



COMMUNITY HEALTH AND WELLBEING WORKER (CHWW) APPRENTICESHIP

Information Pack

This document should be read by employers, apprentices and their workplace training supervisors prior to enrolment on the Community Health and Wellbeing Worker Apprenticeship with Buttercups Training.

Programme overview

In recent years, a workforce of individuals tasked with identifying and tackling health inequalities has emerged with the potential to facilitate lasting change for individuals and communities.

Community health and wellbeing workers can be found in many settings with a range of titles addressing issues influenced by health, social care, cultural and local economic and environmental factors. Meeting individual needs in a holistic manner whilst understanding and representing a community requires a broad set of skills, education and training.

The level 3 apprenticeship for Community Health and Wellbeing Workers aims to provide core knowledge and skills applicable to all related sectors whilst providing flexible learning opportunities to allow individuals to gain confidence in their own particular workplace.

The programme will be delivered using blended learning with a combination of flexible ways to learn such as e-learning activities, online classrooms, videos, peer networking and self-directed learning. It will be led by an appointed Buttercups tutor and will take 12 months to complete.

The programme comprises module assessments linked directly to the knowledge, skills and behaviours required to achieve the award, and learners will be required to regularly submit assessments as they progress through the programme.

A workplace training supervisor (WTS) will be identified to provide support and guidance throughout the programme. The WTS will help identify workplace opportunities to learn, provide encouragement and help signpost the learner to other resources and specialists when required.

Apprentice Information

The role of the community health and wellbeing worker

Community health and wellbeing worker is a title which covers a wide range of roles found in the NHS, local government, voluntary, community and social enterprise organisations and the private sector. The purpose of the role is to identify and respond to the health and wellbeing needs of the communities they are part of, thereby tackling inequalities in health and laying and implementing strategies to prevent poor health. Typical job titles for the role include:

- Care or Service Navigator
- Community Connector
- Community Health Champion
- Health Trainer
- Live Well Coach
- Social Prescribing Link Worker

Although the individual roles may appear to differ widely as they respond to the specific needs of the communities they serve, community health and wellbeing workers share a core set of responsibilities and skills.

Community health and wellbeing workers will:

- Work with individuals and communities
- Identify the causes of poor health and wellbeing
- Consider all factors that can influence health and wellbeing using a holistic approach

- Understand what matters most to individuals and communities
- Make good use of existing resources and facilities
- Identify where there are gaps in services and develop solutions to meet local need
- Work closely with all local stakeholder organisations

Community health and wellbeing workers require the following skills:

- Communicate well with individuals, groups and partner organisations
- Employ a range of methods to help individuals to understand and manage their own health and wellbeing
- Educate and empower people to make lasting changes to their health and wellbeing
- Work alongside existing local health and wellbeing priorities and services
- Work within legal and ethical frameworks and within one's own limitations
- Build trust and rapport with the communities and organisations they work with
- Use confidential information safely and legally

The activities of a community health and wellbeing worker may be very different on a day-to-day basis. Meeting with individuals or groups as part of health and wellbeing services is common and will require identifying, developing and providing up to date health and wellbeing resources.

In order to better understand the needs of their community, they may meet with representatives from a wide range of groups, faith organisations and voluntary groups and develop proposals for new services in response to this. Participation in meetings and working with local organisations can help create a joined-up approach to local health priorities as they decide what services and solutions are required and how to go about achieving them. Implementing new services is also likely to provide a wide range of challenges from training and managing volunteers to evaluating the benefits achieved by a new venture.

Community health and wellbeing workers are increasingly recognised as playing a valuable role in creating real change for the public. Or, for the communities they serve.

Entry requirements

To be eligible for this programme, learners must be aged 16 years or over and working in a community health and wellbeing role. This may be in a wide range of organisations such as the NHS or a private health and care provider, local government, a charity or other voluntary, community or social care organisation.

