

training works TIMES



Training Works (NW) Limited

'Training for Care Professionals'

► FOR APPRENTICES

EDITION 4

HELLO & WELCOME TO EDITION 4 OF "TRAINING WORKS TIMES"

This is our way of providing you (& your parents if under the age of 19), with valuable information and updates about Training Works and your Apprenticeship, to ensure that you fully benefit from our services and achieve your qualification on time.

If at any time during your Apprenticeship journey you have a question, complaint or comment, please call us on **01253 478180** or email: enquiries@training-works.co.uk

Alternatively, you can contact your Trainer direct.

DID YOU KNOW?

A FEW FACTS ABOUT TRAINING WORKS:

- ▶ We started operating & delivering Apprenticeships in July 2015
- ▶ Our Senior Leadership Team have over 100 years combined Apprenticeship experience.
- ▶ Our Head Office is based in "sunny" Blackpool.
- ▶ All our activity, performance & quality is overseen by a Governing Body
- ▶ We can deliver Apprenticeships from Level 2 through to Level 5
- ▶ We operate throughout the North West, West Midlands, East Midlands and Yorkshire & the Humber regions – with more to come!
- ▶ All our Trainers are qualified to teach and come from a background in the Care Sector
- ▶ We have a team of approximately 20 Trainers, based throughout the above regions.
- ▶ We currently have approximately 500 Apprentices enrolled with us, across all Apprenticeship levels.
- ▶ All our qualifications are nationally accredited by Highfield & Training Qualifications UK (TQUK).
Our qualifications are recognised by Skills for Care; OFSTED & ESFA
- ▶ We are a "Disability Confident" organisation.



ADDITIONAL SHORT COURSES

As part of your Apprenticeship programme, we provide you with the opportunity to take part in Additional Short Courses, to enhance your learning, improve performance in your current job or support you in taking the next step in your career.

All our Short Courses are delivered face to face, by a qualified Trainer, on your employers' premises or at a nearby location.

Courses available include:

- Paediatric First Aid (*certificated*)
- First Aid (*certificated*)
- Basic Food Handling

- Moving & Handling
- Health & Safety
- Safeguarding
- Equality & Diversity

All the above Short Courses are FREE for Apprentices registered with Training Works.

Speak to your employer & Trainer if you would like to access any course.

APPOINTMENTS, TRAINERS AND YOUR INVOLVEMENT

Your linked Trainer will make contact with you every 4 weeks. This is likely to be a face-to-face meeting, but at times can be via social media e.g., Teams. You will be asked to contribute positively to the meeting in order to identify your progress, new skills and knowledge learnt and to provide you with the support and guidance to ensure that you complete your Apprenticeship timely and achieve your qualification.

Every 8 weeks you will be involved in a formal face to face review of progress with your Trainer. At some point in the review, it is critical that your line manager becomes actively involved in a 3-way discussion between you, your employer & your Trainer.



The aim of the Progress Review is to:

- Review previous Progress Review agreed actions.
- Look back on progress over the last 8 weeks – what have you learnt? What new skills & knowledge have you acquired?
- Look ahead to the learning, teaching & support that is required over the next 8 weeks – with actions and milestones agreed.
- Identify any issues or concerns you may have – what are they? How can they be overcome?
- Identify if you need any additional support.
- Provide you with Information, Advice & Guidance in order to advance your position at work or your career overall.

At the end of the review, you and your employer will be asked for written comments & signatures. It is important that you and your employer are clear on the way forward and what targets & objectives should be met.

All visits & appointments with your Trainer will be pre-arranged, at a time to suit you and your employer. If you cannot attend an agreed meeting, please contact your Trainer immediately to re-arrange.

If you haven't heard from your Trainer or want to arrange additional visits, please call us on **01253 478180** or email: **enquiries@training-works.co.uk**

SAFEGUARDING

We have a new Designated Safeguarding Lead (*DSL*). Rebecca Ryan-Doughty can be contacted in strictest confidence on: **07593 703 281**
safe@training-works.co.uk

Please contact Rebecca immediately if you have any issues, concerns or questions regarding your health, safety or welfare. Your wellbeing and safety is extremely important to us.



DEDICATED STUDY TIME (DST)

During the Apprenticeship, you will be expected to complete at least 20% of your employed time on DST Training.

What is Dedicated Study Time?

DST is training received by you during paid hours – training linked to your Apprenticeship. With Training Works, all DST is carried out in the workplace. We do not use colleges or other similar places of learning. DST must be directly relevant to your Training Plan, something that teaches you new knowledge, skills or behaviours required to become competent in your job role.



