

**ACL**



# CAREER PASSPORT

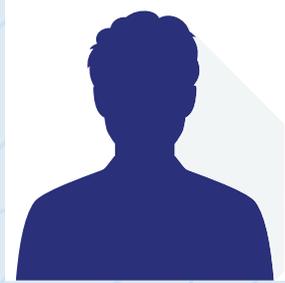


Healthcare and  
Science



Pathways

## About You



Name:

Location:

Current employment status:      **Employed**      **Unemployed**

I hope to develop the following soft skills on my journey:

Communication

Team Work

Creativity

Problem Solving

Leadership

Time Management

Adaptability

Decision Making

What is your ultimate goal?

# YOUR FINAL DESTINATION

Before you start on your journey, you may find it useful to have a final destination in mind. Take a look at the list of healthcare and science related careers and select any that may be of interest.

## Advocacy Worker

An advocacy worker supports and represents people to make sure that their rights and interests are respected. They provide guidance and assistance.

## Biochemist

A biochemist studies chemical processes and substances within living organisms to understand biological functions. They conduct experiments and analyse results.

## Biomedical Scientist

A biomedical scientist analyses biological samples to diagnose and research diseases. They play an important role in patient care.

## Care Home Manager

A care home manager oversees the operations and staff of a care home. They make sure that there are high standards of care and compliance with regulations.

## Care Worker

A care worker provides personal and practical support to individuals with various needs. They help with daily activities and maintaining independence.

## Clinical Scientist

A clinical scientist uses scientific knowledge to develop and improve clinical procedures and treatments. They usually work in hospital laboratories.

## Clinical Psychologist

A clinical psychologist diagnoses and treats mental health issues through methods, such as therapy and counselling. They assess needs and develop treatment plans.

## Chemist

A chemist conducts experiments and analyses substances to understand their properties and interactions. They work with chemicals to develop products and processes.

## GP

A GP provides medical care and diagnoses and treats a wide range of health issues for patients of all ages.

## Healthcare Science Assistant

A healthcare science assistant assists with laboratory work and patient care. They prepare samples, maintain equipment, and record data.

## Learning Disability Nurse

A learning disability nurse provides specialised nursing care to individuals with learning disabilities. They work in various settings, including hospitals and schools.

## Medical Physicist

A medical physicist applies the principles of physics to medicine, particularly in the diagnosis and treatment of diseases.

## Residential Support Worker

Assists individuals living in residential settings with daily activities and support needs, promoting their wellbeing and independence.



To learn more visit [www.aclessex.com/pathways](http://www.aclessex.com/pathways)

# WHERE WILL YOU GO?

## Health and Social Care Short Courses

We have health and social care short courses available covering a range of topics.

## Diploma in Care Level 2

This programme is aimed at frontline staff who in health and social care settings or clinical health settings.

## GCSEs in Science

We have GCSEs available in science subjects, including biology, chemistry, physics and psychology.

## Adult Care Worker Apprenticeship Level 2

This programme is designed for those working in adult care and are looking to improve their skills and knowledge.

# OTHER DESTINATIONS

- English, Maths and Digital
- Lead Adult Care Worker Apprenticeship Level 3
- Diploma in Adult Care Level 4

- Team Leading Level 2
- Leadership and Management Level 3
- Team Leader Apprenticeship Level 3
- Coaching Professional Apprenticeship Level 5
- Operations or Departmental Manager Apprenticeship Level 5
- And many more!





# Do you need to improve your essential skills?

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## English:

- Verbal communication and presentation skills
- Communicating information, ideas and opinions clearly
- Read and understand different types of text
- Organise writing for different purposes
- Punctuate and use grammar correctly
- Construct sentences consistently and accurately

## Maths:

- Fractions
- Percentages

## Maths continued:

- Decimals
- Graphs & Charts
- Shapes
- Ratio

## Digital:

- Turn on and use controls on a device
- Connect to a WiFi network and use the internet
- Store personal information securely
- Make use of accessibility tools
- Use Microsoft Office applications
- Communicate online

## CONTINUE ON YOUR JOURNEY?

Congratulations on improving your essential skills. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time  
29 weeks

# GCSE Biology

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This intensive course gives you the chance to gain a good understanding of fundamental biological concepts and principles. It will support you to improve your career prospects and also allow you to build up your own personal skills.

