



BUSINESS ADMINISTRATOR

Level: 3 | Code: ST0050 | Duration: 12-18 Months (Excluding EPA)

A work based learning programme designed for individuals working within an administration role of a business. The apprenticeship provides learners with a highly transferable set of knowledge, skills and behaviours which can be applied to a variety of business settings.

The aim of this programme is to ensure learners are confident and adept at developing, implementing, maintaining, and improving administration services. Learning covers the main functions of any business and supports learners to work across teams, resolve issues and ensure their practice is in line with a company's, vision, values and corporate social responsibility.

Apprentices will be required to have or achieve Level 2 English and maths, prior to taking their EPA.

Throughout the apprenticeship you will be supported to develop knowledge, skills and behaviours as part of your on-programme delivery in the workplace with one of our specialist Coaches.



The knowledge that you will learn:

- Understand organisational purpose, activities, aims values and vision
- Knowledge of managing stakeholders and their differing relationships
- Understand laws and regulations that apply to the role (e.g. Data Protection, Health & Safety, Compliance, etc)

The skills that you will learn:

- Ability to use multiple IT Packages and systems relevant to the organisation
- Able to choose the most appropriate IT solutions to suit the business problems
- Able to update and review databases, record information and produce data analysis where required
- Produce accurate records and documents
- Ability to make recommendations for improvements and present solutions to management

The behaviours that you will learn:

- Personally commit to and take ownership for actions to resolve customer issues
- Exercises pro-activity and creativity when identifying solutions to issues
- Share knowledge and experience with others to support colleague development
- Adopt a positive and enthusiastic attitude

Mandatory qualifications include:

Where the apprentice has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.

Costs:

Can be fully funded through the apprenticeship Levy or co financed by Government at 95% for companies who don't pay the Levy.

Delivery method:

This is a mixture of face-to-face on-site training and virtual classroom, designed to meet your needs.

Career progression:

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

Entry requirements:

There are no formal entry requirements, but the apprentice needs to be in a role that enables them to achieve all elements of the standard.

Want to know more?

To find out more about this apprenticeship, please get in touch using the contact details below!

- www.thinktank-academy.com
- apprenticeships@thinktank-academy.com
- 0151 305 2965



Think Tank Academy Apprenticeships

CHILDREN, YOUNG PEOPLE & FAMILIES MANAGER

Level: 5 | Code: ST0087 | Duration: 12-24 Months (Excluding EPA)

As a Children, Young People and Family Manager you will ensure direction, alignment and commitment within your own practice, your team(s), your organisation and across partnerships to help children, young people and families aspire to do their best and achieve sustainable change. You will build teams, manage resources, and lead new approaches to working practices that deliver improved outcomes and put the child, young person or family at the centre of practice.

You may work either as a Manager in Children's Residential Care or as a Children, Young People and Families Manager in the Community in a range of settings in local authorities, within health organisations, educational and early years settings or children's centres, as well as a wide range of private voluntary and community organisations. You could be solely responsible for the management of a team or service or be part of a management team. To deliver effectively on a wide range of outcomes you will work on a multi-agency basis with professionals from a wide range of backgrounds, as well as team leaders and managers from your own organisation.

Throughout the apprenticeship you will be supported to develop knowledge, skills and behaviours as part of your on-programme delivery in the workplace with one of our specialist Coaches.



The knowledge that you will learn:

- Current research and development in health and social care
- Values and ethics and the principles and practices
- The principles and practice of supervision with their staff
- Quality assurance of health and social care in line with regulations

The skills that you will learn:

- Develop and deliver good quality supervision practice and decision making
- Set clear, measurable objectives
- Manage and deploy total resource to maximise outcomes
- Evaluate practice of team members
- Assess learning styles of self and team members and identify opportunities
- Build an ethos of learning and continuous improvement across partners
- Mobilise collective action across service boundaries and within the community to manage resources

The behaviours that you will learn:

- Care
- Compassion
- Courage
- Communication
- Commitment

Mandatory qualifications include:

- L5 Diploma in Leadership and Management in Residential Childcare
- L2 in English and Maths

Costs:

Can be fully funded through the apprenticeship Levy or co financed by Government at 95% for companies who don't pay the Levy.

Delivery method:

This is a mixture of face-to-face on-site training and virtual classroom, designed to meet your needs.

Career progression:

The role may be a gateway to further career opportunities, senior departmental roles.

Entry requirements:

Undertake the Disclosure and Barring Service process and provide the result.

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Think Tank Academy Apprenticeships

CHILDREN, YOUNG PEOPLE & FAMILIES PRACTITIONER

Level: 4 | Code: ST0088 | Duration: 12-24 Months (Excluding EPA)

As a practitioner you will be working with children, young people and families, including carers, to achieve positive and sustainable change in their lives.

You will demonstrate a passion to care for, and about children, young people and families. You will be skilled in recognising and assessing the complex needs that children, young people, and families often present. You will agree with the child, young person or family any specific interventions or referrals. Your approach will be one of respectful curiosity that challenges and supports children, young people, and families to achieve their potential and stay safe. You will work alongside other professionals and organisations to share the responsibility for improving outcomes. Each piece of work with a child or family will be different and you will exercise judgement on a range of evidence-based approaches to inform your practice.

You will regularly evaluate the effectiveness of your methods and actions. Regular supervision with an experienced practitioner will encourage reflection on your practice. At the end of the apprenticeship the high quality of your practice will be making a real difference to those that you work with.

