

Acorn Training Ltd

Yorkshire and Humber Public Health Network

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Who are Acorn Training Ltd?

- ▶ Well established training provider, now in our 12th year of trading
- ▶ Our Vision sits alongside our Core Values ‘Ensuring a safe and secure future for everyone to succeed in Life and Work’
- ▶ Practitioner led organisation, performance driven, strong values developed from within by our staff & stakeholders
- ▶ Welfare, Justice and leading Skills provider
- ▶ Strong established roots in the local and wider communities that we serve; changing lives, inspiring individual and families to take ownership for their journey

Working in collaboration to support the delivery of better public health outcomes in Yorkshire and Humber.

- ▶ Professional health support
- ▶ Supporting public health training and development
- ▶ Sharing best practice
- ▶ Contributing to sector led improvement process

What partnership working means to us and how we implement this...



Core Values

Our Mission - Realising safe and secure futures for everyone to succeed in life and work

Integrity	Commitment	Partnership	Excellence	Investment	Our Vision - Provider of choice within the welfare to work, skills, justice and social care sectors
Promoting positive behaviour	Promote Equality & Diversity	Recognise everyone's contribution	Reputation based on quality and performance	Providing value for money	
Commitment to honesty and accountability	Providing opportunities for development and growth	Relationships through networking, promotion and investment	Evaluating and transferring practice and celebrating success	Provide a progressive and innovative environment that inspires	
Operate in an environment that protects and safeguards others	Flexible and adaptable, meeting stakeholder needs	Supporting the capacity and sustainability of a supply chain	Using recognised frameworks and standards to improve service delivery	Passionate about community, regeneration and sustainability	
Credibility through principles, policies and procedures, that mitigate risk	Improving lives through flexibility, adaptability and innovation	Processes that support collaboration and recognition	Striving to be outstanding in everything we do	Minimising risk and maximising sustainability, investing in all our futures	
Ethicacy, morality, and dedication in everything that we do	Dedicated to improving lives	Communicating openly and transparently			
DO '..... the right thing in an ethical, moral and responsible way'	STRIVE '..... to make a positive contribution'	WORK '..... collaboratively to achieve long term success'	ASPIRE '..... to be outstanding in everything we do	PROVIDE '..... a sustainable platform for future success'	



Supporting Learners with additional learning needs & barriers...

- ▶ Working closely with Y & H Public health network's holistic learner focus
- ▶ Partnership with Cognassist for cognitive ability assessment
- ▶ Experienced assessors with vocational specialism in their area
- ▶ Specialise in 121, root finding and addressing learning needs on an individual learner basis
- ▶ Robust initial/diagnostic assessment, learning styles, skills scans, appropriate placement of learner, identification of support, all informing the ILP
- ▶ Embedded delivery of functional skills supported by BKSB materials and specialist English and maths support where appropriate
- ▶ Classroom based or remote delivery using Teams and Zoom
- ▶ Blended and e-learning solutions
- ▶ Learner tracking at regular points throughout the learner journey

Community Health Wellbeing Worker (CHWW)

- ▶ We provide clear information advice and guidance on the programme via pre interview and sign up, induction which also focuses on roles and responsibilities of the apprentice the training provider and the employer
- ▶ An assigned trainer assessor (TA) will support with learning via specific sessions with identified topics that are arranged up front to enable attendance and planning of work place rota's enabling employers to prepare for full attendance
- ▶ Information, advice and guidance will be ongoing with continual developmental feedback to enable a wider learning experience and support with the demonstration of competence and embeds the apprentices job role that is focused on timely achievement.
- ▶ A range of evidence methods to support the learners to showcase their roles and responsibilities that links to the 80% learning on the job and supports the 20% off the job training, supporting to work autonomously and build confidence to do so
- ▶ An identified work place mentor to link and have access to the learners E portfolio to follow progression, be involved with any changes and take part with the review process that also link to employer monthly updates and are involved with the on the job learning
- ▶ All Standard Specifications that link to Duties have been considered and are also linked to current resources, workplace practices that can be embedded and show cased via the learner evidence

Example of Delivery session

Project Start	Facilitate Support Plan, links to Duty 1, 2, 3 Case study 1	Show to be able to show evidence of how individuals are supported, how they work with and for the local community to be embedded (Minimum 1000 words)	Capabilities to engage people	<p>PCI methods of learning Core capabilities</p> <p>Generic professional capabilities</p> <p>Values in Personalised Care</p> <ul style="list-style-type: none"> • Capabilities in Personalised Care • Core communication and relationship building skills 	<p>Embedded Models and approaches</p> <p>Reflective activities and TLA provided on the information learners are to include with back up evidence of why, what, who, when and how aspects of facilitating support plans.</p> <p>Embeds supported self-management, motivational interviewing and behaviour changes</p>	<p>Production of the 1st part of the Case Study to include links to job role, Standard Knowledge criteria to be embedded up to K 13 & S 13</p> <p>SU feedback to be collated</p> <p>PCI Curriculum, Matrix and sign off sheet</p>
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Account management service