## Topics include:

Cell structure

Cell division

Transport in cells

Animal organisation

Plant organisation

## Topics include continued:

Non-communicable diseases

Communicable diseases

Curing and preventing disease

Photosynthesis

Respiration

Coordination and control

Hormones in human reproduction

Plant hormones

Inheritance, variation and evolution

Ecology

**CONTINUE ON  
YOUR JOURNEY?**

Congratulations on achieving a GCSE in biology. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time  
29 weeks

# GCSE Chemistry

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This intensive course gives you the chance to gain a good understanding of the fundamental aspects of chemistry. It will support you to improve your career prospects and also allow you to build up your own personal skills.

## Topics include:

- Atoms, elements and compounds
- Atomic structure
- The periodic table
- The three states of matter
- Ionic compounds

## Topics include continued:

- Molecules
- Nanoscience
- Calculations in chemistry
- Chemical changes
- Energy changes
- The rate and extent of chemical change
- Organic chemistry
- Chemical analysis
- Chemistry of the atmosphere
- Using resources

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a GCSE in chemistry. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time  
29 weeks

# GCSE Physics

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This fast-paced course will enable you to achieve a GCSE in physics. It will support you to improve your career prospects and also allow you to build up your own personal skills.

## Topics include:

Changes in energy stores

Energy demands

Electric circuits

Mains electricity

Static electricity

## Topics include continued:

Particle model of matter

Atomic structure

Uses and dangers of radiation

Nuclear fission and fusion

Forces

Properties of waves

Reflection and refraction

Sound waves

Magnetism and electromagnetism

Space physics

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a GCSE in physics. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time  
29 weeks

# GCSE Psychology

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This intensive course gives you the chance to gain a good understanding of fundamental psychological concepts and principles. It will support you to improve your career prospects and also allow you to build up your own personal skills.

## Topics include:

- Psychological ideas, processes, procedures
- Analyse and evaluate psychological ideas
- Evaluate therapies and treatments
- How psychological knowledge and ideas change over time
- Processes and structures of memory

## Topics include continued:

- Perception
- Early brain development
- The effects of learning on development
- Research methods and data handling
- Social influence
- Differences between human and animal communication
- Non-verbal communication
- Brain and neuropsychology
- Psychological problems

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a GCSE in psychology. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





# Are you looking to develop skills in specific health and social care topics?

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## Our Level 2 programmes:

- Awareness of Mental Health Problems
- Cleaning Principles
- Common Health Conditions
- Customer Service for Health and Social Care
- Falls Prevention Awareness
- Infection Control
- Preparing to Work in Adult Care
- Nutrition and Health
- Dementia Care

- End of Life Care
- Understanding Autism
- Care and Management of Diabetes
- Dignity and Safeguarding in Adult Care
- Understanding Domestic Abuse
- Safe Handling of Medication
- How Technology Supports Person Centred Care

## Our Level 3 programmes:

- Principles of End of Life Care
- Understanding Autism
- Care and Management of Diabetes

## CONTINUE ON YOUR JOURNEY?

Congratulations on improving your knowledge of health and social care. You have already developed lots of skills that employers are looking for.

Continue adventure 



# DAY TRIPS

Before, during or after your journey, you may decide to go on some day trips. These are short (mostly one day) courses which can help you to further develop your skills. Check them off as you attend the sessions.

## What Other Job Can I Do?

For those in between jobs or considering a career change who want to increase their ability to think wider in the scope of employment opportunities available.

