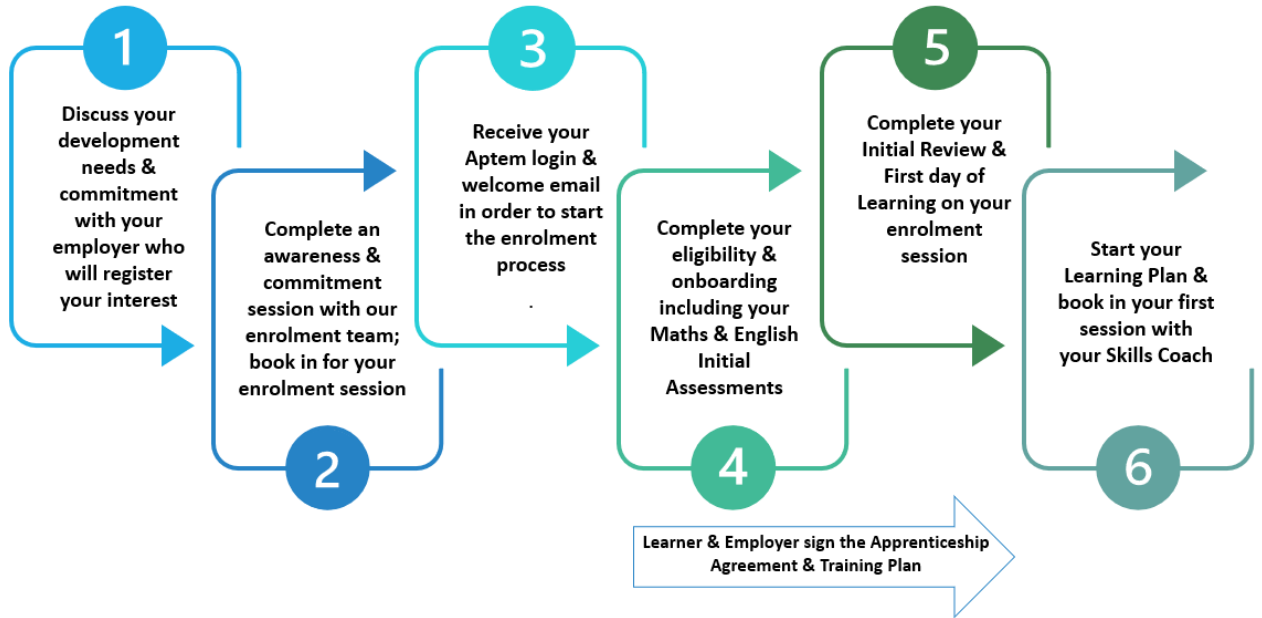
PRESENTATION WITH Q&A

The presentation demonstrates knowledge, skills and behaviours relating to the areas assigned



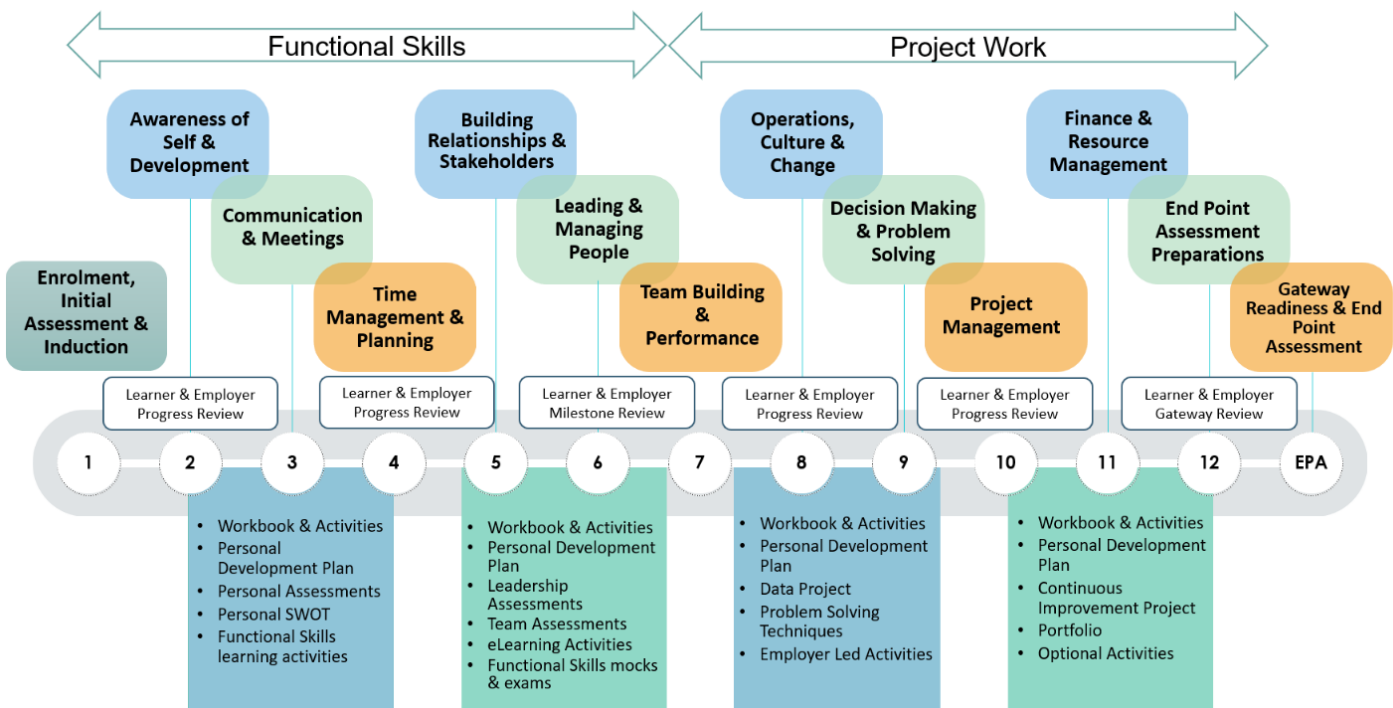
Level 3 Team Leader/Supervisor Apprenticeship