- ▶ Designated account manager to be the one point of contact for support with enrolment of staff, training requirements and queries.
- ▶ Support with documentation for enrolment ensuring compliance for ofsted ie: Initial assessment, Initial advice and guidance, eligibility.
- ▶ Maximum 48 hour turnaround in responding to queries and replying to calls.
- ▶ Monthly update sent through on progress of candidates.
- ▶ Monthly mailshot to be sent out on updates to cover the following areas:
 - ▶ Candidates % of progress through their apprenticeship standard
 - ▶ % of off the job training evidence
 - ▶ Progress with functional skills aspect of the programme
 - ▶ Real time updates available via the dedicated account manager

Quality Assurance.....

- ▶ ISO9001 accredited quality management system, encapsulates Matrix and Ofsted Education Inspection Framework
- ▶ Quality Management System Review, Document Controls, Programme and Course review cumulating in Self Assessment Report and Quality Improvement Plan
- ▶ ISO27001 - information security, Investors In People, Positive About Disabled (Members of Regional House of Commons forums)
- ▶ Non-conformance reporting, customer comments and complaints
- ▶ Learner and Employer Voice, questionnaires, focus groups
- ▶ Lead Internal Quality Assurance, Education and Standards Committee
- ▶ Risk based approach to IQA, Policy lead, monitored by Lead IQA and Risk and Audit Coordinator, monitors all aspects of assessment and from start to exit, continuous process
- ▶ Direct Claim Status for all delivery qualifications

What do our learners say about us...

Original learner feedback documents can be provided to support the below statements

'Laura has definitely done a brilliant job, You have definitely helped me with my English level 2 and I am very grateful. I am glad that you have helped me with my Health and Social Care, even though I was really bad when doing the zoom meetings it really helped when I had extra time with you to help me with my work. Thank you for being a unique amazing person and hopefully we will cross paths again'.

'Exceeded my expectations, as I thought the group would have had more people, but it was a small group which made me feel comfortable after getting used to them'

'MELANIE PAUL IS MY TUTOR WHO I FIND CALM AND VERY APPROACHABLE. SHE BOOSTS MY CONFIDENCE AND HELPS ME WHEN I NEED IT. IM GLAD I HAVE HER AS A TUTOR'

'Exceeded my expectations, the tutor was brilliant, couldn't have asked for anyone better'

'I enjoyed everything. Friendly easy to get on with tutor. She explained everything so well and was there if I had any problems. I enjoyed the fact some of it was online as I have anxiety. I enjoyed doing some of it from the comfort of my own home.'

'I appreciate all the extra support that Liza is able to provide and the face to face sessions have been really helpful. Despite initially been apprehensive about completing the course, especially functional skills, I feel that now meeting Liza and setting a plan for my journey has boosted my confidence and I feel I can now achieve this. Liza is a super tutor and highly supportive.'



What our Employers say about us...

St. Mary's Mount

Acorn Training assessors are extremely supportive to all learners, providing a wealth of knowledge and advice to each individual learner. They go out of their way to accommodate observations within the workplace, ensuring each learner has the opportunity to complete the standards required to gain their qualification. Staff have also commented on how easy it is for them to contact the assessor, should they have any questions or need help and advice with their learning.

The support continues with the account manager, always easy to contact and responses are always in a timely manner. Their knowledge is extensive and they provide excellent guidance throughout the whole process. Acorn Training also provide regular updates and feedback on the progress of each learner.

Searchlight

Acorn Training provide high levels of support to my organisation and I am also very satisfied with the quality of information, advice, guidance and communication that I receive. Staff are highly knowledgeable, which instils confidence. Staff are highly responsive to meet the needs of my business and provide good levels of feedback on apprentices' progress regularly.

Since beginning our journey with Acorn Training, the professional relationship has grown stronger. The interaction with Acorn Training is always very positive and they will always go the extra mile if further training has been identified by the organisation.

Overseal

Acorn Training has been excellent in all areas of training. The information given at the start answered all my questions regarding all area's of training for my staff. Acorn provides high levels of support and guidance and I am very satisfied with the quality of training.

Tracey is always there to answer any questions from my staff and myself nothing is too much trouble.

Acorn Training Trainer assessors are very knowledgeable and in partnership, managers discuss individual development needs of the staff and ensuring progression for all staff.

I would definitely recommend Acorn training to other Organisation's as Acorn provide a very personal and supportive training which in turn helps the staff to gain more qualifications and more confidence. Acorn also provide regular feedback on the progress of the staff.

Old Rectory

We have been using Acorn training for all training within our home. I have found that both Tracy and Rachel have been incredibly supportive throughout the COVID period. This has been exceedingly difficult for both Learner and Assessor, but we have maintained a good relationship and managed to continue learning throughout.

I would recommend Acorn Training for Health and Social care training and I am incredibly happy to continue using Acorn Training for all our necessary training.

Any questions?

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