## Confidence Building

For those who would like to build their confidence on a personal level and develop their skills, to enhance their opportunities to gain employment.



## Stepping Up Your Motivation

For anyone in between jobs or who is looking for new work or volunteering opportunities, who finds it challenging to keep motivated.

## Procrastination and Time Management

For or anyone who struggles with procrastination and organising their time effectively whether at home or work or those who want to increase productivity.

## Managing Your Resilience

For those who would like to learn the techniques to manage their resilience more effectively and successfully whilst developing their current skill set.

## Assertiveness Skills For Work

For those who have had or is experiencing challenges in the work place with keeping assertive, confident and communicating openly and honestly about their needs.

## Proactive Job Searching Skills

For those who are actively seeking work and would like to build their confidence and refresh their job searching skills, to increase their chances in gaining an interview.



## Diploma in Care Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

### About the programme:

The Level 2 Diploma in Care is aimed at frontline staff who in health and social care settings, i.e. day centres, residential care homes and domiciliary care. Or clinical health settings, i.e. GP surgery or a nursing home.

### Topics include:

- Safeguarding and protection in adult care
- Responsibilities and ways of working
- Effective communication
- Understanding duty of care
- Handling information in adult care settings

### Topics include continued:

- Continuous development
- Understand personal wellbeing
- Equality, diversity, inclusion and human rights
- Promoting Health and Safety
- Principles of basic life support
- Infection prevention and control
- Moving and handling
- Fire Safety and Hazardous Substances
- Understanding mental capacity and restrictive practice
- Person-centred care practice

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a diploma in care level 2. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





# Adult Care Worker Apprenticeship Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

## Knowledge includes:

- Professional boundaries and limits of expertise
- Relevant statutory standards and codes of practice
- What the 'duty of care' is in practice
- The development and creation of a care plan
- The barriers to communication

## Skills include:

- Support individuals according to their care/support plan
- Ensure dignity is at the centre of all work
- Demonstrate empathy for individuals you support
- Take steps to reduce barriers to communication
- Keep information safe and confidential

## Behaviours include:

- Make a positive difference to others lives
- Deliver care with kindness, dignity and respect
- Speaking up if the individual you support is at risk
- Effective team working

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving an adult care worker level 2 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





# Healthcare Science Assistant Apprenticeship Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This programme is suitable for those carrying out routine technical and scientific procedures and support within hospitals, doctor surgeries and other healthcare settings for a wide range of people.

## Knowledge includes:

- The importance of probity, honesty and integrity
- The importance of mental health, wellbeing and resilience
- The evidence base that underpins technical practice
- The principles of person-centred care
- Infection prevention and control requirements

## Skills include:

- Act in line with probity requirements
- Promote own mental health, wellbeing and resilience
- Provide evidence-based advice, information and guidance
- Follow policy and protocols that relate to informed consent
- Protect the dignity, rights and privacy of individuals

## Behaviours include:

- Treat people with dignity
- Champion equality and diversity
- Show compassion, respect and empathy
- Be honest, conscientious and committed

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a healthcare science assistant level 2 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





# Healthcare Cleaning Operative Apprenticeship Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This programme is suitable for those providing a hygienically clean healthcare environment in which service users, staff and other users can thrive, work and develop.

## Knowledge includes:

- Select and use the most appropriate cleaning agent
- Handle, use and dispose of cleaning chemicals
- Disposal of routine and non-routine waste
- Selection and safe use of cleaning equipment/machinery
- Recognise and report the signs of pest infestation

## Skills include:

- Conduct tasks according to safe ways of working
- Conduct scheduled and periodic cleaning
- Deliver housekeeping services
- Use visual checks and objective auditing techniques
- Engage with the audit and quality assurance process

## Behaviours include:

- Work with respect and professionalism
- Work independently and as part of a team
- Work in a consistent manner
- A flexible approach to your work when required

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving an healthcare cleaning operative level 2 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





# Healthcare Support Worker Apprenticeship Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

Healthcare support workers work as part of a team providing high quality and compassionate care to individuals. You will carry out well-defined routine clinical duties, checking on an individuals progress, comfort and wellbeing.

