

APPRENTICESHIP

WORKFORCE DEVELOPMENT

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Enhancing Coach Skills – Template Action Plan

The following exemplar action plan provides some suggestions as to the issues you might want to include in your action plan based on your learnings from the **Enhancing Coach Skills** course. Your action plan will be a working document which you will want to add to and amend. It is, however, helpful to include some initial dates so that you can monitor your progress and amend accordingly.

TO NOTE: The roles identified in this action plan and the dates included are for illustrative purposes only. It is important that you work collaboratively across your organisation to identify who has the accountability, capacity, and capability to undertake the actions required.

Enhancing Coach Skills – Template Action Plan

Action	Issues/ gaps identified from awd course/ session	Proposed actions I commit to undertaking following this course	By whom	By when	Status
1	<p>We have not identified our risk and indicators of withdrawals or their causes nor set procedures or policies in place</p> <p>We need to establish a reporting suite to monitor, track and forecast any likely issues on retention, now and into the future</p>	<ol style="list-style-type: none"> 1. Review our key performance indicators to ensure that these contain early warning indicators for the typical profile of withdrawal causes 2. Identify the trigger thresholds for our indicators 3. Ensure that reporting of trends includes forecasting of data to aid early identification of possible issues at Standard, apprentice characteristic, cohort and overall programme 4. Ensure reporting includes visibility of reporting at all key governance groups and it is clear the action that each group must take in response 	Apprenticeship Team Quality Team Governance Group	01/4/24	Complete
2	We need to confirm whether we have suitable intervention mitigation available for the typical withdrawal causes in our different Standards	<ol style="list-style-type: none"> 1. Review withdrawals data and identify reasons, common EPA related withdrawal points 2. Assess data and identify possible mitigations. 3. Use or amend the AWD Resource on Communicating Change 4. Develop into procedure and updated action plan, setting out clearly how to escalate issues and mitigation and which options are available to coaches for immediate implementation 5. Update and train staff 	Curriculum Team Apprenticeship Team	12/04/24	Complete

Action	Issues/ gaps identified from awd course/ session	Proposed actions I commit to undertaking following this course	By whom	By when	Status
3	We have not set out clearly what we expect coaches to do in withdrawal/retention scenarios nor when activities must be escalated -	<ol style="list-style-type: none"> 1. Review withdrawal reasons and mitigations. Update or draft a policy and procedures, adding to role descriptions 2. Develop into procedure and updated intervention plan setting out clearly how to escalate issues and access mitigation Update and train staff- use or adapt the AWD withdrawals and mitigations resource 	Apprenticeship Team Curriculum Leads Coach Team Governance Group	01/05/24	In Progress
4	Not all staff understand their role, the apprentice role or the employer's role in contributing to retention. Not all staff understand their responsibilities for identifying and reporting risks of withdrawal.	<ol style="list-style-type: none"> 1. Create staff training relevant to each role and add to the suite of mandatory training for all coach staff supporting the apprenticeship 2. Use or amend the AWD Resource 'Withdrawal Matrix' 3. Update training policy and add to the mandatory training requirements for coaching staff 4. Implement training for existing and new coach staff as appointed - track attendance and compliance with this additional requirement 	Apprenticeship Leads with curriculum leads HR Coaches and their line managers Governance group and staff leadership	12/06/24	In Progress
5	We may not be effective in establishing an agreed action plan in our progress reviews or meetings	<ol style="list-style-type: none"> 1. Use or amend the AWD Resource - Structuring the conversation' with staff to support more effective interventions 2. Identify any gaps and train coaches with these skills as part of their CPD 	Apprenticeship Team	01/07/24	In Progress

Action	Issues/ gaps identified from awd course/ session	Proposed actions I commit to undertaking following this course	By whom	By when	Status
6	We are not confirming whether our withdrawal mitigation activities are effective	3. Update monitoring to flag those with an action plan and track retention 4. Design and implement a targeted survey with apprentices and employers / add to specific tri-partite progress review agendas 5. Report findings to governance group at least annually 6. Add actions to SAR and QIP	Apprenticeship team, quality, delivery team Apprenticeship team Apprenticeship team, governance group leadership	12/07/24	In Progress
7	We have not embedded EPA throughout the apprenticeship to support apprentice's confidence, familiarity with the EPA process or to check competence in skills required for the EPA	1. Design and implement activities that support EPA preparation across the apprenticeship a gateway survey or discussion with apprentices 2. Design and implement a post EPA survey with apprentices 3. Report findings to governance group 4. Add actions to SAR and QIP	Curriculum leads, module leads, Apprenticeship Team	31/7/24	Not Started

Action	Issues/ gaps identified from awd course/ session	Proposed actions I commit to undertaking following this course	By whom	By when	Status
8	Employers are not sufficiently briefed on their role to support retention and action planning to mitigate withdrawals.	<ol style="list-style-type: none"> 1. We need to create a process and guidance to confirm where on the apprenticeship journey employer action and support organised is crucial 2. Create, with employer input /via the employer forum, a guide for employers when an apprenticeship needs additional support including examples of activity to address challenges ahead of a withdrawal 3. Test with one or more cohorts on one Standard and seek employer and apprentice feedback on the impact of this on their preparation and achievement. 4. Update guide in response to feedback 5. Share new documents with all employers and hold briefing and launch session, making the recording part of a specific tri-partite progress review during the apprenticeship lifecycle and again at the start of the final 6 months of the apprenticeship 	Course Leads/Tutors/ Apprentice Coaches	31/7/24	Not Started

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