



Learn PLUS US

Level 4

Senior Property & Housing Management

Apprenticeship

LEARN | ACHIEVE | EXCEL

LEARNPLUSUS.CO.UK

Senior Housing & Property Management

LEVEL 4

This apprenticeship is suitable for housing/property managers with a specific function and associated teams whilst working with the wider organisation/team, communities and partners.

Apprentices working towards this level are likely to be in the following roles:

- Neighbourhood housing manager
- Neighbourhood investment manager
- Property manager
- Leasehold manager
- Supported housing manager
- Leasehold manager

The role of the apprentice will vary dependant on your organisation, but will be suitable for somebody who is required to manage resources with delegated authority to deliver business objectives. The work must comply with contractual, statutory and legal requirements.

ENROLMENT TIMELINE

Learn Plus Us believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, anyone wishing to enrol on one of our apprenticeship programmes must complete the following steps to confirm eligibility:

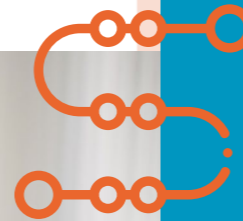
Potential apprentices will attend an Information, Advice & Guidance (IAG) session with a member of our Client Engagement Team to discuss their previous qualifications and experiences. They will also discuss their current job role as well as their aims and aspirations for the future. This session allows us to ensure that they are matched to a suitable apprenticeship programme. IAG sessions also provide information about the apprenticeship programme, including; Functional Skills, Off the Job training and End Point Assessment. Following this, they will be sent a welcome email with enrolment details. The email will include a link to Century; our dedicated Maths & English platform where they will be invited to complete some initial assessments.

They will then attend a sign-up session with one of our enrolment administrators. During this session they will be guided through the application process, which includes:

- An application form
- Initial assessments (Maths & English)
- Skill Scan
- This is Me form
- Additional Learning Support Application (if required)

Once the sign-up session is complete, the potential apprentice will attend their first teaching and learning session. An individualised training plan is created and shared with the apprentice and their employer confirming their planned start and end dates of the apprenticeship, all learning modules to be delivered along with the planned hours for these and the chosen End Point Assessment organisation.