## Knowledge includes:

- The principles of 'person-centred care and support'
- Signs and symptoms of pain, distress or discomfort
- Techniques and principles to perform basic life support
- The physiological states and their normal ranges
- The principles of hydration, nutrition and food safety

## Skills include:

- Provides safe non-discriminatory person-centred care
- Assist in encouraging individuals to take their medication
- Promote access to fluids and nutrition
- Support individuals with activities of daily living
- Contribute to the storage of supplies and equipment

## Behaviours include:

- Treat people with dignity
- Show respect and empathy for those you work with
- Be adaptable, reliable and consistent

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a healthcare support worker level 2 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





# Diploma in Adult Care Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

The Level 3 Diploma in Adult Care is aimed at care workers that have key responsibilities for the delivery of care and support, and have a level of delegated responsibility, such as key workers, senior care assistants, lead personal assistants or advanced support workers.

## Topics include:

- Responsibilities and ways of working
- Safeguarding and protection in adult care
- Understanding mental capacity and restrictive practice
- Understanding duty of care

## Topics include continued:

- Effective communication
- Handling information in adult care settings
- Person-centred care practice
- Choice and independence in adult care settings/services
- Health and wellbeing
- Equality, diversity, inclusion and human rights
- Promoting Health and Safety
- Principles of basic life support
- Infection prevention and control
- Moving and handling

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a diploma in adult care level 3. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





# Lead Adult Care Worker Apprenticeship Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

As a Lead Adult Care Worker you will make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

## Knowledge includes:

- Relevant statutory Standards and Codes of Practice
- What the 'Duty of Care' is in practice
- Monitoring, planning, reviewing a care plan
- How to ensure that dignity is at the centre of all work
- The role of advocates and when they might be involved

## Skills include:

- Takes initiative when working outside normal duties
- Contribute to the development and review of care plans
- Guide and mentor colleagues
- Exhibit empathy for individuals they support
- Lead and mentor others where appropriate

## Behaviours include:

- Delivers care and support with kindness and dignity
- Speaks up if the individual they support is at risk
- Improves the experience of people who need care
- Makes a positive difference to individuals lives

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a lead adult care worker level 3 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



# TRAVEL LOG



Before you continue on your journey, you might like to spend some time thinking about where you started, where you have gone and where you would like to go next. You can use these pages to explore this.

At the beginning of your journey, you decided on an ultimate goal. Have you made any progress towards this yet?

Has your goal or the skills you want to develop changed at all?

Where would you like to go next on your journey and why?

Do you feel like you have made good progress?

Yes

No

I'm not sure

Which of the below skills have you developed so far?

Communication

Team Work

Creativity

Problem Solving

Leadership

Time Management

Adaptability

Decision Making

As you continue, would you do anything differently?

Any other thoughts:

Continue adventure 





# Diploma in Adult Care Level 4

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

The Level 4 Diploma in Adult Care is aimed at care leaders whose delivery focuses on implementing and promoting effective partnership working both internally, and with external partnerships in a range of social care settings.

## Topics include:

- Equality, diversity and human rights
- Working in partnership
- Advanced communication
- Facilitate person centred assessment
- Personal development

## Topics include continued:

- Facilitate support planning for positive outcomes
- Personalisation
- Health and safety
- Professional practice
- Safeguarding children and young people
- Records and reports
- Understanding safeguarding and protection

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a diploma in adult care level 4. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





# Lead Practitioner in Adult Care Apprenticeship Level 4

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

Guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges.

