

# Learner Apprenticeship Information Pack



## Level 4 Lead Practitioner in Adult Care 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 4 Lead Practitioner in Adult Care Apprenticeship

**The Lead Practitioner in Adult Care** will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges.

A Lead Practitioner has:

Achieved a level of self-development to be recognised as a lead practitioner within the care team contributing to, promoting and sustaining a values-based culture at an operational level.

A greater depth of knowledge and expertise of conditions being experienced by the user of services

Specialist skills and knowledge in their area of responsibilities which will allow them to lead in areas such as care needs assessment, occupational therapy, physiotherapy, rehabilitation and enablement, telecare and assistive technology.

They will coach and mentor others and assess performance and quality of care delivery. They may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings. This standard also covers Lead Personal Assistants who can work at this senior level.

## What will you gain:

- Level 4 Lead Practitioner in Adult Care Standard
- **Level 2 Functional Skills in English** (unless exempt)
- **Level 2 Functional Skills in Maths** (unless exempt)
- Level 4 Diploma in Care (RQF)

## Progression Routes:

- Level 5 Leader in Adult Care Apprenticeship
- Level 5 Operations/Departmental Manager Apprenticeship
- Level 6/7 Degree Level Apprenticeship

## Learning Activities

### ELEARNING / SELF STUDY

Complete various eLearning & self-study Modules



### MASTERCLASSES

Attend 7 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

### OBSERVATION OF PRACTICE

### PROFESSIONAL DISCUSSION (PD)

Knowledge, skills & behaviours are assessed during the observation of practice & professional discussion.



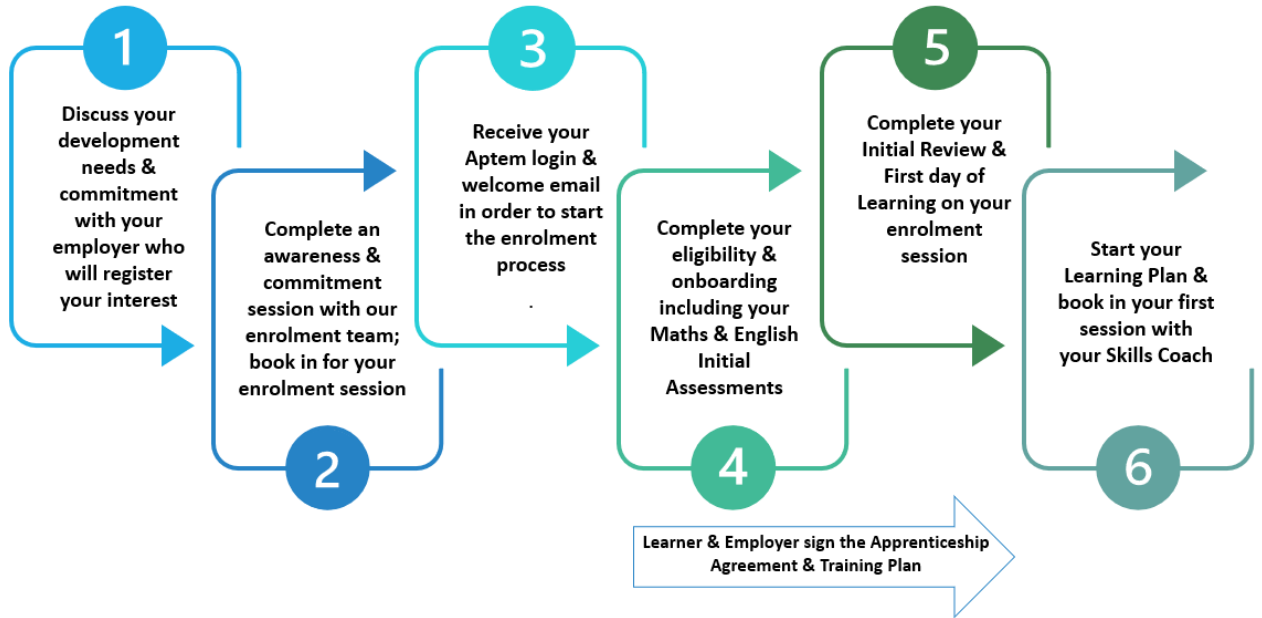
### PORTFOLIO OF EVIDENCE

A portfolio of evidence will be submitted at gateway which will underpin the professional discussion