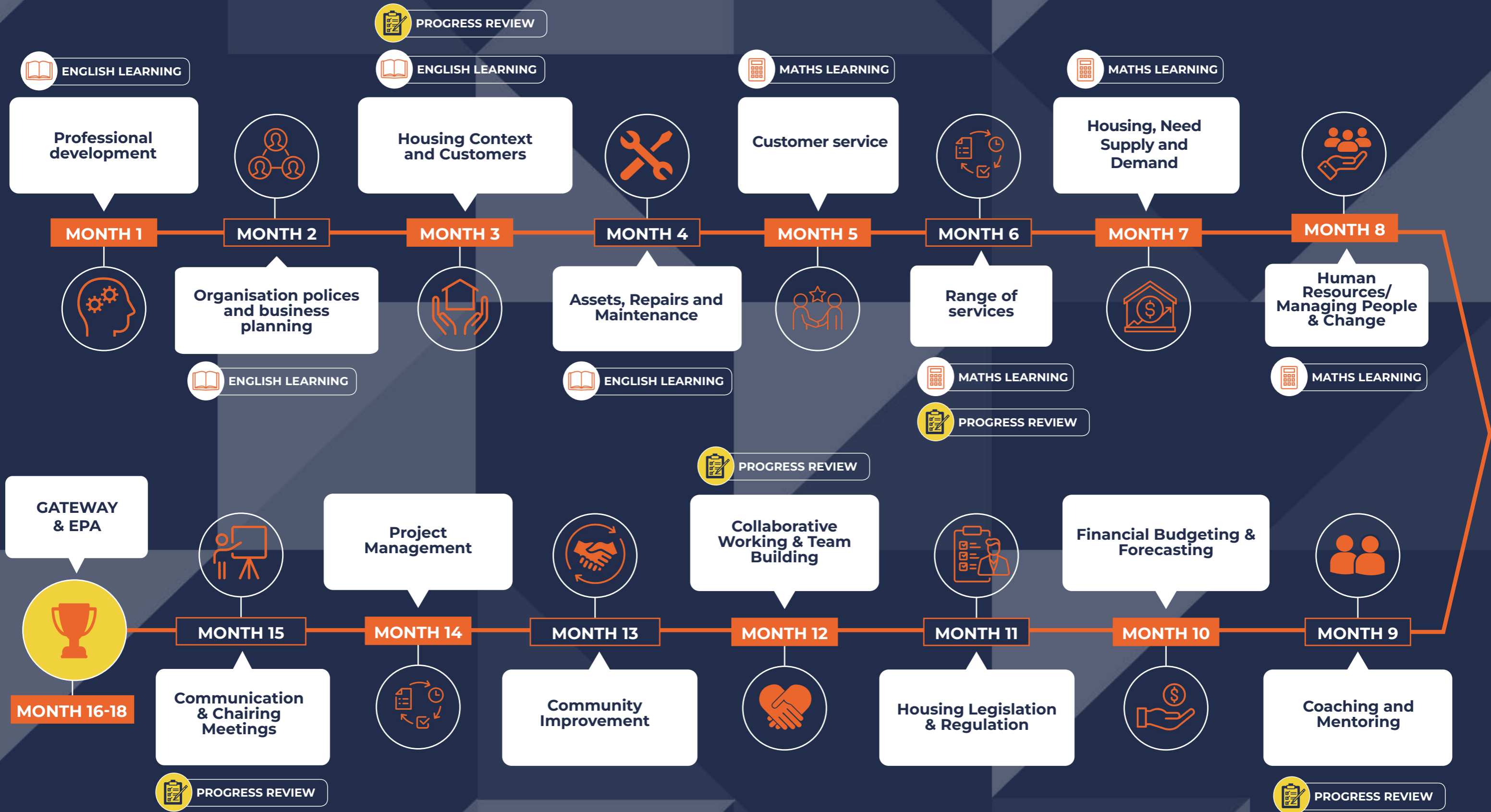
Learning will commence from the planned start date, and they will be supported throughout the duration of their programme to **learn, achieve and excel**.



Apprenticeship Journey (example)

SENIOR HOUSING & PROPERTY MANAGER (LEVEL 4)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.



