



Harness the power of training to tackle key industry challenges

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A photograph of three people sitting on a brown leather sofa. On the left, a woman with short brown hair is seen in profile, wearing a red top. In the center, an older woman with short white hair is smiling broadly, wearing a yellow sweater over a white collared shirt. On the right, a younger woman with curly brown hair is smiling, wearing a light purple short-sleeved uniform with a white collar and a blue lanyard with a badge that says 'HEALTHCARE'. They are all holding white mugs. In front of them on a low table is a white teapot and a plate with a slice of cake. The background is a light purple wall with abstract white shapes.

Industry experts delivering award-winning vocational training to develop outstanding employees. Helping you create a safe, caring, effective and well-led environment.

- ▶ Over 90% employer satisfaction
- ▶ All trainers have in-industry experience
- ▶ A network of educators based across the UK
- ▶ Bespoke training for your business needs
- ▶ Graded 'Good' by OFSTED
- ▶ Skills for Care Centre of Excellence provider

Training the future generation

In 2006, our sister company HIT Training was providing quality work-based learning to catering staff in the kitchens of adult care homes across the country. The success of our training generated a significant demand for the delivery of qualifications. This was the catalyst for developing Connect2Care, a specialist vocational training provider for the adult care sector.

We brought together some of the most committed, passionate and driven experts from the sector. Drawing on their experience to shape and innovate a work-based learning provision in the UK, Connect2Care was born to provide best-in-class training to our clients and learners.

This strong foundation in care training has allowed us to branch out into other nurturing person-centred specialities, such as healthcare and early years.

Our aims are clear:

- ▶ Increase learners' skills to improve their earning capacity.
- ▶ Make businesses more efficient by developing a highly skilled and more productive workforce.
- ▶ Minimise our impact on the environment and teach our learners to better manage theirs.
- ▶ Treat our staff well, pay them a good wage, and reward our shareholders.

Simply put, we focus on **People, Planet** and **Profit**. Building Connect2Care has involved plenty of hard work, but it's been immensely fun. Knowing thousands of learners and employers have already benefited from the service that we deliver is hugely satisfying. Well trained, competent staff are a valuable asset and can help a business perform well by delivering improved efficiency, better customer experience and reduced staff turnover.

Today Connect2Care is the leading specialist training and apprenticeship provider for the UK's adult care, healthcare and early years sectors.



Working in partnership

At Connect2Care, we have some unique philosophies that drive the development of our high quality training programmes. This enables us to deliver outstanding results for our employer partners and their employees.

Connect2Care's 'our people become your people' philosophy dictates how we work with our employer partners. We truly become part of their teams, adopting their culture and values by doing things like completing induction days and working in our clients' businesses on regular shifts.

Our 'your culture, your values, your programme' philosophy places the focus of development and delivery firmly on meeting the needs of employers and their employees. This results in business-embedded apprenticeship programmes that deliver defined benefits well beyond the achievement of a qualification and a lasting legacy of learning.



We work closely with some of the leading brands in care and early years:



What drives us to be the best



Expertise

All our people are industry experts hungry to pass on their knowledge and professionalise the sectors in which we operate.



Going the extra mile

We strive to do more than our clients expect and be innovative in how we work together.



Legacy

We believe that the programmes we create and the people we train are a valuable asset for our clients and the sector, both now and in the future.



Passion

We are passionate about what we do: helping our clients to succeed.



Pride

We take pride in the work we do and the success of our training programmes.



Fun

As well as getting the job done, we like to have fun along the way.



Apprenticeships

Employing apprentices creates a learning environment amongst your entire workforce. This rejuvenates the learning ethos of more experienced staff, as well as providing senior staff with the opportunity to support and mentor future talent.

Each apprenticeship is made up of the following:

On-the-job training helps an apprentice develop the specific skills for the workplace and they should be supported by a mentor.

Apprentices must spend at least 20% of their time on **off-the-job training**. This training must be directly relevant to the apprenticeship standard and can be delivered at the apprentice's normal place of work - as long as it's not part of their normal working duties. It can cover practical training such as shadowing, mentoring, industry visits and attending workshops or competitions.

All apprenticeship programmes require minimum levels of English and maths, some programmes also require a test of IT skills. These are known as Functional Skills.

By the time an apprentice completes their apprenticeship, they should be able to demonstrate that they can perform tasks confidently and to the standard set by the industry.