Roles that this apprenticeship is applicable to includes, although this list is not exhaustive:

- Care or Service Navigator

Depending on the results of the screening assessment and previous qualifications, there will be three potential outcomes of the screening:

- Community Connector or Community Care Worker
- Community Health Champion
- Health Trainer
- Live Well Coach
- Social Prescribing Link Worker

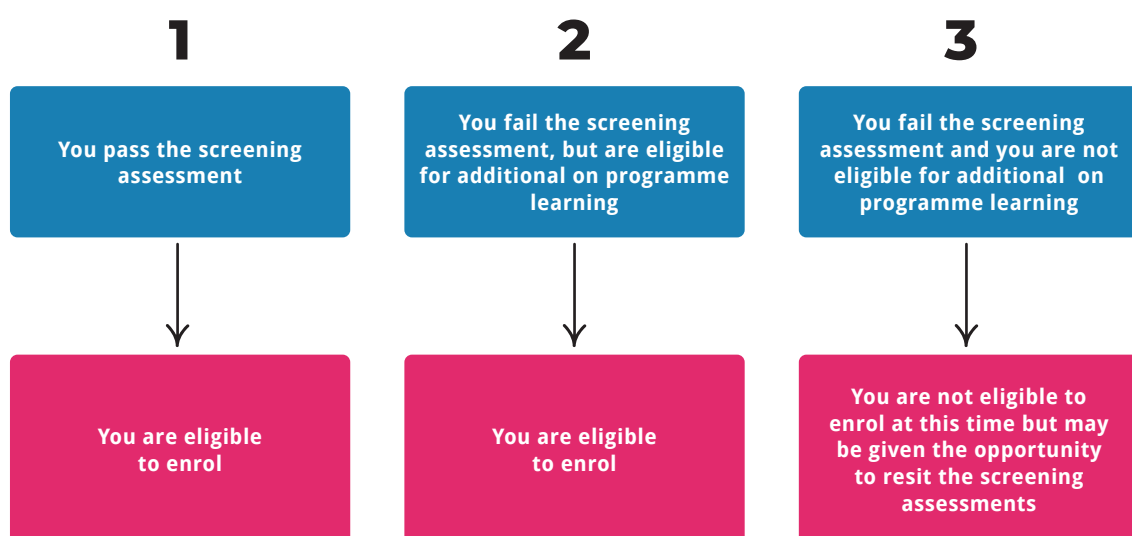
To undertake this programme, learners should be working for at least 30 hours per week and must receive off-the-job training time in line with the Funding Rules, this includes being able to attend online tutorials and workshops. Learners must have access to the internet and IT facilities including audio (headphones) and visual (web camera) equipment. Throughout the programme, learners will have access to Buttercups tutors in addition to their workplace training supervisor.

Buttercups Training will require enrolment forms to be filled in by the learner, together with the employer and workplace training supervisor. The learner will then undertake a screening assessment to confirm whether their current level of maths and English meets the following minimum education requirements:

- English: GCSE Grade C/4 or equivalent evidence
- Maths: GCSE Grade C/4 or equivalent evidence

The screening assessment is comprised of two tests that are completed online:

- Maths: 81 questions (a mixture of multiple choice and text based) - pass mark: 60% - 90-120 minutes
- English: 91 questions (a mixture of multiple choice and text based) - pass mark: 70% - 90-120 minutes



The apprentice will also need to complete a declaration of good character and adequate health to begin training. The employer or workplace training supervisor are required to declare any knowledge that could affect the apprentice's ability to complete the training programme. For learners who have been employed with their current employer for fewer than two years, the employer must demonstrate safer recruitment practices.

Employer and Workplace Training Supervisor Information

Understanding the community health and wellbeing worker apprenticeship

In addition to formal learning activities, the apprenticeship programme is based largely upon work-based learning. In the workplace, learners are expected to observe, understand and undertake the various tasks required of their role, and will be supervised and monitored throughout the programme by the workplace training supervisor (WTS). The WTS roles are critical to ensure the apprentice develops knowledge, skills and behaviours to the required standard, and will include the observation of the learner's demonstration of practical learning outcomes.

