



**Develop  
Perform  
Transform**

**Apprenticeship &  
Training Services**

**An Employer's Guide**





# Where do we start?

- TSP Learn is a national training provider on the government's Apprenticeship and Assessment Providers Register.
- Over 20 years experience, delivering training & support services to large national clients & SME's including apprenticeships & qualifications across a wide range of industry sectors.
- Strong focus on the principles of delivering service excellence to internal & external customers & understanding approaches to leadership, management & effective administration.
- Specialisms in Facilities Management, Security & Passenger Transport.
- Ofsted Grade 2, Good provider (Feb 2020).
- Provider financial assurance graded: Good.
- Matrix Standard approved for information, advice, guidance & support since its introduction.
- Cyber Essentials compliant. UK GDPR compliant. Data safety is our priority.





## External Benchmarks

### GOV.UK

Find apprenticeship training

Training provider

## THE SKILLS PARTNERSHIP LIMITED

### Employer reviews

★★★★☆ **Good** (173 reviews)

▶ [Employer review details](#)

### Apprentice reviews

★★★★☆ **Good** (57 reviews)

▶ [Apprentice review details](#)

### DfE

National Course Directory

### Course provider

THE SKILLS PARTNERSHIP LIMITED

Email: [jbishop@tsplearn.co.uk](mailto:jbishop@tsplearn.co.uk)

Phone: 0118 9844638

### Provider performance information

**8.9**

out of 10 for learner satisfaction

**10**

out of 10 for employer satisfaction

### Ofsted

Good Provider



### Matrix

Approved



## Overview of Services

### Funded Apprenticeship Delivery

#### Full service delivery from IAG to EPA in:

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Hygiene Cleaning Level 2
- Professional Security Operative Level 2
- Security Management Level 3
- Passenger Transport & Management Level 2-4

### Leadership & Business

- Motivation & Managing Performance
- Project Management Essentials
- Time Management & Prioritisation
- Stress Management & Resilience
- Assertiveness & Resilience
- Problem Ownership & Decision Making
- Dealing With Challenging Behaviour
- Customer & Stakeholder Service Excellence
- Lean Management
- Business Improvement Techniques
- Understanding Data Protection and Data Security
- Understanding Safeguarding and Prevent

### Digital Skills & Functional Skills

- Employee initial assessment & diagnostic service that can be undertaken at scale
- Digital Skills development courses from Entry Level 1- Level 2
- Digital ICT Skills conversion course to Level 1 or 2
- Excel Level 1 or 2
- Presentation Software Level 1 or 2
- Using Teams/Zoom/Google: Online Presentation & Collaborative Working
- English and Maths development courses
- Online & at site options for all

### Training Support Services

- Training programme development
- Training content creation, including app based content
- Apprenticeship information, advice and guidance services to support your workforce
- Apprenticeship recruitment support service
- 'Individual Learner Record' (ILR) management & apprenticeship administration support services
- Bespoke programme development service

### Facilities Management

#### IWFM & NCFE Accredited qualifications:

##### Level 2

- Certificate Facilities Services Principles
- Certificate in Cleaning Principles

##### Level 3

- Award & Certificate Facilities Management

##### Level 4

- Award, Certificate & Diploma Facilities Management

### Professional Development

- Train the trainer
- Presenting/presentation skills
- Using presentation software to create effective presentations