## Knowledge includes:

- Effective communication and how to overcome barriers
- Principles of risk management
- Monitoring, reporting and responding to changes
- Using person centred approaches
- Importance of effective partnerships

## Skills include:

- Develop and sustain professional relationships with others
- Identify and access specialist help required
- Provide leadership and mentoring to others
- Apply risk management policies
- Contribute to the quality assurance of the service provided

## Behaviours include:

- Delivers care and support with kindness and dignity
- Speaks up if the individual they support is at risk
- Improves the experience of people who need care
- Makes a positive difference to individuals lives

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a lead practitioner in adult care level 4 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





# Leader in Adult Care Apprenticeship Level 5

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

Guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges.

## Knowledge includes:

- Risk management, assessment and outcome based practice
- Theories of change management
- Legislative and regulatory frameworks
- Theories of management and leadership
- Tools and strategies to enhance communication

## Skills include:

- Lead and support others to work in a person centred way
- Manage all resources in delivering complex care
- Develop and implement organisational processes
- Monitor and evaluate organisational policies and systems
- Apply evaluated research and evidence-based practice

## Behaviours include:

- Delivers care and support with kindness and dignity
- Speaks up if the individual they support is at risk
- Improves the experience of people who need care
- Makes a positive difference to individuals lives

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a leader in adult care level 5 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





# Principles of Team Leading Level 2

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This qualification is designed for those who want to gain the knowledge and understanding required to successfully lead a team. It will focus on leading a team in a business environment.

This is a flexible learning course which means that you can study at any time that suits you.

## Mandatory units:

Principles of team leading

Understanding business

How to communicate work-related information

## Optional units:

Understanding customers

How to deliver customer service and resolve problems

Equality and diversity in the workplace

Health and safety procedures in the workplace

How to develop and deliver a presentation

Introduction to coaching

Introduction to mentoring

Understanding personal development

How to manage performance and conflict

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a principles of team leading level 2 qualification. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





# Principles of Leadership and management Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This qualification is for new and aspiring junior managers. Pick up the skills and understanding you need to deal with management responsibilities.

This is a flexible learning course which means that you can study at any time that suits you.

## Mandatory units:

Solving Problems and Making Decisions

## Optional units include:

Innovation and Change in an Organisation

Planning Change in the Workplace

Leading and Motivating a Team Effectively

Planning and Allocating Work

Innovation and Creativity in the Workplace

Conflict Management in the Workplace

How to Motivate to Improve Performance

Stress Management in the Workplace

Discipline in the Workplace

Recruitment and Selection of New Staff

The Induction of New Staff in the Workplace

Setting Team Objectives in the Workplace

Understanding Leadership

**CONTINUE ON  
YOUR JOURNEY?**

Congratulations on achieving a principles of leadership and management level 3 qualification. You have already developed lots of skills and knowledge that employers are looking for.

Continue adventure 





Travel time  
78 weeks

## Team Leader Apprenticeship Level 3

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

### About the programme:

This is an ideal programme for professionals who are new to management, or for those looking to develop their leadership skills to improve their performance.

### Knowledge includes:

- Different leadership styles and the benefits of coaching
- Organisational cultures, equality, diversity & inclusion
- People and team management models
- HR systems and performance management techniques
- How to chair meetings and hold challenging conversations
- How organisational strategy is developed

### Skills include:

- Communicate organisation strategy and team purpose
- Support the development of the team
- Build a high-performing team by supporting individuals
- Use effective negotiation and influencing skills
- Manage resources and risk and monitor progress

### Behaviours include:

- Determination when managing difficult situations
- Able to build trust with others
- Operates within organisational values
- Demonstrates resilience and accountability

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a team leading level 3 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



# SEND US A POSTCARD

We would love it if you would send us a postcard to let us know all about your journey and the adventures you have been on. We would like to share your story with others to inspire them to start their own journey.

If you are happy for us to use this for marketing purposes, please answer the below questions in an email or document and send it to us. We have included some helpful hints below of things you could write about.