Employer / workplace requirements for programme entry

Any employer approaching Buttercups to use the Community Health and Wellbeing Worker (CHWW) apprenticeship for their employees will need to be screened to ensure they can provide the apprentice with the opportunity to flourish in the role.

When screened as an employer you need to demonstrate you can provide an appropriate and supportive workplace environment for the prospective apprentice. We consider factors such as:

- Suitability of the workplace to provide the necessary vocational experience
- Availability of a suitable workplace training supervisor (WTS)
- Number of other apprentices and qualified staff in the workplace
- Procedures in place to allow for continuity of training placement/supervision
- Satisfactory regulatory inspection report of workplace
- Ability to provide off-the-job training time for the apprentice and support for WTS

- Ability to confirm good character checks / health checks have taken place
- Agreements being in place between workplace supervisor, employer and Buttercups Training for the duration of the programme

Buttercups Training uses a risk-led screening process to ensure a training site is suitable before enrolling an apprentice on to the programme. If screening indicates there could be a significant risk, we may do further investigations or visit the site to check for suitability.

Workplace training supervisor role

The delivery of this course is a three-way partnership between the workplace training supervisor (WTS) appointed by the employer, the apprentice and Buttercups Training. The overarching role of the WTS is to guide apprentices through their education and training. Therefore, it is important that the WTS is fully aware of, and trained for, the role they are about to take on. Each WTS will have to complete our WTS course prior to enrolment of their apprentice.

It will cover:

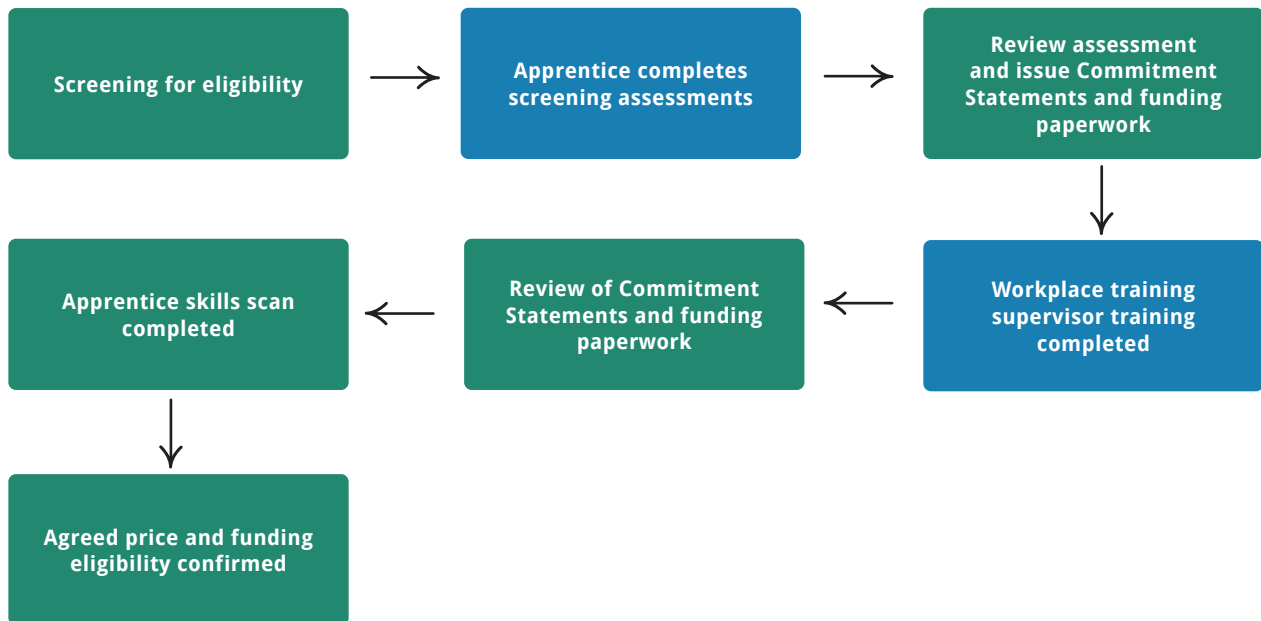
- Introduction to their role and responsibilities, and those of others supporting the apprentice
- Outline of how the programme works including training plans, e-portfolio, b-Hive and communication with Buttercups Training
- Supporting their apprentice – coaching and mentoring
- Reviewing their apprentice's progress
- How to deal with poor performance
- Raising concerns – when and how Learner Handbook policies apply
- Workplace training supervisor policies
- Assessment of their ability to perform in the role
- Declaration of their knowledge of the apprentice's good health and character
- Confirmation of their role