Your Enrolment Journey



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

Your Learning Journey



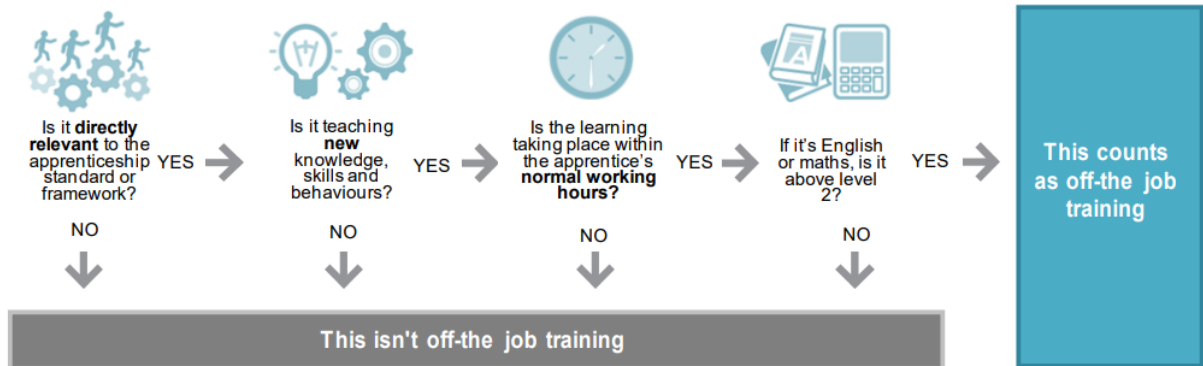
All Masterclasses will take place remotely via Microsoft Teams

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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

Level 2 Adult Care Worker Apprenticeship

Feedback on your Apprenticeship

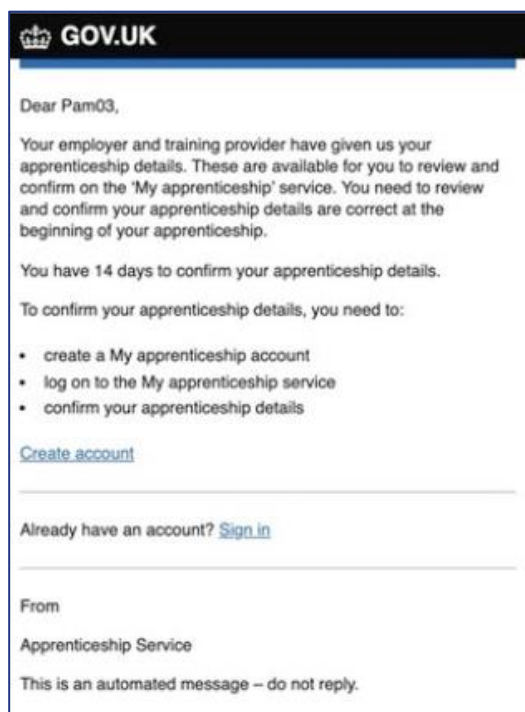
We are committed to providing an inspirational educational experience for our learners. As part of that experience, we believe in the active involvement of learners to shape the future of Ensis, and to improve your own learning experiences.

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



The screenshot shows an email from GOV.UK. The header includes the GOV.UK logo. The body of the email is addressed to 'Dear Pam03,' and contains the following text: 'Your employer and training provider have given us your apprenticeship details. These are available for you to review and confirm on the 'My apprenticeship' service. You need to review and confirm your apprenticeship details are correct at the beginning of your apprenticeship. You have 14 days to confirm your apprenticeship details. To confirm your apprenticeship details, you need to: create a My apprenticeship account, log on to the My apprenticeship service, confirm your apprenticeship details.' There is a 'Create account' link. Below that, it says 'Already have an account? Sign in'. At the bottom, it says 'From Apprenticeship Service' and 'This is an automated message – do not reply.'

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:	Contact Details are:
<ul style="list-style-type: none">• Katie Thornton• Mobile: 07450 832001• Direct Dial: 01942 265859• Email: Katie@ensissolutions.co.uk	<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	https://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>