**TO: The ACL Marketing Team**

**[ACL.Marketing@essex.gov.uk](mailto:ACL.Marketing@essex.gov.uk)**

## Please tell us a little bit about yourself

You may wish to include:

- Your interests
- Your learning goals
- Your career/progression goals
- Your family life

Please email us at [ACL.Marketing@essex.gov.uk](mailto:ACL.Marketing@essex.gov.uk)

## Why did you decide to enrol on this course?

You may wish to include:

- How it relates to your interests/career goals
- The skills you have/are hoping to develop
- How the qualification will benefit you

## If you have not yet progressed into higher education or work: which degree course/other qualifications/career do you aim to progress onto?

You may wish to include:

- Your next steps
- Why you have chosen that progression route
- If/how your course at ACL will help you

## If you're in higher education or work: please tell us more about what you're currently studying or the job you are in, and your career/learning aspirations?

You may wish to include:

- What you're currently doing
- If/how your course at ACL is supporting you
- Any future goals/plans

**Anything else you want to tell us!**





Travel time  
60 weeks

# Coaching Professional Apprenticeship Level 5

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

Designed for those who work with a wide range of individuals and teams across organisations, to empower and engage with them, to enhance their professional performance.

## Knowledge includes:

- Reflective practice and emotional intelligence
- Diversity, inclusion and bias theories
- Coaching contracting and re-contracting
- Methods of communication
- Differences between coaching, mentoring and training
- The range of coaching models and techniques

## Skills include:

- Working with those receiving coaching to set clear goals
- Contracting with all relevant stakeholders
- Stakeholder management inc. challenging and senior people
- Delivering feedback that is useful and non-judgemental
- Questioning techniques to raise self-awareness

## Behaviours include:

- Act as an ambassador for a coaching mindset
- Is spontaneous, open and flexible
- Demonstrates respect and engendering trust
- Committed to self-development, including self-reflection

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving a coaching level 5 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 





Travel time  
104 weeks

# Operations or Departmental Manager Apprenticeship Level 5

Select the skills you feel you already have below. If you have selected most skills you may wish to move straight onto the next adventure.

## About the programme:

This programme is suitable for professionals with responsibility for achieving operational or departmental goals and objectives as part of their organisation's strategy.

## Knowledge includes:

- Operational management approaches and models
- Setting up and managing a project using techniques
- Managing budgets & financial forecasting
- Different leadership styles
- Developing and managing high performing teams
- Approaches relationship management

## Skills include:

- Creating plans in line with organisational objectives
- Support, manage and communicate change effectively
- Plan, organise and manage resources to deliver outcomes
- Support development through coaching and mentoring
- Able to build trust, and use effective negotiation

## Behaviours include:

- Drive to achieve in all aspects of work
- Determination when managing difficult situations
- Seeks the views of others and values diversity
- Positive and adaptable, responding well to feedback

## CONTINUE ON YOUR JOURNEY?

Congratulations on achieving an operational or departmental manager level 5 apprenticeship. You have already developed the knowledge, skills and behaviours needed for a range of careers.

Continue adventure 



# HOW TO ENROL

Once you have chosen your course/s, you can either enrol on our website or by phone.

## 1. ONLINE

Visit [www.aclessex.com](http://www.aclessex.com) and create an account. You can then either search for the course title using the search box or browse our website.

Once the course has been selected, you will be asked to fill out an enrolment form (non-qualification) or asked to enrol onto an assessment session (qualification).

## 2. PHONE

Call **0345 603 7635** and you will be put through to a member of our customer service team. Before calling, please make a note of the course title or course code.

Our phone lines are open Monday to Friday, from 8:30am to 5pm, unless otherwise stated.



[aclessex.com/contact-us](http://aclessex.com/contact-us)



[lifelong.learning@essex.gov.uk](mailto:lifelong.learning@essex.gov.uk)



ACLEssex



aclcreates



@ACLEssex



acl-essex

# Pathways