Programme Delivery Overview

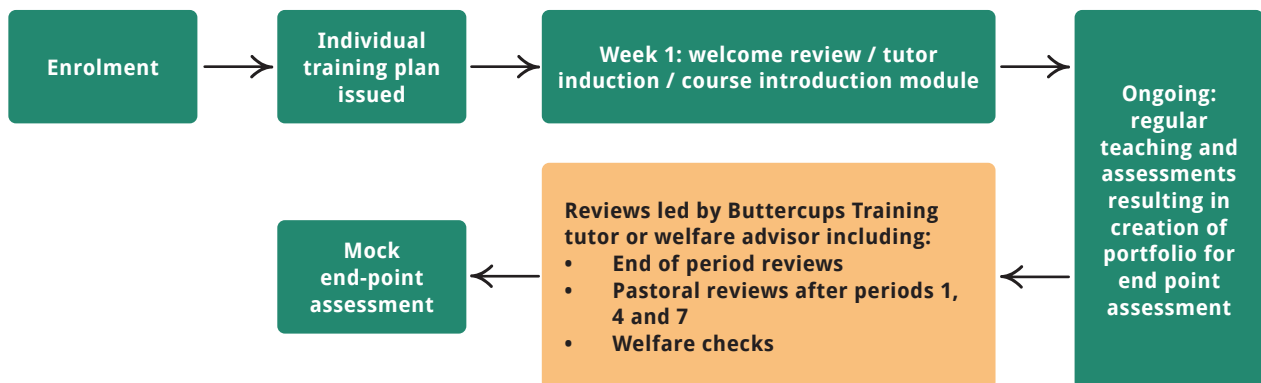
Stage 1 (Application)



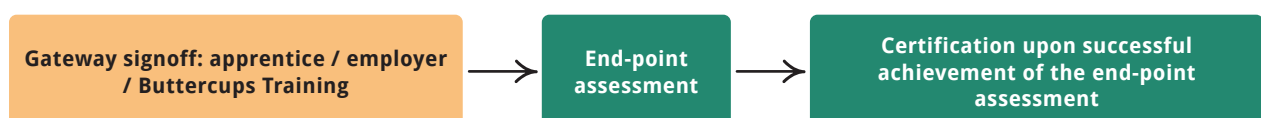
Stage 2 (Screening & Pre-enrolment)



Stage 3 (On Programme)



Stage 4 (End-point Assessment)



Roles and Responsibilities

All parties involved in programme delivery must be aware of their roles and responsibilities, which will be agreed in the Commitment Statement for the apprentice and workplace training supervisor, and in the employer agreement for the employer and Buttercups Training. Any minor breaches of these roles and responsibilities can initially be dealt with informally, however, if these persist, or become more serious, will be dealt with via the relevant policies and procedures.

Employer roles and responsibilities

Buttercups Training will require an agreement with the employer to be in place before the enrolment process can commence. This outlines the expectations for the employer to provide the relevant resources, infrastructure and support for both the apprentice and the workplace training supervisor, which will allow them to meet the requirements of the programme.

