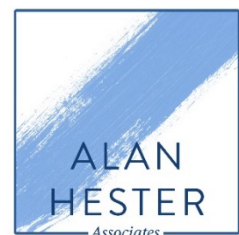


LEARNER HANDBOOK

What to expect in your apprenticeship programme



Alan Hester Associates Ltd

Welcome and introduction

Welcome to your apprenticeship programme and thank you for choosing Alan Hester Associates as your training provider. We look forward to working with you.

Apprenticeships are a great way of adding to your professional knowledge and improving your performance and impact at work. During your time with us we hope you will feel stretched and challenged (in a good way) and that the training, coaching and other support you get from us helps you to enjoy your role and to learn, develop and gain both added confidence and new skills.

This is a vocational learning programme, and it will provide you with many ways to learn, including:

- **Training sessions** delivered by a subject expert
- **1:1 coaching and mentoring** sessions to help you to keep on track
- **Written assignments** with feedback and guidance
- Recorded **professional discussions** and **Q & A sessions**
- Expert **witness testimony** from your managers and other colleagues
- **Observation** of certain aspects of your performance, for example chiring meetings
- Reviewing **work products** such as reports, action plans, minutes, appraisals or other records



The Apprenticeship Journey

Your apprenticeship is a comprehensive programme lasting 12 months – 18 months, depending on your programme and job role. The apprenticeship is built around an **apprenticeship standard**. Standards are a set of criteria which set out the SKILLS, KNOWLEDGE and BEHAVIOURS you will need to demonstrate to be considered a professional in your role.

End Point Assessment

To achieve your apprenticeship you will produce a portfolio of evidence, which you will compile during your time on programme. This is made up of a mixture of work products, observations, assignments, personal reflections and feedback. At the end of the apprenticeship, your portfolio will be submitted to an external organisation such as City & Guilds, ILM or National Open College Network, who will discuss this with you in a meeting towards the end of the programme. This process is called End Point Assessment and consists of a formal discussion with one of their independent assessors.

As part of End Point Assessment (EPA) you will also be observed taking part in a practical activity such as a presentation or a live meeting, and the independent assessor will then ask you some follow-up questions.

We will prepare you for both parts of EPA in advance, so you will know exactly what to expect and what is expected of you. On successfully completing EPA you will achieve either a Pass or Distinction.

Professional qualifications

You will also work towards nationally recognised professional certificate from ILM/City & Guilds or other appropriate awarding body. This means that you can leave your programme with a nationally recognised qualification and an apprenticeship standard to go with the experience, knowledge and skills you gain from the work you put in.



Roles, responsibilities and expectations

An apprenticeship is a partnership between you, us and your employer. Each of us has a role to play in a successful programme.

Your role

Your success depends on your own hard work, and it's important that you understand the commitment you are making before signing up to start an apprenticeship.

As a minimum, you will need to:

- Attend training sessions and participate in them as fully as you can
- Be available for 1:1 meetings with your learning mentor or tutor
- Submit assignments, reflective accounts and other work set for you by your tutor or mentor by the agreed target dates
- Complete a record of the time spent on learning in your CPD (Continuing Professional Development) log, which will be given to you in induction. This is to be submitted to us each month via email on the spreadsheet provided
- Undertake and complete Maths and English qualifications at Level 2 OR submit certificates if you have already achieved the required grades in these subjects
- To let us know if you are absent from work for a period of longer than four weeks, or if you are no longer continuing with your programme for any reason



Your employer's role

Your employer is investing time and money in your learning and has an important role to play in enabling you to succeed.

Your employer has agreed to:

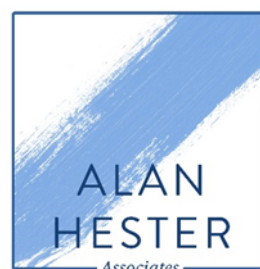
- Release you for training sessions and meetings with your tutor and mentor
- Enable you to take appropriate time in your working week to work on your apprenticeship
- Release your line manager to attend three-way progress reviews with our team and yourself, at least quarterly
- Make sure you have the opportunity within your role to demonstrate the skills, behaviours and knowledge needed to achieve your apprenticeship standard
- To let us know if you are absent from work for a period of longer than four weeks, or if you are no longer continuing with your programme for any reason

Alan Hester Associates role

We are here to provide you with high quality training and support to give you the best chance of a positive experience and a good result.