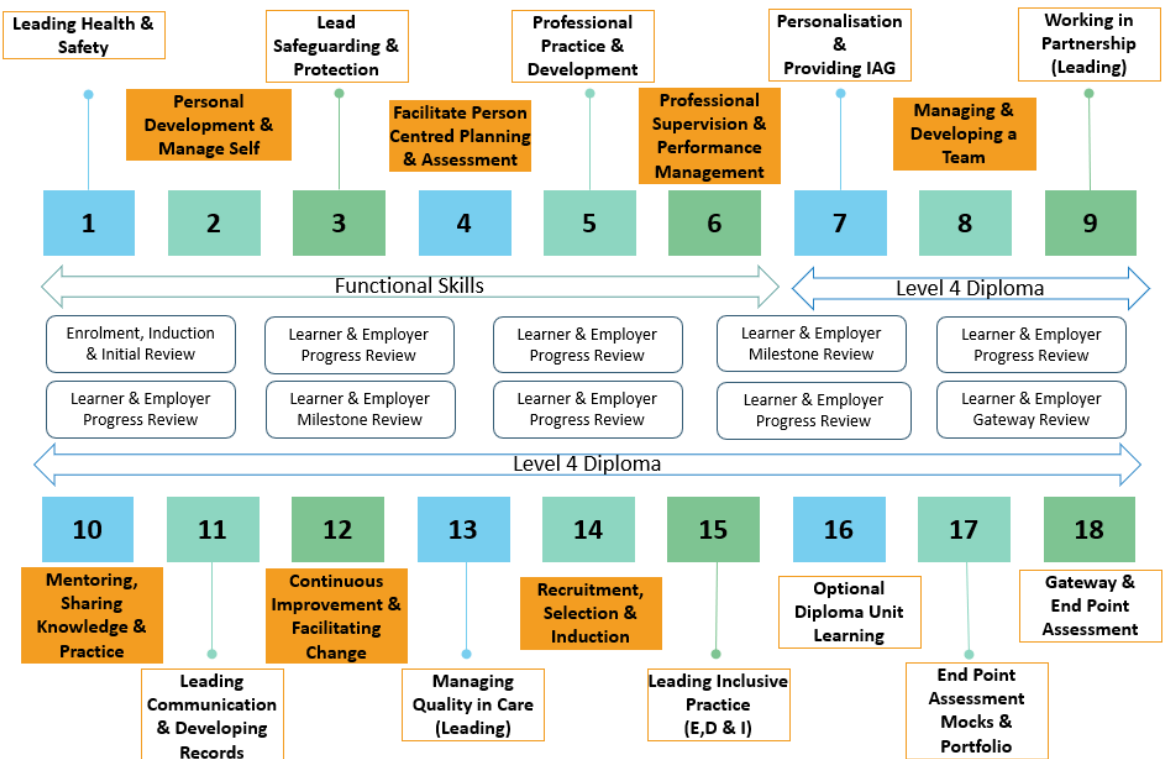
# Level 4 Lead Practitioner in Adult Care Apprenticeship

## Your Enrolment Journey



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

## Your Learning Journey



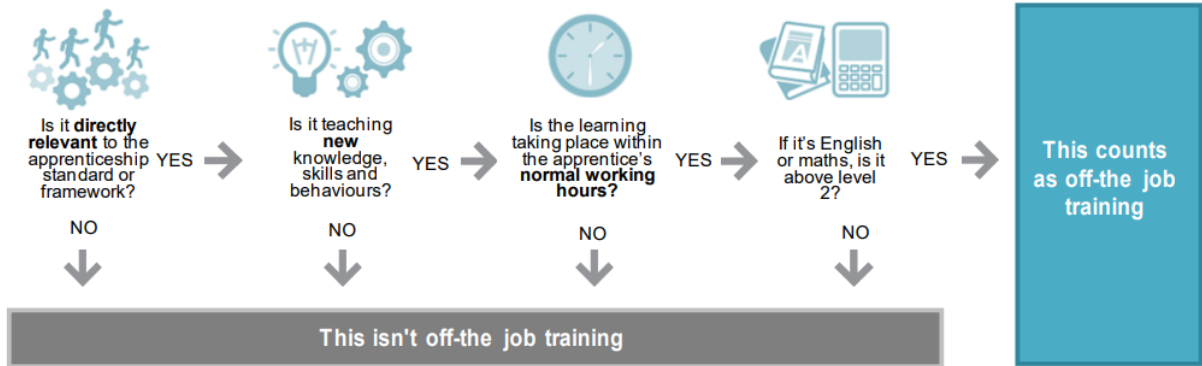
All Masterclasses will take place remotely via Microsoft Teams

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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

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## Feedback on your Apprenticeship

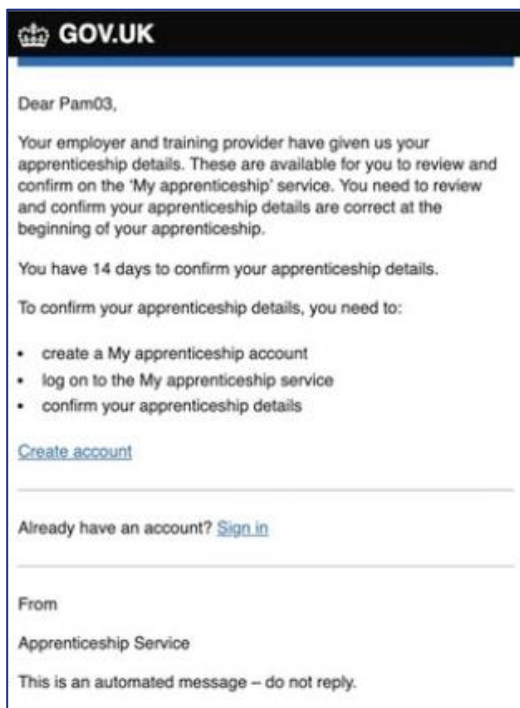
We are committed to providing an inspirational educational experience for our learners. As part of that experience, we believe in the active involvement of learners to shape the future of Ensis, and to improve your own learning experiences.