The employer must:

- Directly employ and pay the apprentice for the time they are in work and when completing their agreed off-the-job training hours
- Be fully committed to safeguarding and promoting the welfare of the apprentice
- Treat the apprentice fairly and reasonably like the rest of the workforce, and not discriminate or act unfairly against the apprentice
- Provide the apprentice with appropriate support and supervision whilst training
- Appoint and support the workplace training supervisor to fulfil their role
- Notify Buttercups Training if the apprentice's employment is terminated for any reason. If this is due to redundancy, then allow the transfer of the programme to another workplace if the apprentice or Buttercups Training are able to arrange one and provide the date of redundancy alongside a copy of the apprentice's redundancy notice
- Inform Buttercups Training of any matters or issues arising that will or may affect the apprentice's learning, development and progression. This includes informing Buttercups Training if the apprentice has an unauthorised absence from work or leaves their employment
- Permit a break in learning for an apprentice, where the circumstances require and allow it
- Allow Buttercups Training and any quality assurance organisations involved in the delivery of the programme onto the employer premises, to carry out assessments and quality checks when required
- Allow Buttercups Training to send important updates to the apprentices and workplace training supervisors directly

In addition, there must be a range of systems in place to support apprentices to achieve the relevant learning outcomes within the programme.

These include but are not limited to:

- Induction and recruitment procedures which include processes for raising concerns, whistleblowing, anti-bullying, grievance and safeguarding of employees
- Effective supervision and leadership
- An appropriate and realistic workload for staff at the training site
- Time to learn and facilitate that learning
- Access to relevant resources including sufficient IT facilities to provide the apprentice and workplace training supervisor with access to Buttercups Training's online learning resources and webinars, without disrupting the provision of services to clients

Workplace training supervisor roles and responsibilities

A workplace training supervisor (WTS) must ensure apprentices understand how the occupational standards apply to their practice and help them identify activities and produce records that prove they meet the required knowledge, skills and behaviours.

Your feedback helps the apprentice develop skills and confidence during their training, allowing them to develop into a fully competent professional. It should be:

- Constructive
- Given on a regular basis to support ongoing development
- Given at an appropriate time to ensure the apprentice understands the feedback

Your role will include the responsibility to review your apprentice's progress as a key part of their development. It is essential that any concerns around progress are picked up in a timely manner and an action plan agreed so that additional support can be put in place with Buttercups Training, if required.

Within your role, you will have a responsibility to respect your apprentice's right to privacy and confidentiality. This is crucial to build a respectful, positive working relationship. However, **if it is in the public interest to do so**, a WTS may be required to disclose relevant information about their apprentice to Buttercups Training or another relevant organisation without the consent of their apprentice. If this is the case, the supervisor should tell their apprentice if they

have disclosed, or intend to disclose, information about them to another person or organisation.

It is important that each WTS is made aware of what 'good practice' in this area looks like. This could include referring to professional bodies, careers advisors or other organisations or support services, including Buttercups Training.

It is your responsibility to raise serious concerns that cannot be resolved locally or could affect the apprentice's suitability for the type of role the apprenticeship relates to in the future. Serious concerns include those which may be criminal or may have significant safety implications for patients, members of the public or members of work colleagues.

You should also make sure apprentices understand what is expected of them as a professional, particularly if their religion, personal values or beliefs have the potential to impact on their willingness to provide certain services.

In summary the workplace training supervisor must:

- Be a senior colleague working alongside the learner
- Not have a significant or financially dependent relationship with the learner
- Work for the same employer as the learner (to assist with signposting and resource finding)
- Act, always, as a professional role model

The main roles and responsibilities of a WTS are:

- Complete an induction with their apprentice so they know what is expected of them and when
- Facilitate opportunities for their apprentice to allow them to follow their individual training plan and complete assessments
- Facilitate the apprentice's working time each week as off-the-job training (as detailed in their individual training plan) and allow additional training time for English and maths learning as required
- Meet with the apprentice at least once a month to review their progress and document it in their portfolio
- Act as a mentor and / or coach in the workplace, offering constructive feedback and advice throughout the apprentice's training to aid progression through their programme
- Delegate tasks within the apprentice's area of competency
- Demonstrate leadership in their role
- Provide feedback to Buttercups Training on the apprentice's performance when requested
- Complete an appraisal of the apprentice's performance every after completion of modules 1, 4 and 7
- Where necessary, report to Buttercups Training if the apprentice's health (physical or mental) could cause harm to themselves or others

