

ESNEFT

Apprenticeship Handbook

A guide to starting out as
an apprentice at ESNEFT



European Union
European Social Fund
Investing in jobs and skills



Education & Skills
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Here at East Suffolk and North Essex NHS Foundation Trust (ESNEFT) we appreciate and value the part our staff play in achieving excellence throughout our services.

We want to invest in all our staff, to help them learn, to progress, and to develop. That is why ESNEFT has committed to becoming an Apprenticeship Employer Provider, so we can continue to fund training and development opportunities that support our NHS people and their careers. ESNEFT is great place to work, a great place to train and a great place to receive care. We are here to support you on your learning journey, wherever it may take you, and to celebrate your successes and ongoing career progression with us.

Kate Read, Director of People and Organisational Development



ESNEFT ethos

Our executive team has committed to working to these values that acknowledge how we should all behave every day when we come to work, as well as the way we should treat each other, our patients and their visitors and carers. They sit alongside our Time Matters philosophy developed in partnership with more than 300 colleagues, who shared their ideas about the way we should be working and the attitudes we should aspire to.



What is an apprenticeship?

An apprenticeship is a paid job where the employee learns and gains valuable experiences.

Alongside on-the-job training, apprentices spend at least 20% of their working hours completing learning activities which lead to a nationally recognised Apprenticeship.

Apprenticeship Standards are made up of different elements including:



Initial Assessment

The information we need to help us develop the right individual learning plan for you



On programme training

To acquire the knowledge, skills and behaviours needed to carry out the role. This may also include completing an accredited qualification



Functional Skills

Maths and English if required



Gateway

The point at which the on-programme learning is complete



End Point Assessment

An independent assessment process to demonstrate the knowledge, skills and behaviours have been retained.

Roles and responsibilities of those involved in your apprenticeship journey:

Assessor/coach

The role of the assessor/coach is to work with you and your manager to support you to stay on track and achieve the End Point Assessment, and to make sure that you have the opportunities you need to learn and build your portfolio.

Internal quality assurer (IQA)

The IQA is responsible for monitoring the overall quality of the programme and they are also there to support you if you wish to appeal against an assessment decision.

Mentor

A mentor will be assigned to you to guide and assist you with any challenges or issues you may face during your apprenticeship, whether that is work-related or personal.

End point assessor

This will be a completely impartial and independent person allocated to carry out your End Point Assessment. They are responsible for ensuring you have the right opportunities to complete your EPA to the highest standard.



Other organisations that are involved in your apprenticeship are:

- **Ofsted** – will routinely inspect ESNEFT to ensure that our training is of the required standard
- **ESFA** (Education and Skills Funding Agency) – the government funding agency

What to expect



As an ESNEFT apprentice you have the right to:

- information advice and guidance to support you with career choices to meet your goals
- expect a high quality of training and help with your learning to support you to achieve
- regular updates on your progress and support to help you catch up if you fall behind
- a safe and secure environment in which to learn
- to be treated fairly and with respect
- have the opportunity to speak up or complain if you feel that you are not satisfied with your training



Visits by your assessor/coach:

- to plan and know when to expect your assessor/coach to visit you
- structure learning opportunities to meet the required knowledge, skills and behaviours through observation, professional discussion, work products or reflective account
- regular reviews to discuss progress and provide support for areas where you may be struggling or require additional support



ESNEFT expectations of you as an apprentice:

- keep appointments booked with your assessor/coach and provide as much notice as possible if you cannot keep an appointment
- complete any work set by your assessor/coach in a timely manner and let them know if you need more support
- ensure any visits to your working area are booked with your manager/supervisor so that they can allow you time away from your job for the meeting
- raise any concerns as soon as they come to light, even if you are not due to see your assessor/coach
- upload evidence to your e-portfolio on a regular basis so that your assessor/coach and the IQA can keep track of your progress



What is 20% off the job training?

Off the job training is a mandatory part of your apprenticeship. It is time away from your job to carry out activities and learning to support your progression and achievement of the apprenticeship.

This time must be during your normal contracted hours. Your commitment statement will show the amount of hours you need to complete to achieve this 20%, although ESNEFT will always support you to achieve more than this to ensure that the minimum requirement is met. All off the job learning must be logged in your e-portfolio.