Examples of what can be included as DST:

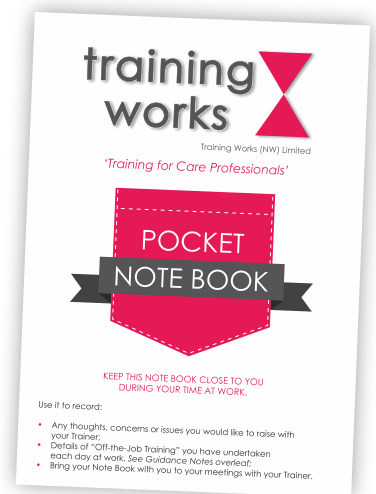
- Teaching of theory
- Role play
- Simulated exercises
- Online learning
- Practical training
- Work shadowing
- Mentoring
- Industry visits
- Attendance at competitions
- Learning support
- Time spent writing assignment / assignments.

It does not include:

- Induction
- Training linked to maths & English.
- Assessment activity
- Progress reviews
- Training outside of work hours

You will be provided with a Pocket Notebook

to record all DST activity & hours throughout each day. Extra copies can be requested at any time from your Trainer.



Your Trainer will collect & record evidence of DST each time they meet with you. DST can be really confusing – don't worry, speak to your linked Trainer or call us on **01253 478180**.

CAREERS GUIDANCE

Your Apprenticeship will either be the start of your career in Care, or a stepping stone in your Care journey.

Throughout your Apprenticeship, your Trainer will provide you with Advice, Guidance & Support to enable you to maximise the career opportunities at work and within the wider Care Sector (Adult Care / Early Years).

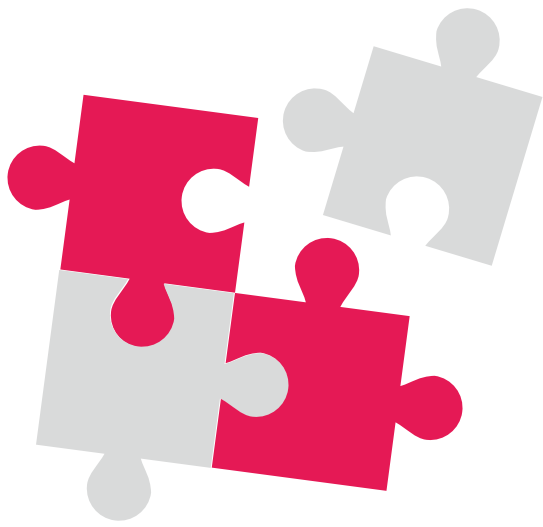
To support your journey, we have published Careers Handbooks providing you with information on:

- The benefits of an Apprenticeship
- Types of job roles within your sector, including entry requirements and salary expectations
- Sources of careers advice & guidance

You can find an electronic copy of your Careers Handbook on "Quals Direct" – can't find it? Ask your Trainer for help.

Your Trainer will discuss the Handbook with you at a future meeting. Remember, the Handbook is only the start of a conversation. Your career is important to us, and your Apprenticeship is a stepping stone to your future prosperity.





MENTAL WELLBEING

**WORRIED? ANXIOUS? DEPRESSED?
JUST NEED SOMEONE TO TALK TO?**

We're on your side & we have your wellbeing at heart.
Call us (*confidentially*) on **07593 703281**. We can have a confidential chat or signpost you to a relevant support agency.