Course Content

Session Title & Month/s	“Intent” (Session Contents) Knowledge, Skills, Behaviours & Functional Skills	“Impact” (Learner will be able to)	“Off-the-Job Training”				
<p>1</p> <p>Professional development</p>	<ul style="list-style-type: none"> Understand time management techniques and tools Effective use of IT equipment and software. <p>Functional Skills</p> <ul style="list-style-type: none"> Respond effectively to detailed questions Communicate information, ideas and opinions clearly and accurately on a range of topics Express opinions and arguments and support them with evidence Identify meanings in texts and distinguish between fact and opinion Recognise that language and other textual features can be varied to suit different audiences and purposes Spell words used most often in work, study and daily life, including specialist words Communicate information, ideas and opinions clearly, coherently and accurately 	<ul style="list-style-type: none"> How to complete a SWOT Analysis Key stages in personal development planning Methods of personal development Components of an effective personal development plan To be able to create development plans for team members Will be able to use number skills to support the setting with everyday tasks Will be able to communicate ideas to colleagues Will be able to respond effectively to questions Will be able to use correct tense for observation writing 	<p>Research different job descriptions within the housing sector and to identify the gaps in current knowledge and skills.</p> <p>Complete personal development plan OneFile course</p> <p>8-16 hours</p>	<p>3</p> <p>Housing Context and Customers</p>	<ul style="list-style-type: none"> Understand and interpret the principles, practices and legislation relating to current landlord and tenant law, relevant Codes of Practice and legal framework. Understand and interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas, Understand and interpret legislation and regulation as they apply to housing standards Understand the diversity of customers, clients and stakeholders. Have a developed understanding of the historical context and current trends in the housing and property markets <p>Functional Skills</p> <ul style="list-style-type: none"> Use a range of reference materials and appropriate resources Understand organisational features and use them to locate relevant information in a range of straightforward and complex sources Analyse texts, of different levels of complexity, recognising their use of vocabulary and identifying levels of formality and bias Write text of an appropriate level of detail and of appropriate length to meet the needs of purpose and audience Organise writing for different purposes using appropriate format and structure Convey clear meaning and establish cohesion using organisational markers effectively 	<ul style="list-style-type: none"> Will know the history of housing to include social renting, private renting and home ownership. Will know the origins of the sector in the late 19th century Will understand the housing market and will be able to compare national and local trends. Will be able to analyse the impact of politics and other environmental factors on the historic housing market trends relevant to their area of work Look at trends of data from 1950-present 	<p>Read and extract the main points from history of housing timeline.</p> <p>Read The Right to Buy Policy and identify the impact this had to the housing sector .</p> <p>16-20 Hours</p>
<p>2</p> <p>Organisation polices and business planning</p>	<ul style="list-style-type: none"> Understand and interpret the business planning process, financial and risk management, organisation values and structure and the range of services available to customers. Understand organisational performance management systems and how the roles and responsibilities contribute to the achievement of the overall business objectives. Understand the organisation’s policies and practices and how they relate to service area(s) and business objective. E.g., policies to deliver the housing services, people management and health and safety Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications. <p>Functional