Off the job activities can be:

- Attending any classroom-based learning
- Masterclasses, webinars or talks given by professionals allied to your role
- Independent research
- Shadowing others
- Meeting with your mentor
- Supervisions
- Training or on-line learning that relates to your apprenticeship
- Simulation or role play
- Completing your reflective journal



Off the job activities are NOT:

- English and maths functional skills
- Training that does not meet the knowledge, skills and behaviours of the apprenticeship
- Activities that take place outside of your normal working hours
- Progress reviews with your manager/supervisor and assessor/coach
- On-programme assessments such as observations
- Induction

Functional skills

All Apprenticeship standards include functional skills maths and English.

At your initial assessment we will discuss with you your prior achievements in these subjects and assess you for your current level of ability. If necessary we will support you to achieve the required level of functional skills alongside your apprenticeship programme. If you are not prepared to complete functional skills and cannot provide evidence to show prior achievement, you will not be able to proceed with an apprenticeship.

Policies and procedures

All ESNEFT policies and procedures are available on the staff intranet. Additional policies that relate to Apprenticeship delivery are: Learner Appeals Procedure, IAG Policy, Initial Assessment Policy, Withdrawal Policy and a Break in Learning Policy.

Safeguarding statement

ESNEFT takes its safeguarding responsibilities very seriously.

All apprentices should expect to be able to learn in a safe environment which is free from bullying or harassment from staff or visitors to the hospital.

ESNEFT has a 'Freedom to Speak Up' policy where staff are encouraged to raise concerns openly, or anonymously if they prefer, safe in the knowledge they will be supported if they do, to make our trust a positive and trustworthy place to work and receive care. If at any time you have a concern about your own safety or that of others, please speak to your assessor/coach or someone else in the Apprenticeships team, use the Freedom to Speak Up process or contact the Trust's Senior Lead for Safeguarding & Complex Health.

Prevent and British values

The Prevent strategy (2011), is part of an overall counter-terrorism strategy, CONTEST.

The Prevent strategy has three objectives:

- respond to the ideological challenge of terrorism and the threat we face from those who promote it
- prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
- work with sectors and institutions where there are risks of radicalisation that we need to address

If you are concerned about yourself or someone you know, either at work or at home, being at risk of radicalisation or extremist views, please speak to your assessor/coach.

Fundamental British values

These are four main areas that make up British Values which are embedded into our programmes to allow learners to develop self-knowledge, self-esteem and self-confidence:

- **Democracy** – to have respect for democracy and support for participation in the democratic process, including respect for the basis on which the law is made and applied in England.
- **The rule of law** – to be able to distinguish between right and wrong and respect the civil and criminal law of England.
- **Individual liberty and mutual respect** – to acquire a broader knowledge of, and respect for, their own and other people and their cultures.
- To have **tolerance** of those with different faiths and beliefs.

Information, advice and guidance

At every stage of your Apprenticeship journey we will be on hand to provide you with the right information, advice and guidance to support you to achieve your career goals, whether these lay within the Trust or outside of it.

The Apprenticeship programme you complete will be designed to give you the knowledge, skills and behaviours required for the role you have been employed to do. If at any time you feel that this is no longer meeting your career aspirations, please speak to your assessor/coach who will be able to advise you about the options available to you.

Once you have finished your apprenticeship, we will then review your career goals to progress you on to the next stage of your personal development. Whether this is through another apprenticeship, going to university or progression within your role, our advice and guidance will be impartial and designed to help you to make the right choices.

Learner voice

ESNEFT is committed to ensuring that the Apprenticeship programmes we offer are of value to our staff and support career progression.

We will carry out surveys at various points during your learning journey and publish the results of these, as well as participate in any surveys which are government led. Feedback is welcome at any time, so if you have a question, suggestion or comment to make, please email apprenticeships@esneft.nhs.uk.

We will always respond to your email and take on board any negative comments as well as compliments, and implement changes wherever possible.

NUS Apprenticeship card

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



We are run by the National Union of Students (NUS) and so the money we raise selling the discount card helps to fund a new National Society for Apprentices, which will serve to represent your needs and those of all vocational learners. NUS also has discounted travel cards available for apprentices. Please visit www.apprenticeextra.co.uk for details.

Further information

If you have any further questions regarding your Apprenticeship with ESNEFT, or you would like to know how to develop your training and skills via an apprenticeship route, please email us: apprenticeships@esneft.nhs.uk