- Raise concerns with Buttercups Training if the apprentice demonstrates unprofessional behaviours or unsafe practice
- To treat the apprentice fairly and reasonably, like the rest of the workforce, and not discriminate or act unfairly against the apprentice

Apprentice roles and responsibilities

The first step on your training journey as an apprentice is to complete the Commitment Statement, funding paperwork and initial screening to check your eligibility for entry to the programme, and allow Buttercups Training to confirm you have the right attributes to train as a health and care professional. If you have been in your current workplace for fewer than two years, further checks and references will need to be completed by your employer, which you may need to assist with.

On your programme, you will be expected to develop your skills and confidence during your training, allowing you to develop into a fully competent professional. The apprenticeship standard outlines the knowledge, skills and behaviours that you will be required to demonstrate during the programme.

After enrolment, Buttercups Training will provide a named tutor to work with you and your employer will provide a suitable workplace training supervisor (WTS). In the first week your WTS will agree a training plan with you which will form the basis of supporting your development as you progress through the programme.

The plan will include:

- Previously identified learning needs for progression during your training
- Realistic agreed targets
- Details of your training activities during the programme
- Details of activities and assessment you will need to undertake to help the WTS and Buttercups Training assess your ongoing performance
- Activities which will count towards your off-the-job training time

Your Buttercups tutor and WTS have the responsibility to monitor your progress as a key part of your development. Feedback from them should help you to develop your skills and confidence during your training, allowing you to develop into a fully competent professional. You should engage with that feedback positively.

The Buttercups tutor and WTS have a responsibility to respect your right to privacy and confidentiality. However, if it is in the public interest to do so, they may be required to disclose relevant information about you to Buttercups Training or another relevant organisation without your consent. If this is the case,

they should tell you if they have disclosed, or intend to disclose, information about you to another person or organisation.

The Buttercups tutor or WTS should be able to support you both professionally and with issues of a more personal or emotional nature. This could mean considering safeguarding procedures, such as putting certain measures in place to make sure you are fit to practise or referring you elsewhere for support if they cannot help you. This could include referring you to professional bodies, careers advisors or support services, including Buttercups Training.

It is the responsibility of all parties to raise any serious concerns. Although any known issues will have been checked on enrolment, new issues may arise during the programme that should be reported. It is always best for you to report these issues yourself, but your WTS and Buttercups tutor also have a duty to report them directly to Buttercups Training and other relevant persons or bodies if necessary. Serious concerns would include those which may be criminal or may have significant safety implications for patients, members of the public or work colleagues.

As part of your programme, you will be required to participate in an appraisal of your performance after modules 1, 4 and 7 with your WTS. This will cover your progression through the programme alongside the development of your knowledge, skills and behaviours to meet the learning outcomes for the programme. It is essential that any concerns around progress are picked up in a timely manner and an action plan agreed to get you back on track. Additional support can be put in place if necessary. If there are circumstances due to illness or issues within the workplace, your training may be extended.

You will be given access to the learner handbook, outlining all the policies governing your programme, including policies enabling you to raise a grievance or raise a concern about your training or make an appeal against an assessment.

In addition, you will be supported by Buttercups Training's learner support team who can deal with your queries. Buttercups Training has a dedicated learner support phone line. If you cannot contact Buttercups Training by phone or you need a less urgent response, you can make contact via the programme website or email.

Buttercups Training will give you the opportunity to raise any welfare and / or safeguarding concerns and has a 'Stay Safe' website, which is a resource designed for keeping you safe. The website details the different types of issues you may face and provides information

and resources on how to recognise, report and resolve them.