Skills</p> <ul style="list-style-type: none"> Make relevant and constructive contributions to move discussion forward Adapt contributions to discussions to suit audience, purpose, medium Interject & redirect discussion using appropriate language & register Understand relationship between textual features & devices, how they can be used to shape meaning for different audiences&purposes Communicate information, ideas and opinions clearly, coherently and effectively 	<ul style="list-style-type: none"> Will be able to identify any financial risks. Will be able to support staff to ensure they are following company policies and procedures. Be able to explain the business principles, priorities and values Will be able to explain the core policies and practices of the organisation detailing how they relate to different service areas and business objectives Be able to promote the business principles, priorities and values Will be able to use the organisational performance management systems to manage performance of their own staff. Will be able to use data analysis to read business plans, interpret relevant information for department and plan KPI's Will be able to respectfully participate in group discussion Will be able to support with supply orders and quantities. 	<p>Read a housing organisations business plan to identify plans for the future.</p> <p>Read organisations annual report. Read and discuss safeguarding policies and procedures with mentor.</p> <p>Evaluate by making judgement by reading the business plan.</p> <p>Complete operations management OneFile course Work shadowing HR department</p> <p>16-20 Hours</p>	<p>4</p> <p>Assets, Repairs and Maintenance</p>	<ul style="list-style-type: none"> Understand the strategic value of the social and physical context of the estates and neighbourhoods. Provide leadership in relation to the delivery of excellent customer service in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholders. Demonstrate effective and appropriate communication skills, both verbal and written, in order to manage staff, resolve conflict and communicate effectively with clients, customers, stakeholders and/or partner agencies Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets. Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications. <p>Functional Skills</p> <ul style="list-style-type: none"> Respond effectively to detailed questions Communicate information, ideas and opinions clearly and accurately on a range of topics Express opinions and arguments and support them with evidence Identify meanings in texts and distinguish between fact and opinion Recognise that language and other textual features can be varied to suit different audiences and purposes Spell words used most often in work, study and daily life, including specialist words Communicate information, ideas and opinions clearly, coherently and accurately 	<ul style="list-style-type: none"> Will be able to explain how the value of social and physical contexts of the estate or neighbourhoods the organisation works with. Such as planned maintenances, major repairs Be able to provide services to customers reporting issues with repairs and maintenance. Will be a role model for leadership. Be able to deal with complaints about repairs and maintenance. Work with partnership agents to agree works to be carried out. Co-ordinate staff members to work on different repairs and maintenance such as scheduling. Will be able to use the systems that are used for Asset management programmes ensuring they economic and effective. Will be able to complete written instructions for internal systems Will be able to use number skills to support the setting with everyday tasks Will be able to communicate ideas to colleagues Will be able to respond effectively to questions Will be able to use correct tense for observation writing 	<p>Look at an article on social housing complaints campaign what are the main points of the document</p> <p>Read and discuss with your mentor key points in policies procedures for working with service provisions to ensure all customer repairs service is met.</p> <p>Join Housing Ombudsman for social housing and complete online courses</p> <p>16-20 Hours</p>