We commit to:

- Provide expert tuition in your apprenticeship topic and for those requiring Maths and English (functional skills) training
- Keep in regular contact with you and responding quickly and efficiently to any questions you or your employer may have
- Provide learning materials to enable you to learn, research and achieve the tasks set
- Give you developmental feedback on the work you submit within our KPI (Key Performance Indicator) of five working days maximum
- Arrange regular 1:1s and line manager reviews according to the agreed timetable
- Take account of your personal learning style and do everything we can to keep you motivated and on track



About Alan Hester Associates

Our vision and values

We are here to provide high quality training that makes a difference in the lives and careers of our learners. Training is interactive and practical, with plenty of opportunity to share and address your own experience and reasons for learning. We pride ourselves on giving you the tools and techniques to take charge of your own career and be the best version of you. Oh, and we want you to enjoy it too!

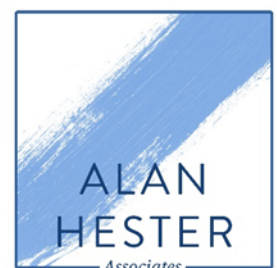
Our experience and track record

Alan Hester Associates Limited has been around for almost 20 years. We work with organisations and individuals in sectors ranging from health and social care and schools to government and engineering. Clients include the Marish and Park Federation School Academy Trusts, WCS Care, John Crane Engineering, Response Organisation and the Driver & Vehicle Standards Agency.

We have been a registered apprenticeship provider in our own right since 2017, and many of our staff team have long experience of work based learning, having led provider organisations and delivered training and assessment in their specialist fields.

We currently deliver these apprenticeship standards:

- Team Leader Level 3
- Operations Manager Level 5
- Leader in Care Level 5
- Learning Mentor Level 3
- Coaching Professional Level 5
- Business Administration/ Customer service



Meet the Team



Anne Gwinnett

Functional Skills Tutor (Maths and English)

Anne spent 14 years lecturing in mathematics, followed by management roles in Higher Education. She is a keen advocate of the value of maths and language in every-day life and enjoys helping people to unlock their potential.

Based on the proverb: *“Give a man a fish, you feed him for a day. Teach a man to fish and you feed him for a lifetime”* she focuses on understanding of the techniques and tools used. Anne enjoys walking, gardening, singing and playing guitar.



Charlotte Goff

Office Manager

Charlotte is responsible for managing the learner journey from enrolment and registration to achievement.

Apprentices and employers will find her efficient, knowledgeable and friendly as she makes sure our processes are straightforward and fit for purpose.

Charlotte worked for British Airways as cabin crew and is an ex-international ice skater who now coaches in the sport; she also competes as an eventer with her horse Arthur, designs, makes and sells cakes and somehow finds the time to work for us as well!

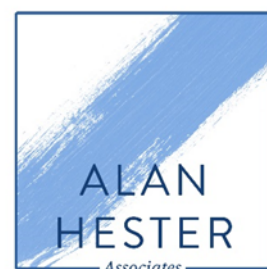


Alan Hester

Director and trainer

Alan is an international author and trainer in leadership and personal development. He has worked at every level of management in a career encompassing the private, public and community sectors and brings this experience to his training and writing. He helps managers to understand and develop themselves, increasing their confidence and

enjoyment of this complex and challenging role and enhance their positive impact as role models, communicators, and enablers. Alan enjoys spending time with his family including dog and cats, gardening, reading, writing and listening to Bob Dylan.





Denise Monaghan
Apprenticeships Manager

Denise has spent her working life with apprenticeships, including spending 16 years as Work Based Learning Manager for a major College. She is a highly experienced assessor and IQA and works with learners to build their portfolios of evidence and achieve apprenticeship standards in team leading, operations management, mentoring and business administration. She also mentors learners to achieve a range of qualifications from ILM and City & Guilds. She enjoys spending time with her grandchildren, walking, swimming and reading.



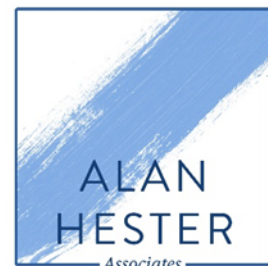
Eunice Hester
Quality Manager

Eunice is a highly experienced CIPD qualified trainer and training manager, who worked for many years as a staff trainer in the Civil Service and in the charity sector before joining us. A qualified and experienced assessor and Internal Quality Assessor, her role is to internally quality assure our assessment practice for ILM and City & Guilds qualifications in management, mentoring and team leading. Eunice is a keen horse rider and animal lover, and enjoys surrounding herself with horses, dogs and cats.