You can also contact us via email: **safe@training-works.co.uk**

APPRENTICE HANDBOOK

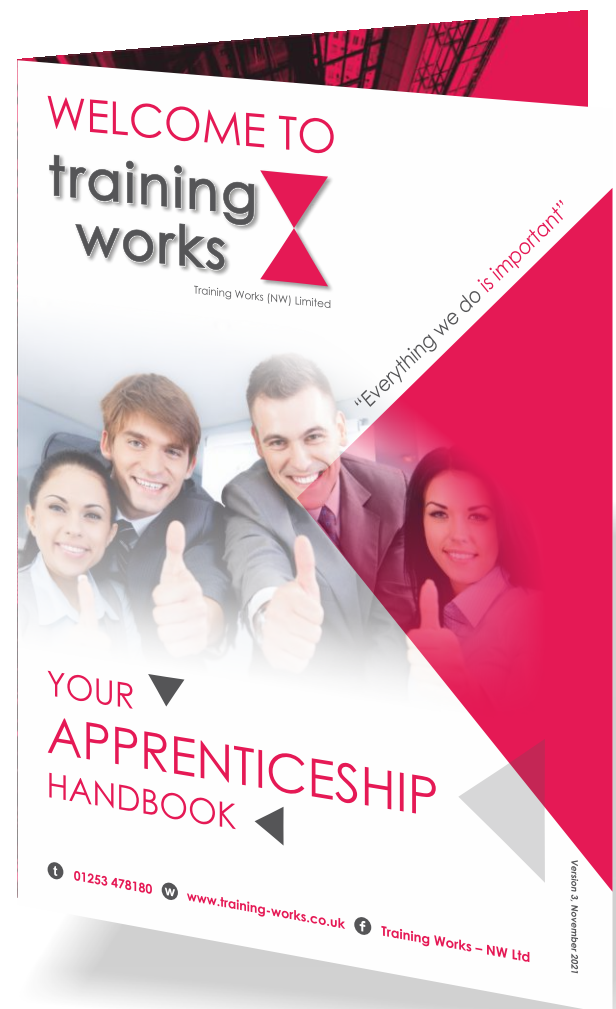
HAVE YOU RECEIVED YOUR COPY?

Everyone that starts an Apprenticeship with Training Works is provided with an Apprentice Handbook - a comprehensive guide to everything good about your Apprenticeship journey.

Your Trainer will issue you a copy on their first visit to you and discuss its content. We will also post out updated versions of the Handbook to your home address.

The Handbook covers:

- Our contact details, including your Trainer
- Description of your Apprenticeship, including End Point Assessment
- Your Workplace Induction – don't forget to complete it!
- What's Quals Direct
- Safeguarding, including what we mean by Safeguarding.
- Safeguarding Code of Conduct
- Equality & Diversity
- Health & Safety
- Health & Wellbeing
- British Values & Prevent
- Qualification Guide



**We would welcome
your feedback...**

**Was the Handbook helpful?
What else would you like to
see included?**

THINKING OF LEAVING YOUR APPRENTICESHIP? CHANGING EMPLOYERS?



Call us first before you make any decision.



We can provide you with careers information, help & guidance or signpost you to a relevant support agency.

**We would love to find out why you want to leave your Apprenticeship – what has gone wrong?
How can we help or support you? What can we put right?**

If you are changing employers, it may be possible to continue your Apprenticeship with your new employer. We can support you in any discussions or speak on your behalf with your new employer. We are keen to find a solution or to support you going forward. Call us: **01253 478180**.



**We need your feedback.
Good or bad.**

**Just a question or complaint?
A positive comment about our
services or your Trainer?
– ANYTHING!**

We can't develop our programmes or services, for you or future Apprentices, without feedback from our customers, and that means YOU!

Feedback can be anonymous or if you want a response, then we will need your contact details.

**All our Trainers carry
"Your Opinion Counts" cards.**

The cards are all pre-paid postage – fill it in and pop it into the nearest post box. Easy!

Either ask your Trainer for a card or contact us directly for one to be posted to your home address.

**Its really simple & we really
value ANY comments.**

**YOUR OPINION
COUNTS!**


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To improve the programmes at Training Works and your experience, we really value your comments. Good or bad, just be honest.

If you would like a response to your comment(s), please leave your name & contact details.
If you want to remain anonymous, that's OK... Go ahead. Tell us what's on your mind:

Name & Contact details (optional): _____

Please hand this card back to your Trainer or put in the post
Thank you for helping Training Works to improve.

PLACE
STAMP
HERE

Training Works
Enterprise Centre
291-305 Lytham Rd
Blackpool
FY4 1EW

APPRENTICE REWARD CARDS

Now that you are an Apprentice
(congratulations!), you can apply
for a **TOTUM Apprentice Extra Card**.



This gives you a range of exclusive discounts & benefits of
up to 25% off both online as well as in 100's of High Street
stores across the UK, including:

- TRAVEL
- FASHION
- TECHNOLOGY / MUSIC
- RESTAURANTS

All Apprentices, of any age, can apply.
It costs £14.99 & is valid for 12 months.
Speak to your Trainer for further details.

CONTACT US

Safeguarding Issues	07593 703 281 Email: safe@training-works.co.uk
Health & Safety	07525 116 498 Email: carl@training-works.co.uk
Absence Hotline	01253 478 180 Email: chloe@training-works.co.uk
General Enquiries	01253 478 180 Email: enquiries@training-works.co.uk



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