<p>5</p> <p>Customer service</p>	<ul style="list-style-type: none"> Understand the diversity of customers, clients and stakeholders. Ensure the delivery of services to Meet their requirements. Provide leadership in relation to the delivery of excellent customer service in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholder Demonstrate effective and appropriate communication skills, both verbal and written, in order to manage staff, resolve conflict and communicate effectively with clients, customers, stakeholders and/or partner agencies. Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets. Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications. Influence and negotiate with partners and suppliers. <p>Functional Skills</p> <ul style="list-style-type: none"> Number Skills and Rounding Decimals Percentages and Calculations Fractions 	<ul style="list-style-type: none"> Will be able to support staff to provide good customer service. Will be able to deal with more complex customer situations. Will be able to communicate to customers, colleagues and external partnerships. Will be able to collect complex information and use system to update and search for information. Will be able to negotiate with partners and colleagues to meet team targets. Will be able to evaluate approaches and consider what approaches should be used in different situations. Will be able to evaluate communication and examine the impact on the customer and the organisation Will be able to provide correct communication with colleagues, stakeholders and customers. Examine different communication styles such as e-mails, letter and conversation 	<p>Complete stakeholder course on One File</p> <p>Work shadowing other departments within the organisation</p> <p>Work shadowing out in the community</p> <p>Research customer service good practice</p> <p>16-20 Hours</p>	<p>7</p> <p>Housing, Need Supply and Demand</p>	<ul style="list-style-type: none"> Understand and interpret legislation and regulation as they apply to housing standards Have a developed understanding of the historical context and current trends in the housing and property markets (i.e. social, rented, affordable, private sector housing) and the strategic housing market. <p>Functional Skills</p> <ul style="list-style-type: none"> Collecting and Representing Data Ratio and Proportion Properties of Angles and Shapes 		
<p>6</p> <p>Range of services</p>	<ul style="list-style-type: none"> Understand and provide advice and guidance on housing services, for example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, anti-social behaviour, care and housing support services, rents, service charges and portfolio accounts, and community involvement. Provide leadership in relation to the delivery of excellent customer service in order to provide a professional, accurate, timely, ethical and non-judgemental front-line service which meets the needs of a diverse range of customers and stakeholder Demonstrate effective and appropriate communication skills, both verbal and written, in order to manage staff, resolve conflict and communicate effectively with clients, customers, stakeholders and/or partner agencies. Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets. <p>Functional Skills</p> <ul style="list-style-type: none"> Probability Statistical Measures Perimeter and Area including circles 	<ul style="list-style-type: none"> Will know the range of services that are provided within their organisations and compare these to services provided by other housing organisations. Will be able to assess how effectively the services meet the customer's needs. Will be able to look at improvements to services and identify the impact this will have on customers 	<p>Create a report to include complex sentences.</p> <p>16-20 Hours</p>	<p>8</p> <p>Human Resources/ Managing People & Change</p>	<ul style="list-style-type: none"> Understand and interpret the business planning process, financial and risk management, organisation values and structure and the range of services available to customers. Understand organisational performance management systems and how the roles and responsibilities contribute to the achievement of the overall business objectives. Demonstrate effective and appropriate communication skills, both verbal and written, in order to manage staff, resolve conflict and communicate effectively with clients, customers, stakeholders and/or partner agencies. Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets. Lead, motivate, manage and develop individuals and teams to ensure excellent services are delivered. Coach, mentor and ensure the well-being of staff. Apply operational and strategic thinking to inform effective decision making to meet individual, team and overall businesses objectives and priorities. Use a flexible and innovative approach to problem solving. Undertake forward planning. <p>Functional Skills</p> <ul style="list-style-type: none"> Scale Diagrams Measures Algebra 	<ul style="list-style-type: none"> Will be able to demonstrate how effectively use management skills to drive the business forward successfully meeting deadlines. Be able to plan and prioritise workload and their staff's workload, Will be able to overcome challenges. Be able to lead staff members through change. Will be able to lead on delivery of organisations outcomes through working collaboratively Will know when to refer staffing issues to HR Will be able to take part in group discussion with team members to discuss change. Be able to calculate time to plan staff members workload and set KPI's 	<p>Work shadowing HR department</p> <p>Read staff members job descriptions</p> <p>Attend meeting for change</p> <p>16-20 Hours</p>
<p>7</p> <p>Housing Finance</p>	<ul style="list-style-type: none"> Understand and interpret the principles, practices and legislation relating to current landlord and tenant law, relevant Codes of Practice and legal framework. For example, for the letting, management and termination of a variety of tenancy types. These include, but are not limited to, shorthold, freehold, assured, secure, long leasehold, and shared ownership. Understand and interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas. 	<ul style="list-style-type: none"> Will be able to evaluate internal and external policy decisions impact the housing market in their area of work looking at negative and positive impacts Will be able to make suggestions to improve support for tenants Will be able to advise on how likely something is to happen Will be able to use statistical data to calculate waiting lists 	<p>Read through Local housing plan and write a report on the plans for a local neighbourhood</p> <p>16-20 Hours</p>	<p>9</p> <p>Coaching and Mentoring</p>	<ul style="list-style-type: none"> Lead, motivate, manage and develop individuals and teams to ensure excellent services are delivered. Coach, mentor and ensure the well-being of staff. <p>Functional Skills</p> <ul style="list-style-type: none"> Communicate information, ideas and opinions clearly and effectively, providing further detail and development if required Express opinions & arguments, support them with relevant and persuasive evidence Use language that is effective, accurate, appropriate to context and situation Identify the different situations when the main points are sufficient and when it is important to have specific details Punctuate writing correctly using a range of punctuation marker 	<ul style="list-style-type: none"> Will be able to create a coaching and mentoring plan for new starters and existing staff 	<p>Discuss with your manager the benefits of coaching and mentoring staff members.</p> <p>Look at different coaching and mentoring models</p> <p>Write report and create a coaching and mentoring plan</p> <p>Work Shadow training department</p> <p>16-20 Hours</p>