Connect2Care Apprenticeships

New apprenticeship standards have been developed for adult care, healthcare and early years. They form progressive career pathways, incorporating the knowledge, skills and behaviours employers have defined for today's industry. The standards have been designed so that they apply across the sector, allowing organisations to incorporate their own ways of working, products and services into the learning and development, whilst ensuring it meets one national standard.

Adult Care:

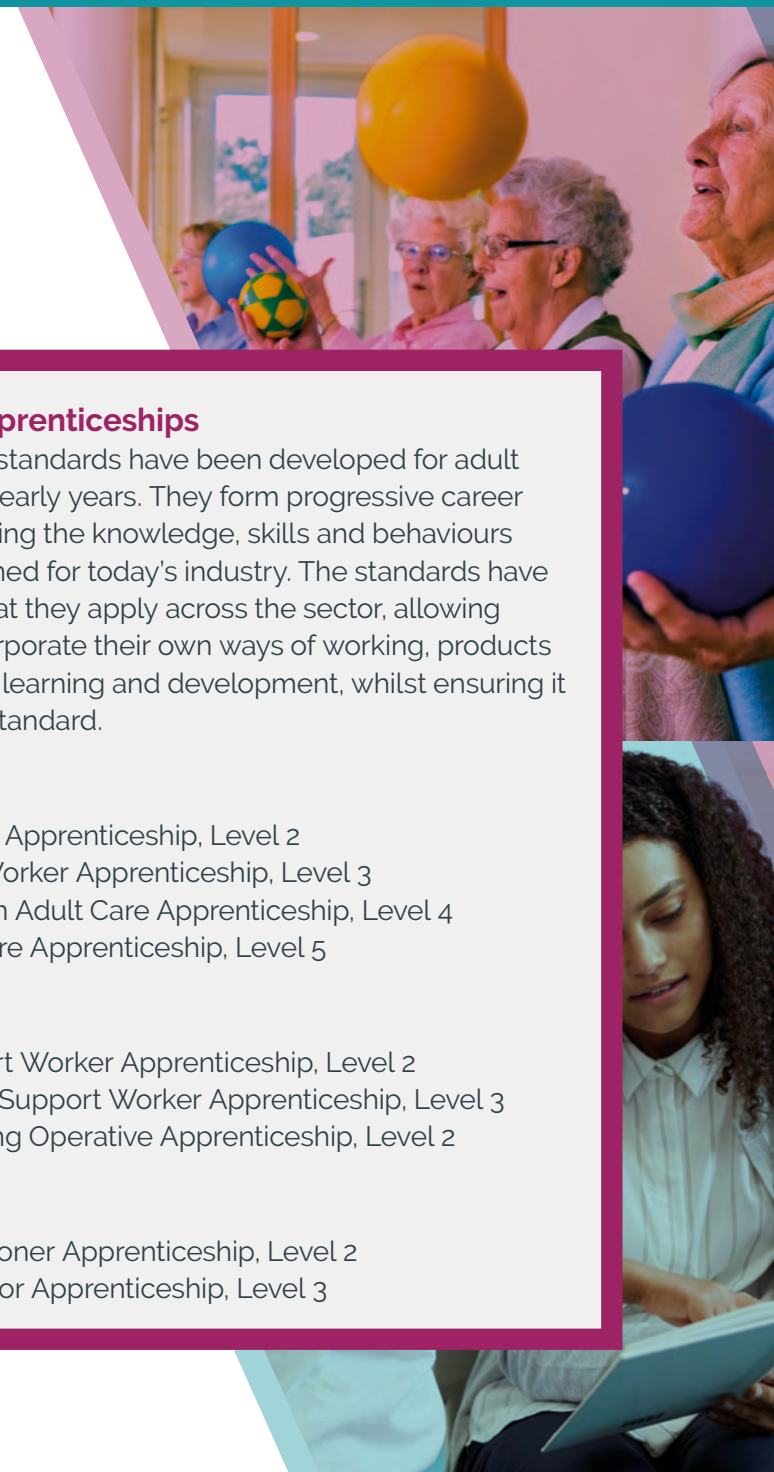
- ▶ Adult Care Worker Apprenticeship, Level 2
- ▶ Lead Adult Care Worker Apprenticeship, Level 3
- ▶ Lead Practitioner in Adult Care Apprenticeship, Level 4
- ▶ Leader in Adult Care Apprenticeship, Level 5


Healthcare:

- ▶ Healthcare Support Worker Apprenticeship, Level 2
- ▶ Senior Healthcare Support Worker Apprenticeship, Level 3
- ▶ Healthcare Cleaning Operative Apprenticeship, Level 2

Early Years:

- ▶ Early Years Practitioner Apprenticeship, Level 2
- ▶ Early Years Educator Apprenticeship, Level 3





Connect2Care also offer the following programmes through our sister training company, HIT Training to enhance our apprenticeship offer:

Leadership and Management:

- ▶ Team Leader Apprenticeship, Level 3
- ▶ Operations/Departmental Manager Apprenticeship, Level 5
- ▶ Facilities Management Supervisor Apprenticeship, Level 3

Support Staff:

- ▶ Business Administrator Apprenticeship, Level 3
- ▶ Facilities Operative Apprenticeship, Level 2
- ▶ Commis Chef Apprenticeship, Level 2
- ▶ Production Chef Apprenticeship, Level 2
- ▶ Senior Production Chef Apprenticeship, Level 3

Trainers and Educators:

- ▶ Learning & Development Practitioner Apprenticeship, Level 3
- ▶ Learning Mentor Apprenticeship, Level 4

Other apprenticeships also available.

Preparing your business for the post-pandemic future

All our apprenticeships now contain these online courses:

- ▶ Awareness of First Aid for Mental Health
- ▶ Infection Prevention and Control
- ▶ Dealing with Loss and Bereavement
(for adult care and healthcare apprenticeships only)
- ▶ How to Manage Anxiety and Burnout



Delivery model

At the start of any apprenticeship programme, a potential apprentice will either be nominated internally by the employer or will be recruited into your business as an apprentice.

Online application

Alongside your entry requirements, Connect2Care will check whether the potential apprentice is eligible for the apprenticeship. We'll also check what additional financial support is available to your business in the form of grants, incentives and if you can claim for National Insurance deductions towards the cost of their training.



Initial assessment

We need to know what level of maths, English and possibly IT skills your potential apprentice possesses. We also need to discover their preferred learning style, so we'll run a quick diagnostic test to ensure we start them at the correct level, offering sufficient support if needed.



Confirmation of start

Once their initial assessment has been completed, eligibility confirmed, paperwork signed off and funding sorted, it's time to start.



Induction to the apprenticeship

This is the first meeting between the apprentice, employer/mentor and their Connect2Care Training Consultant. We'll start by checking to make sure your apprentice is on the correct apprenticeship standard and that everyone is familiar with all the required learning components.



Together we'll agree on a personal learning and development plan, setting a timetable of learning activities in preparation for the End Point Assessment (EPA).

These activities will include:

Online session and progress reviews

During the apprenticeship your Connect2Care Training Consultant will deliver a number of online, face-to-face sessions to monitor the progress of your apprentice offering support where required.



They'll also use this opportunity to keep you and their mentor informed of any areas the apprentice needs to focus on in the workplace and allow you to feed back concerns you may have.

STAR modules

Our online learning platform holds a variety of guided learning modules to boost and develop the apprentice's knowledge. Each STAR module is linked to and will precede an Interactive Online Workshop (IOW).



Application

Enrolment

Induction

Interactive Online Workshops (IOW)

Each apprenticeship has a suite of Interactive Online Workshops that are mapped to the Knowledge element of the apprenticeship standard. Your Connect2Care Training Consultant will agree which IOW each apprentice should attend and at what point in their programme. Apprentices will be sent a link to join the IOW by one of our expert Knowledge Tutors.



Assessment Session Tutorial (AST)

After each IOW your Connect2Care Training Consultant will set up an online tutorial or face-to-face observation visit with each apprentice to complete and review assessments, provide further coaching where required and agree the next steps of learning using a Teaching and Learning Assessment (TLA) form. Towards the end of their apprenticeship, your apprentice will complete mock assessments linked to the End Point Assessment methods. This provides an indicator of their readiness for their final assessment.



Functional Skills Interactive Online Workshops (FS IOWs)

Our Functional Skills Specialists have a variety of Interactive Online Workshops available to support learning in maths, English and IT. Initial assessment results will identify which IOWs will be most appropriate for your apprentice to attend prior to completing the Functional Skills assessments. Your apprentice will have access to our Skills Forward Platform. From here, they can revise and work on any of the areas they're finding challenging and book into our Google Classrooms for additional support.