Sarah Jarvis
Health & Social Care Trainer and Assessor

Sarah began her career with the NHS before moving into Social Care and learning and development. She is an experienced and qualified p NVQ assessor and Lead internal Verifier and has worked in an advisory capacity for the Health and Social Care sector. Sarah ran her own business for many years and is proud of the consistent good inspection reports it received. In her spare time Sarah is a voluntary worker for vulnerable people; she also enjoys a round of Golf in the summer and is an avid skier in the winter.



Ecordia – your electronic portfolio

We use an electronic portfolio called Ecordia, which means that all your work can be uploaded and stored in one place, so it is instantly available for us both to work on. We will introduce you to the platform as part of your induction and you can set up a password to keep your information safe.

Ecordia is easy to use and means that you can safely and reliably send your work direct to your assessor, who will receive an email alert whenever you add to your portfolio. Once your work has been assessed, you will receive an alert in turn and will be able to read and accept our feedback. Once you click 'accept' you will see a tracker showing your progress against target, so you will always know exactly where you are against profile.

Learner feedback:

"I just wanted to say a big thank you for your support and guidance throughout my management course. I found our workshops hugely beneficial for both my management development and personal development – I doubt I would have gone for a promotion without it! The learnings from it have been invaluable and I have really appreciated your wisdom and advice as well and I wouldn't have wanted anyone else to have taught us"

"Great sessions with Alan, interactive and interesting!"

"A lot of thought has gone into ensuring we get the most out of the training and it supports us in our development. It's also been extremely helpful as I've transitioned into a new management role. There is no comparison to my previous apprenticeship provider"



Statements & Policies

Equal Opportunities & Diversity Policy statement

Alan Hester Associates Limited supports a policy of equal access and treatment regardless of Race, Religion, Sex, Age, Sexual Orientation, Marital Status or Disability. The Company recognises the need for an Equal Opportunities Policy and is fully committed to the active promotion of equality, diversity and inclusion in the provision of all its services. The aim of this policy is to develop an organisational culture where everyone feels responsible for and contributes in a positive way to the progress of equal opportunities, and which encourages participation from a wide diversity of people.

Health & Safety Policy statement

The Company will create an environment which is healthy and safe for staff, clients and others at all its locations. The Company will comply with statutory requirements in order to maintain a safe working environment. All staff are encouraged to contribute fully to the establishment, maintenance, promotion and continuing development of health and safety practices and procedures.

Complaints Policy Statement

Any learner or client who considers they have a grievance related to their programme, attendance at one of the Company's Centres, a service or a member of AHA employees must first raise the issue with the member of staff who usually is their immediate contact. The member of staff will attempt to resolve the issue within two working days and report back to the client. If the client/learner is dissatisfied with the redress offered, they have the right to place their grievance in writing to the Centre Co-ordinator.

Safeguarding Policy statement

Safeguarding and promoting the welfare of children, young people and vulnerable adults is not just the province of those working directly with these groups of people. We aim to ensure that no act or omission on the part of the organisation, or that of its staff, or partner organisations puts a child, young person or vulnerable adult inadvertently at risk; and that rigorous systems are in place to proactively safeguard and promote the welfare of children, young people and vulnerable adults and support staff in fulfilling their obligations.

Prevent Policy Statement



The aim of the Prevent Policy is to create and maintain a safe, healthy and supportive learning and working environment for our learners and staff alike. We recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for learners. We further recognise that if we fail to challenge extremist views we are failing to protect our learners from potential harm.

However, we will endeavour to incorporate the relevant duties so as not to: (a) Stifle legitimate discussions, debate or learner engagement activities in the local community; or (b) Stereotype, label or single out individuals based on their origins, ethnicity, faith and beliefs or any other characteristics protected under the Equality Act 2010.

Key contacts

Alan Hester, Director alan@alanhester.co.uk Tel. 07970 522760

Denise Monaghan, Apprenticeships Manager denise@alanhester.co.uk Tel. 07792 365405

Charlotte Goff, Office Manager charlotte@alanhester.co.uk