<p>10</p> <p>Financial Budgeting & Forecasting</p>	<ul style="list-style-type: none"> Understand and interpret the business planning process, financial and risk management, organisation values and structure and the range of services available to customers. Understand organisational performance management systems and how the roles and responsibilities contribute to the achievement of the overall business objectives. Manage budgets and report on financial performance. Ensure value for money. <p>Functional Skills</p> <ul style="list-style-type: none"> Using numbers Percentages 	<ul style="list-style-type: none"> Be able to deliver long term value and sustainability for their organisation. Will be able to use information from feedback and recommend alternative methods which will improve results Will be able to use reflection to highlight a Will understand the difference between budgeting and forecasting Will be able to manage teams' budgets Will be able to use mathematical skills to solve everyday problems. Ensure funding is used to meeting governments intentions Areas of strengths and weakness in maths. 	<p>Work shadowing finance department</p> <p>Complete finance course on One File</p> <p>Examine organisations future forecasting plans</p> <p>16-20 Hours</p>	<p>14</p> <p>Project Management</p>	<ul style="list-style-type: none"> Demonstrate effective performance management. Take the lead on projects through effective project management. Lead, motivate, manage and develop individuals and teams to ensure excellent services are delivered. Coach, mentor and ensure the well-being of staff. Apply operational and strategic thinking to inform effective decision making to meet individual, team and overall businesses objectives and priorities. Use a flexible and innovative approach to problem solving. Undertake forward planning. <p>Functional Skills</p> <ul style="list-style-type: none"> Budgeting 	<ul style="list-style-type: none"> Will be able to use project management skills to drive projects forward. Be able to plan a project Be able to monitor the project Will be able to lead a team to carry out the project activities Will be able to co-ordinate a project Will be able to complete records in a clear, accurate and precise way. Will be able convert data into percentages to give a clear representation. 	<p>Work shadow project managers</p> <p>Complete operations management course on One File</p> <p>Research organisations completed projects</p> <p>Complete communication records.</p> <p>16-20 Hours</p>
<p>11</p> <p>Housing Legislation & Regulation</p>	<ul style="list-style-type: none"> Understand and interpret the principles, practices and legislation relating to current landlord and tenant law, relevant Codes of Practice and legal framework. For example, for the letting, management and termination of a variety of tenancy types. These include, but are not limited to, shorthold, freehold, assured, secure, long leasehold, and shared ownership. Understand and interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas, Understand and interpret legislation and regulation as they apply to housing standards. 	<ul style="list-style-type: none"> Will be able to summarise the key issues that affect letting of a property within the social and private rented sector. Will be able to consider issues relating to regulation, standards, legal and business. Will be able to evaluate how the process affect letting properties. Will be able to explain the basis requirements of a contract set out in law and how this is applied for. Will be able to explain the key points of different tenancy types Will know the role of the regulator Will be able to summarise the main points of relevant codes of practice covering social and private housing organisations. 	<p>Read different legislations within the housing sector, identify the main points of the policies and write a detailed report.</p> <p>16-20 Hours</p>	<p>15</p> <p>Communication & Chairing Meetings</p>	<ul style="list-style-type: none"> Demonstrate appropriate communication skills to enable timely identification and/ or resolution of issues for customers and appropriate signposting to other colleagues and/or partner agencies. Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner. Use a problem solving and flexible approach in their day to day duties. 	<ul style="list-style-type: none"> Be able to communicate with customers to gain feedback. Will be able to design a questionnaire/survey to gather feedback from customers. Analyse results to ascertain aims and objectives. 	<p>Examine methods of gathering feedback such as e-mail, telephone calls or face to face.</p> <p>Internal investigations on suitable customers to approach.</p> <p>Research different methods of gathering feedback from customers such as Survey Monkey.</p> <p>Internal work-shadowing colleagues carrying out customer surveys and IT team in analysing data.</p> <p>16-20 Hours</p>
<p>12</p> <p>Collaborative Working & Team Building</p>	<ul style="list-style-type: none"> Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets. 	<ul style="list-style-type: none"> Will be able to demonstrate how they have led the delivery of joint outcomes through working collaboratively with individuals and with teams. 	<p>Write a report that evaluates your role in working collaboratively</p> <p>16-20 Hours</p>				
<p>13</p> <p>Community Improvement</p>	<ul style="list-style-type: none"> Understand and interpret legislation and regulation as they apply to housing standards Understand the strategic value of the social and physical context of the estates and neighbourhoods. 	<ul style="list-style-type: none"> Will be able to show how customer engagement can be planned to identify the diverse needs of the community. Be able to explain the value of social and physical contexts of the estate or neighbourhoods the organisation works in. Will know the regulatory standards when working within the community. 	<p>Create a presentation on how to improve a local community</p> <p>Complete neighbourhood walks</p> <p>Research good practice neighbourhoods</p> <p>Read regulator of social housing standard for involving customers</p> <p>16-20 Hours</p>				