Complete STAR module

(i.e. Team Leader – Leading Teams STAR module)

Attend IOW

(i.e. Team Leader – Leading Teams IOW)

Complete AST

(i.e. Training Consultant will assess/coach using planned assessment agreed on the Teaching and Learning Assessment)

Complete Functional Skills activities or IOW

4 Stages Repeated During Apprenticeship

Gateway

End Point Assessment

Gateway

As your apprentice nears the end of their learning journey, a Gateway Meeting between you, your Connect2Care Training Consultant, the apprentice and the End Point Assessment Organisation will take place. Here you'll agree whether or not your apprentice is ready to complete their EPA.



End Point Assessment



End Point Assessment preparation

The new apprenticeship standards include an End Point Assessment (EPA). At Connect2Care, we set aside a portion of our funding to ensure that we can progress and develop your apprentice to the point where they're not only competent in their job, but also capable of passing their EPA.


An EPA involves multiple-choice tests, observations, a Professional Discussion, and a short written project. We nurture and prepare your apprentice for their EPA to ensure they're both confident and successful.

End Point Assessment

The End Point Assessment will only take place once you (the employer), your apprentice and your Connect2Care Training Consultant are confident that your apprentice has developed the necessary knowledge, skills and behaviours defined in the apprenticeship standard. This should be clearly evidenced through the online progression review meetings and records.

The independent End Point Assessment ensures that your apprentices consistently achieve the industry-set professional standard. This can take place as soon as an apprentice is competent and after the twelve-month minimum period of learning and development.

Prior to their End Point Assessment, the Functional Skills components of the apprenticeship must be successfully completed.



98% of Connect2Care apprentices who reach End Point Assessment complete their apprenticeship.

The End Point Assessment process

Your apprentice will be assessed against the apprenticeship standard using various assessment methods.

The assessment takes into account your apprentice's overall performance in their job. The assessment activities will be completed by the independent End Point Assessment Organisation.

It may include:



An on-demand test



A practical observation



A professional discussion



A presentation or work-based project



A competency-based interview



Qualifications and on-programme assessment



A portfolio of evidence



A situational judgement test

An apprenticeship certificate is only awarded after the End Point Assessment is successfully completed.

A tailor-made apprentice recruitment solution

We recognise that there isn't an 'off-the-shelf' method when it comes to apprentice recruitment, especially in such a competitive market space.

That's why our complete recruitment marketing solution will give you the edge when it comes to finding, attracting and hiring the best talent available. Our solution is bespoke to your recruitment objectives and company culture. Whether you want to recruit apprentices internally or externally, we'll support you to choose the right communication channels, apprentice on-boarding process and online media promotion.

Connect2Care recruitment support

Once we've identified your objectives, our expert team will support you with:

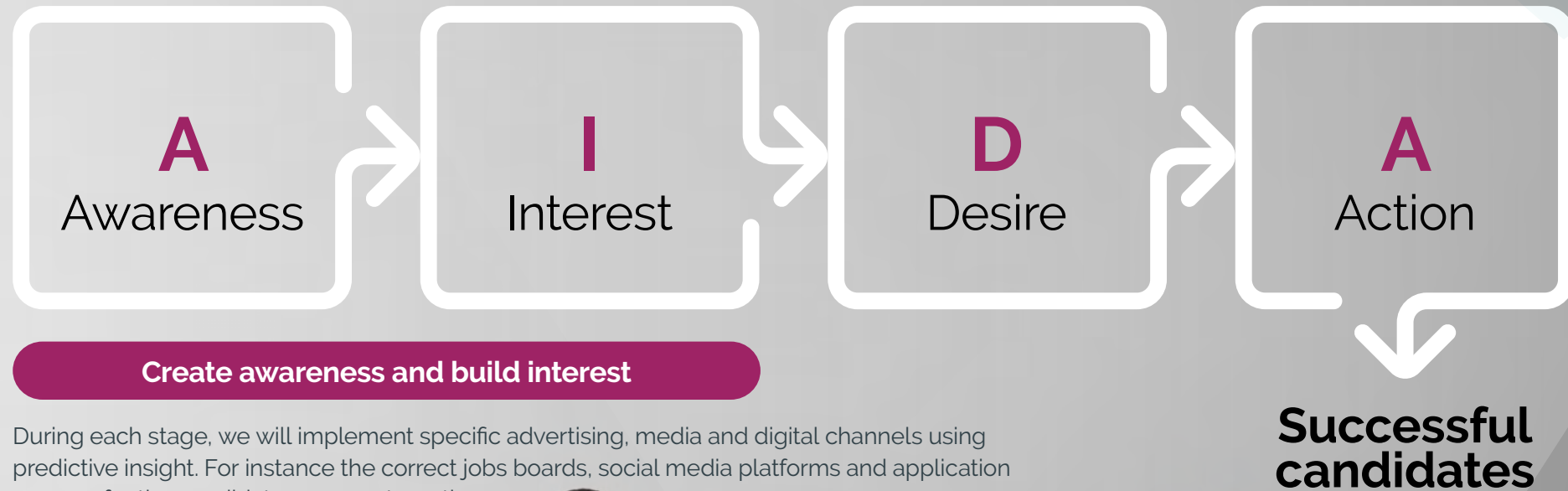
- ▶ A recruitment campaign tailored to your business requirements, locality of vacancies and the personas of the candidates you are looking for.
- ▶ Single point of contact through our recruitment team. They'll support you through the recruitment process from start-to-finish, saving you time and resource.
- ▶ Flexibility to run your recruitment campaign using the highest-rated education and sector job boards in the country. This gives you access to a quality pool of candidates.
- ▶ Access to a range of digital social channels offering a unique platform to raise awareness and interest in your campaign. You'll also have access to real-time reporting to measure its success and return on investment.
- ▶ Internal marketing of your apprenticeship programmes tailored around your company brand, values and culture.
- ▶ We can longlist candidates, arrange assessments and further interviews for those selected and recommend a shortlist supporting your own final interview processes.