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



The screenshot shows an email from GOV.UK. The header includes the GOV.UK logo and the text 'Dear Pam03,'. The main body of the email states: '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:' followed by a bulleted list: '• create a My apprenticeship account', '• log on to the My apprenticeship service', and '• confirm your apprenticeship details'. Below the list is a link 'Create account'. Further down, 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	<a href="tel:03001236600">0300 123 6600</a>	<a href="https://www.talktofrank.com/">https://www.talktofrank.com/</a>
Alcohol advice	<a href="tel:02077669900">020 7766 9900</a>	<a href="https://www.drinkaware.co.uk/">https://www.drinkaware.co.uk/</a>
Autistic Society (National)	0207 833 2299	<a href="https://www.autism.org.uk/">https://www.autism.org.uk/</a>
Careers advice	0800 100 900	<a href="https://nationalcareers.service.gov.uk/">https://nationalcareers.service.gov.uk/</a>
Campaign Against Living Miserably (CALM)	0800 58 58 58	<a href="https://www.thecalmzone.net/">https://www.thecalmzone.net/</a>
Citizens Advice Bureau	0800 144 8848	<a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
Depression UK		<a href="https://depressionuk.org/">https://depressionuk.org/</a>
DIAL (Disability Advice)	0800 800 3333	<a href="https://www.dialuk.info/">https://www.dialuk.info/</a>
Domestic Violence	0800 970 2070	<a href="https://www.ncdv.org.uk/">https://www.ncdv.org.uk/</a> or <a href="https://www.refuge.org.uk/">https://www.refuge.org.uk/</a>
Dyslexia Association	0333 405 4555	<a href="https://www.bdadyslexia.org.uk/">https://www.bdadyslexia.org.uk/</a>
Eating Disorders	0808 801 0677	<a href="https://www.beateatingdisorders.org.uk/">https://www.beateatingdisorders.org.uk/</a> <a href="http://www.eatingdisorderssupport.co.uk/">http://www.eatingdisorderssupport.co.uk/</a>
Gingerbread (Lone Parents)	0207 428 5400	<a href="https://www.gingerbread.org.uk/">https://www.gingerbread.org.uk/</a>
LGBTQ+ Support	0345 3 30 30 30	<a href="https://lgbt.foundation/">https://lgbt.foundation/</a>
Mencap (Learning disability support)	0808 808 1111	<a href="https://www.mencap.org.uk/">https://www.mencap.org.uk/</a>
Mental Health, Dual Diagnosis & Addiction Treatment	0203 993 5571	<a href="https://www.getconnected.org.uk/">https://www.getconnected.org.uk/</a>
MIND (Mental Health)	0300 123 3393	<a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a>
National Bullying Helpline	0845 2255787	<a href="https://www.nationalbullyinghelpline.co.uk">https://www.nationalbullyinghelpline.co.uk</a>
National Centre for Domestic Violence	0800 970 2070	<a href="https://www.ncdv.org.uk/">https://www.ncdv.org.uk/</a>
National Debt Line	0800 808 4000	<a href="https://www.nationaldebtline.org/">https://www.nationaldebtline.org/</a>
NHS Smoking helpline	0300 123 1044	<a href="https://www.nhs.uk/better-health/quit-smoking/">https://www.nhs.uk/better-health/quit-smoking/</a>
NSPCC Child Protection	0808 800 500	<a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>
Samaritans	161 123	<a href="https://www.samaritans.org/">https://www.samaritans.org/</a>
Sexual Health	0300 123 7123	<a href="https://www.gettingiton.org.uk/">https://www.gettingiton.org.uk/</a>
Suicide Awareness/Support	161 123	<a href="https://nspa.org.uk/">https://nspa.org.uk/</a>

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:
<b>Katie Thornton:</b> Director of Quality & Performance	<b>Stuart Crosby:</b> Director (Senior Leadership Team)
Contact Details are: <ul style="list-style-type: none"><li>• Katie Thornton</li><li>• Mobile: 07450 832001</li><li>• Direct Dial: 01942 265859</li><li>• Email: <a href="mailto:Katie@ensissolutions.co.uk">Katie@ensissolutions.co.uk</a></li></ul>	Contact Details are: <ul style="list-style-type: none"><li>• Stuart Crosby</li><li>• Mobile: 07775 956725</li><li>• Direct Dial: 01942 265859</li><li>• Email: <a href="mailto:Stuart@ensissolutions.co.uk">Stuart@ensissolutions.co.uk</a></li></ul>



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

## Ensis Contact Details



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01942 265859



[https://www.linkedin.com/company/ensis-solutions-limited](http://https://www.linkedin.com/company/ensis-solutions-limited)