In summary apprentices must:

- Commit to the successful completion of the programme within the minimum duration time frame
- Complete and submit work according to their training plan
- Participate in review calls and meetings with their workplace training supervisor and Buttercups Training
- Prepare and participate in an appraisal of their performance after modules 1, 4 and 7
- Submit all work electronically via the e-portfolio unless directed otherwise
- Inform Buttercups Training should they be off work for a period of time (e.g. for sickness or annual leave), if they cannot attend any arranged appointments or reviews or if any matters / issues arise that could affect their learning, development or progression. If appointments are repeatedly missed, then the WTS will be informed
- Comply with the policies, regulations and procedures of the programme found in the course materials and / or learner handbook
- Report any issue in the workplace to Buttercups Training if they are unable to resolve it locally
- Engage positively with learning and feedback
- Seek help from Buttercups Training when they have concerns around their health, ability or progression on the programme
- Participate in an English and maths assessment and complete any identified training needs
- Not train anywhere where they have a significant financial interest or have a significant relationship with a director or owner

Buttercups Training roles and responsibilities

As the training provider, Buttercups Training has responsibilities towards the management, teaching and assessment of the programme. Our responsibilities can be split into the following areas:

Management of the programme with the employer

It is the responsibility of Buttercups Training to manage the process of creating agreements with the employer. These agreements will set out the separate roles and responsibilities of all parties for programme delivery and will reflect the principles in the Buttercups Training CHWW programme manual. This will set out how Buttercups Training will deliver the programme in line with the programme's teaching and learning strategy and assessment strategy. In addition, Buttercups

Training will provide access for the employer to review the progress of their apprentice(s).

Pre-course responsibilities

It is the responsibility of Buttercups Training to take appropriate steps to ensure that the process of entry onto the programme is fair and robust. In addition, Buttercups Training has a responsibility to ensure that the training site will provide an environment which supports the learner's training, and there is a workplace training supervisor appointed with suitable skills and time to oversee the apprentice in the workplace.

Ongoing responsibilities

Buttercups Training has the responsibility to teach and assess the programme by providing appropriately trained staff, resources and quality assurance measures.

Buttercups Training will host and manage the systems for teaching and assessing the programme. In addition, we will continually monitor progress and formally review the training plan alongside the apprentice and their workplace training supervisor after modules 1, 4 and 7 have been completed by the learner. Buttercups Training will also communicate progress to employers and raise any concerns at the earliest opportunity.

A summary of Buttercups Training's responsibilities are as follows:

- Ensure that the training meets the requirements set out in the apprenticeship standard
- Manage the process of creating formal agreements with the employer
- Screen the employer and workplace training site for suitability
- Check the apprentice's eligibility for enrolment onto the programme
- Provide an induction, explaining the learning programme and facilities available to the apprentice
- Provide a training course for the workplace training supervisor
- Provide an appointed Buttercups tutor on

enrolment

- Review the apprentice's progress at the end of each period of training over the phone
- Support the apprentice to develop new knowledge and skills for both their programme and their personal development
- Provide a range of support for the programme, including welfare support and an out of hours helpline
- Monitor that the apprentice is being given off-the-job training time during the programme and that activities documented as off-the-job training are eligible for off-the-job training as per the funding rules
- Communicate progress with the workplace training supervisor and, where required, the employer's central office
- Liaise with relevant parties over any issues that arise during the programme, in line with the troubleshooting guide and the related policies

In addition, the appointed Buttercups tutor for the apprentice will:

- Assess and provide timely feedback on submitted assessments
- Provide teaching sessions
- Answer apprentice queries
- Monitor progression throughout the programme
- Liaise with the workplace training supervisor during the programme to facilitate progression of the apprentice
- Manage course deadlines and extensions within guidelines from Buttercups Training and employers
- Maintain accurate records in the apprentice management systems, including e-portfolio
- Liaise with specialists when there are additional needs for apprentices
- Liaise with other Buttercups Training teams to raise concerns to employers where appropriate

In addition, the Internal Quality Assurance team will:

- Monitor the assessment decisions of the Buttercups tutor
- Monitor the teaching quality of the Buttercups tutor
- Review any appeals on assessment decisions
- Review any competence issues raised by Buttercups tutors, employers or workplace training supervisors
- Investigate any malpractice allegations



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