Whatever your particular business needs, Connect2Care will always work as an extension of your team, saving you time, hassle and money ensuring your efforts are highly efficient and provide results.



We will work with your internal team to construct a campaign strategy based on the AIDA model:

Your campaign objectives



During each stage, we will implement specific advertising, media and digital channels using predictive insight. For instance the correct jobs boards, social media platforms and application process for the candidates you are targeting.

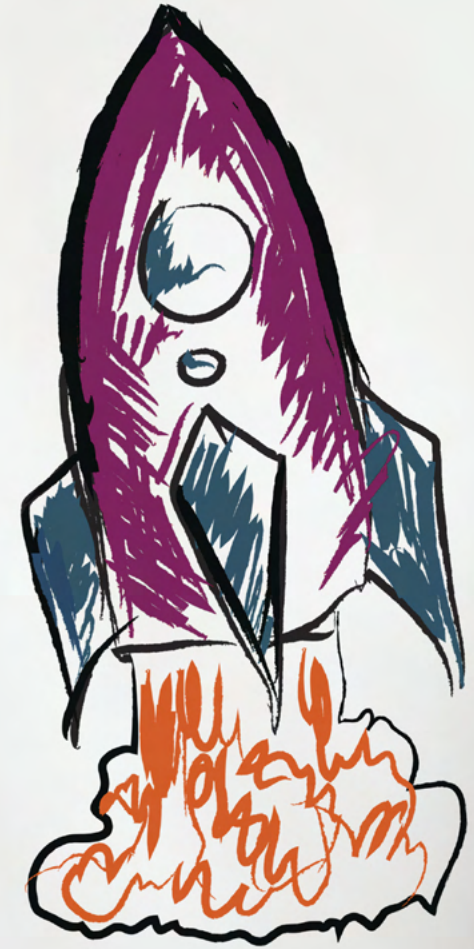


Launching your apprenticeship

When you partner with Connect2Care, you'll be introduced to your dedicated Relationship Manager - your main point of contact within Connect2Care. They'll work closely with you to set up your apprenticeship programme, liaising with various departments within both Connect2Care and your business to ensure the launch of your apprenticeship programme is a success.

They'll be in touch regularly, making sure you receive current and timely reporting of your apprentice data. This includes apprentice progression and highlights any issues that may need resolving. A quarterly meeting will take place to review the progress against objectives set at the start and identify further opportunities to evolve or improve the programme.

Your Relationship Manager will work with you to produce an annual 'board report', highlighting the impact apprenticeships have had on your business, alongside individual success stories and achievements of staff who have excelled.





Industry recognition

After creating a 'best in class' apprenticeship programme, you'll want it to be recognised. And what better way to do so than making it award-winning?

It may not be just your apprenticeship programme that's worthy of an award. Your business, the meaningful career path and development structure you've created for your employees will also stand out.