Throughout the apprenticeship you will be supported to develop knowledge, skills and behaviours as part of your on-programme delivery in the workplace with one of our specialist Coaches.



The knowledge that you will learn:

- Communication that enables the voice of the individual
- The range of potential safeguarding risk factors
- Child, adolescent and adult development and their needs
- The roles duties, responsibilities, boundaries and ethical nature

The skills that you will learn:

- Communicate in way that enables the voice of the individual
- Work with and supports other professionals to respond to safeguarding concerns
- Identify influences on the individual and the family and supports them
- Identify and manage evidence-based approaches and evaluate effectiveness
- Model clarity of purpose, clear expectations and a professional approach to decision making
- Apply knowledge of legal, economic and social justice systems
- Share and agree goals and outcomes when building relationships

The behaviours that you will learn:

- Care
- Compassion
- Courage
- Competence
- Commitment

Mandatory qualifications include:

- Level 3 Diploma in Residential Childcare
- Level 2 English and Maths

Costs:

Can be fully funded through the apprenticeship Levy or co financed by Government at 95% for companies who don't pay the Levy.

Delivery method:

This is a mixture of face-to-face on-site training and virtual classroom, designed to meet your needs.

Career progression:

The role may be a gateway to further career opportunities, such as management or senior roles.

Entry requirements:

Undertake the Disclosure and Barring Service process and provide the result

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Think Tank Academy Apprenticeships

LEAD PRACTITIONER IN ADULT CARE

Level: 4 | Code: ST0007 | Duration: 18 Months (Excluding EPA)

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. They will have 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 Lead Practitioner has a greater depth of knowledge and expertise of particular conditions being experienced by the user of services.

They will have 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 be a coach and mentor to others and will have a role in assessing performance and quality of care delivery. Lead Practitioners in Adult Care may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings. As well as covering Lead Practitioners in Adult Care this standard also covers Lead Personal Assistants who can work at this senior level but they may only work directly for one individual who needs support and/or care services, usually within their own home.

Throughout the apprenticeship you will be supported to develop knowledge, skills and behaviours as part of your on-programme delivery in the workplace with one of our specialist Coaches.



The knowledge that you will learn:

- Theories and principles underpinning own practice and competence relevant to the job role
- How to contribute to, promote and maintain a culture which ensures dignity
- Effective communication and solutions to overcoming barriers
- Legislation, national and local solutions for the safeguarding

The skills that you will learn:

- Apply professional judgement, standards and codes of practice relevant to the role
- Model high levels of empathy, understanding and compassion
- Model effective communication skills
- Apply and support others to adhere to safeguarding procedures
- Evaluate own practice and access identified development opportunities
- Contribute to the development of an effective learning culture

The behaviours that you will learn:

- Care
- Communication
- Compassion
- Commitment
- Courage

Mandatory qualifications include:

- Level 4 Diploma in Adult Care
- L2 in English and Maths

Costs:

Can be fully funded through the apprenticeship Levy or co financed by Government at 95% for companies who don't pay the Levy.

Delivery method:

This is a mixture of face-to-face on-site training and virtual classroom, designed to meet your needs.

Career progression:

The role may be a gateway to further career opportunities, senior departmental roles.

Entry requirements:

Undertake the Disclosure and Barring Service process and provide the result.

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Think Tank Academy Apprenticeships

LEADER IN ADULT CARE

Level: 5 | Code: ST0008 | Duration: 18 Months (Excluding EPA)

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level. They may be responsible for business development, financial control, organisational resilience and continuity as well as for managing risk and leading on organisational change.

A Leader in Adult Care has responsibility for managing community or residential based services. This role has a large element of leadership, whether with other care workers and networks or in leading the service itself. A successful apprentice will have met all the requirements. They have a responsibility to ensure the service is safe, effective, caring, responsive to people's needs and well-led. They may be a registered manager of a service, unit, deputy or assistant manager. They will be responsible for ensuring regulatory compliance of the care given and the values and training of staff with established standards and regulations.

Throughout the apprenticeship you will be supported to develop knowledge, skills and behaviours as part of your on-programme delivery in the workplace with one of our specialist Coaches.



The knowledge that you will learn:

- Legislation and policy initiatives on the promotion of diversity, equality and inclusion in services they lead
- Confidential and sharing information legal and ethical frameworks
- Safeguarding legislation, national and local solutions
- Models of monitoring, reporting and responding to changes
- Theories of management and leadership and their application

The skills that you will learn:

- Develop and apply systems and processes needed to ensure compliance with regulations and organisational policies and procedures
- Develop and lead a culture that values courage in working in ways that may challenge workers' own cultural and belief systems
- Translate policy and guidance into understandable information
- Implement systems to train and support work colleagues
- Implement of policies, procedures and practices to manage health, safety and risk
- Apply evaluated research and evidence-based practice in own setting

The behaviours that you will learn:

- Care
- Communication
- Compassion
- Commitment
- Courage

Mandatory qualifications include:

- Level 5 Diploma in Leadership and Management for Adult Care
- L2 in English and Maths

Costs:

Can be fully funded through the apprenticeship Levy or co financed by Government at 95% for companies who don't pay the Levy.

Delivery method:

This is a mixture of face-to-face on-site training and virtual classroom, designed to meet your needs.

Career progression:

The role may be a gateway to further career opportunities, senior departmental roles.

Entry requirements:

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