GATEWAY & EPA

Session Title / Months	"Intent" (Session Contents) and Impact	Transferable skills
16	<ul style="list-style-type: none"> • Data Gathering & Analysis • Presentation Skills • Leadership & Management • Gateway assessment • Project Report • Presentation • Interview 	<ul style="list-style-type: none"> • Critical thinking • Planning work • Gathering, organising information • Independence • Carrying out tasks • Presentation • Self-management • Explaining • Communication • Listening • Numeracy • Using initiative • Discussing • Reporting • Literacy • Reflecting on own performance • Decision making • Following procedures • Time management • Teamwork
17	<p>Impact</p> <ul style="list-style-type: none"> • Will be able to extract key data relating to project and dissect and present results. 	
18	<ul style="list-style-type: none"> • Use a variety of methods to identify, collect and communicate technical and other information in a confident and effective manner 	
GATEWAY & EPA		



END POINT ASSESSMENT INFORMATION

WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 day and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is dependent on the chosen EPAO and the standard being studied, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessments will take place.

Note: Gateway can only be achieved once the following has been met:

English and Maths at Level 2 (or equivalent) must be achieved

Completion of knowledge, skills and behaviours

Minimum off the job training recorded

Gateway declaration signed by apprentice, line manager and apprenticeship tutor



WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is the final stage of an apprenticeship and it is made up of a range of synoptic assessments which are completed at the end of the apprentice's learning, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. Once the apprentice has completed all of their assessments, they will be awarded an overall grade (depending on the apprenticeship programme). This will either be **Fail, Pass or Distinction**.

Assessments which form EPA activities – Level 4 Senior Housing and Property Manager

Project	5,000-7,500 word *Dependent on choice of EPAO
Interview	60 minutes (15 mins presentation + 45 mins Q&A)

On completion of the apprenticeship, apprentices will be able to apply to the following for membership:

- Chartered Institute of Housing (CIH) at Member level. They will also qualify for the Professional Diploma route to Chartered Membership.



DELIVERY



WEBINARS

Delivered via the Microsoft Teams platform for a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The tutor will deliver a session on a particular topic and you will have the opportunity to have input through discussion using the in-platform chat facility. These webinars count towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning.



1:1 SESSIONS

Either face to face or remote via Microsoft Teams. This is dedicated time with your tutor to discuss your progress and any areas where you may feel you need extra support or guidance. Your tutor will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your tutor can also guide you towards additional resources to stretch your knowledge and understanding of relevant topics. Off the job training is reviewed to make sure you are on track to meet the minimum requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 12 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks including; developing softer skills or enhancing your maths, English or digital skills. Reviews are usually recorded and then stored on OneFile.



ONEFILE ONLINE COURSES

These online courses are designed to provide essential information to continue to stretch and challenge you throughout the apprenticeship. These courses can also contribute to your apprenticeship standard in conjunction with work set by your tutor. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Learn Plus Us staff involved in your training have access. These will not be shared outside of OneFile without your permission. Group webinars will also be recorded.

ESOL SUPPORT



“Teaching for me is not just a job – it is a vocation, a mission, a quest. There is no bigger reward, in my opinion, than that of seeing your learners progress and achieve their goals!”

Ava, Senior ESOL tutor

At Learn Plus Us we are proud to have a highly skilled and dedicated ESOL team who are experienced at adapting their teaching to meet the specific English language needs for learners. Whilst we offer ESOL for Work courses separately to apprenticeship delivery, we do provide the option for apprentices to access ESOL support during their apprenticeship should they need it. We also offer in-house learning support for those with other additional learning needs or barriers to learning.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



CENTURY is an award-winning assessment, teaching and learning AI platform that has been developed by a team of experienced teachers, neuroscientists and technologists. This platform is where you will complete your initial assessments in English and Maths and it is used to determine the starting point for all potential apprentices. It will provide you with an individualised teaching and learning experience based on the results of your initial assessments.



NEXT STEPS

Following successful completion of your apprenticeship, you will be able to progress to the following:

- Operational or Departmental Manager Level 5 Apprenticeship
- Level 6 Chartered Management Degree Apprenticeship
- Apprentices will be able to apply for professional body alignment set out in accordance with the Institute for Apprenticeships (IfATE).

More information can be found by [clicking here](#).

INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at sales@learnplusus.co.uk.

Learn Plus Us

North London Business Park
Oakleigh Road South, New Southgate
London, N11 1GN

Tel: 020 8444 4304
learnplusus.co.uk

Find @learnplusus on LinkedIn, Twitter,
Instagram, and Facebook



Education & Skills
Funding Agency



Apprenticeships



Department
for Education