We can help you to identify which awards are worth entering and help you produce an award-winning entry.

Being recognised by the industry will help improve potential candidates' perception of your brand when you're next recruiting.

Continuing professional development

The sectors we operate in are constantly evolving. Our job-specific training solutions will give your employees the practical skills and abilities they need to excel and develop in their role. We constantly review our course curriculum to reflect the latest trends and regulations. Our training solutions enable you to make sure your team are always compliant and have fresh, up-to-date knowledge.

Our professional development programmes range from interactive online courses, refresher training and compliance courses, through to high-level vocational qualifications. These courses support your employees by improving their confidence and boosting their skill set through targeted learning suited to their career stage and vocation, helping them to excel.

“

Thank you to Lindsey and Pauline who provided seriously impressive Awareness of First Aid for Mental Health training. I have to say, learning of your extensive background and hands-on experience had me gripped from the get-go! What I loved about the training was the real-life examples and the honesty and rawness surrounding mental health.

This course really is a lifelong investment and I would highly recommend it to anyone and everyone, even those that suffer from poorer mental health would undoubtedly find this training MASSIVELY beneficial!

Hollie Phillips

Recruitment & Training Advisor



Interactive Online Courses

Our Interactive Online Courses are tailored specifically to garner the skills and attributes needed by your workforce for now and in the future. Our courses are delivered Live and Online by our industry experts providing a comprehensive and in-depth insight into their subject area over a two to five hour period.

E-learning

Connect2Care work in partnership with The Skills Network to offer a range of short courses to help you with your Continued Professional Development (CPD). Gain access to exciting and flexible online learning content, and study where you like and when you like. Our short, bite-sized CPD courses are interactive and engaging, and take on average just two hours to complete. These courses are delivered online and are auto-marked, meaning that feedback is instant.

Distance Learning

Provide your workforce with the functional attributes and expertise to excel in their role with our range of professional development courses. These vocational qualifications are designed to benefit your employees by improving their confidence and boosting their skillset through targeted learning suited to their career stage and industry. Each course is delivered either online or via a workbook.

Bespoke training

If your team would benefit from a tailored training offer, we'll happily create a personalised programme for your business. We can either develop one of our existing qualifications or design a bespoke training course to meet your specific needs.

We'll work with you both before and after we deliver your bespoke training to ensure that your staff receive the highest quality experience possible. More importantly, your input ensures that the final product will have a positive impact on your workplace and produce results to match your objectives.

PR and communications

Internal communications

From launching your new training programme, to highlighting the success of it, you'll want all of your staff to be aware of your development opportunities and create a buzz around them.

At Connect2Care, we can create professional case studies of your star apprentices to bring your programme to life and inspire other employees. We can write expert columns for your company newsletters and our Training Consultants can provide guest blogs to promote your programme across all your channels.

We can also attend team meetings or open days to meet with your employees, explain the benefits of training and answer any questions. We have over 300 professional Training Consultants based across the company to promote your scheme nationally.

Connect2Care's design team can create branded brochures, posters and flyers to promote your initiative and further encourage any interested staff members to get involved.





What makes Connect2Care the right choice?

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Trainer/Assessors schedule learning observations, teach sessions and reviews to meet the needs of apprentices and their employers well.

For example, they often deliver training early in the morning for apprentices who are completing night shifts and conduct observations during night shifts.

Ofsted 2017

”

Managers are committed to delivering high quality learning programmes that meet individual and employers' needs successfully... Resources in the Academies are extremely good, providing excellent facilities for learners to develop new skills.

Ofsted 2017

”

Fantastic feedback from the learners and employers that shows that the organisation is meeting their needs and achieving results. Clearly an organisation at the forefront of apprenticeship delivery.

People 1st GOLD
Standard Assessment
Report 2016

”

Apprentices receive outstanding tuition and training in the very well equipped Academies, where they receive comprehensive technical skills training from highly qualified, industry-respected trainers.

Ofsted 2017



- ▶ The market leading sector specialist training provider
- ▶ A national network of 300 expert trainers
- ▶ A Skills for Care 'Centre of Excellence' training provider
- ▶ Apprenticeship Training Provider of the Year – 2018 (Times Educational Supplement)
- ▶ Graded 'Good' by Ofsted
- ▶ 90% employer satisfaction
- ▶ Leading role in the development of apprenticeship standards
- ▶ Leading voice and influencer on learning and development in the adult care, healthcare and early years sectors





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