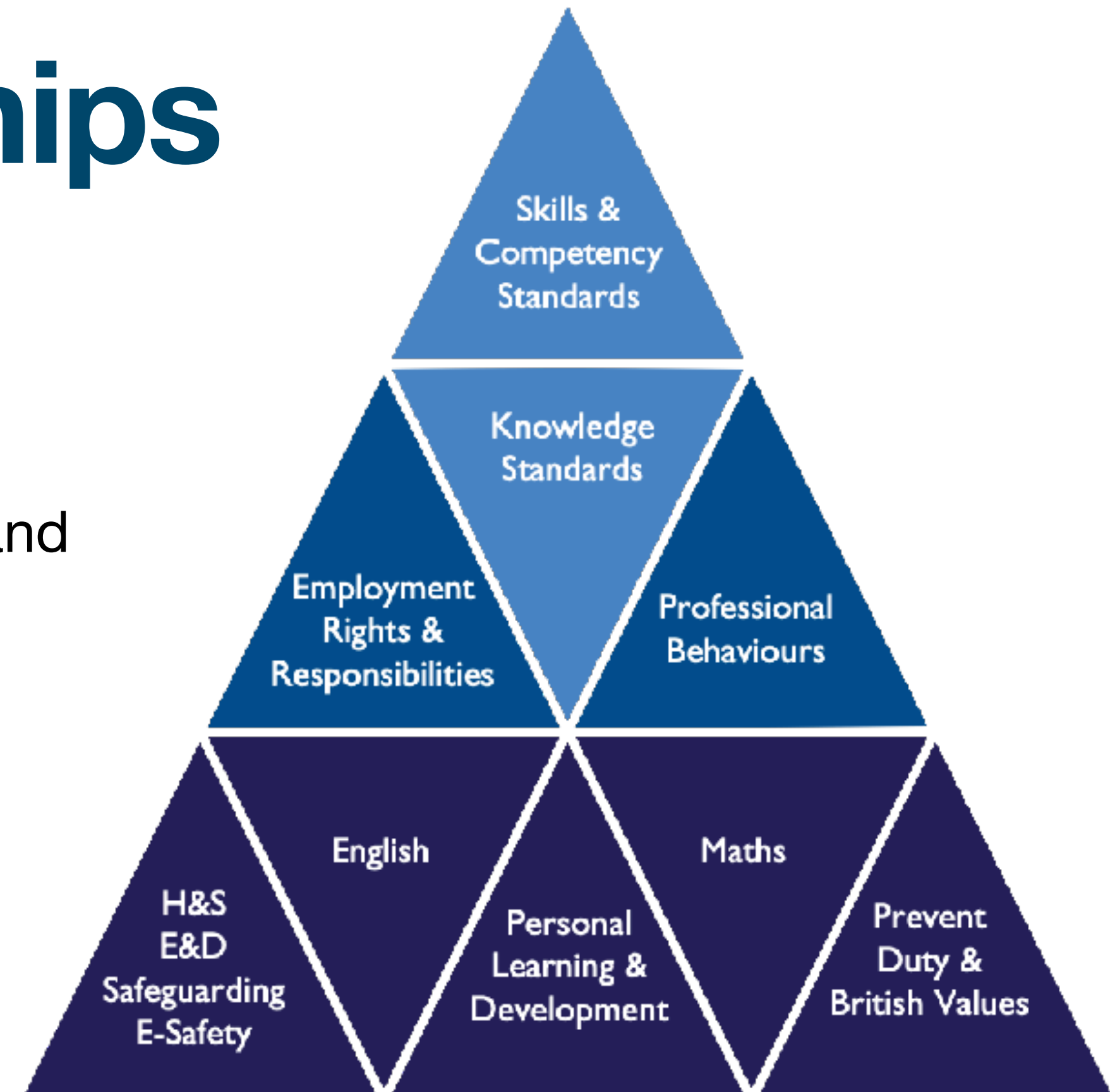
#### Accredited qualifications:

- Work-based Assessor
- Work-based Internal Quality Assurance qualification
- Equality & Diversity



## Our Approach to Apprenticeships

- We work in a genuine partnership to fit the requirements of each apprenticeship standard around your organisation's needs and existing in-house provision.
- Our national client management team provide support to develop, launch and monitor programme delivery with regular reporting.
- From initial assessment, we establish candidates' prior experience and qualifications and create individual training plans.
- Experienced teachers deliver key themed workshops.
- Personal tutors support apprentices and ensure preparation for End Point Assessment.
- Assignments and activities are set in manageable, bite-sized chunks.
- We plan and manage all auditable documentation including the collection of Off The Job learning hours. Minimum requirement 6 hours per week. Includes all workshop, tutorial, work on projects, assignments & activities, mentoring and work shadowing directly related to the apprenticeship.





# Functional Skills: English, Maths, Digital

- Functional Skills initial diagnostics are undertaken during application to all of our training programmes using online assessments hosted by NCFE’s Skills Forward’s Ofsted and ESFA full compliant online learning system.
- Individual learning programmes are generated based on the diagnostic assessment and a full range of formative and summative assessments are hosted on the Skills Forward platform.
- We provide self study and personal tutor supported modes depending on learner requirements.
- As part of the Apprenticeship programmes progress is reviewed monthly and prepares learners for their functional skills assessments.
- Progress is tracked individually and additional learning support tutors are available if required to support learner progress and achievement.
- Our Functional Skills qualifications are certificated by NCFE. Fact sheets and Qualification specifications are also provided through our Launchpad (Moodle) system :
- English Level 1 and Level 2 Functional Skills Qualifications
- Maths Level 1 and Level 2 Functional Skills Qualifications
- We also provide Digital/ICT assessment and support towards recognised ICT Level 1 and 2 qualifications

Welcome, ADMIN

ISP

Assessments 0% Learning 87% Portfolio 0% Distance Travelled 0%

This skills plan shows which skills gaps you have at present. You have been given learning materials you need to fill these gaps. Hover over any icons to learn what they mean. Work down the plan from the top unless your tutor advises otherwise. Your plan will only update if you score more than 70% in the summative assessments at the end of each topic.

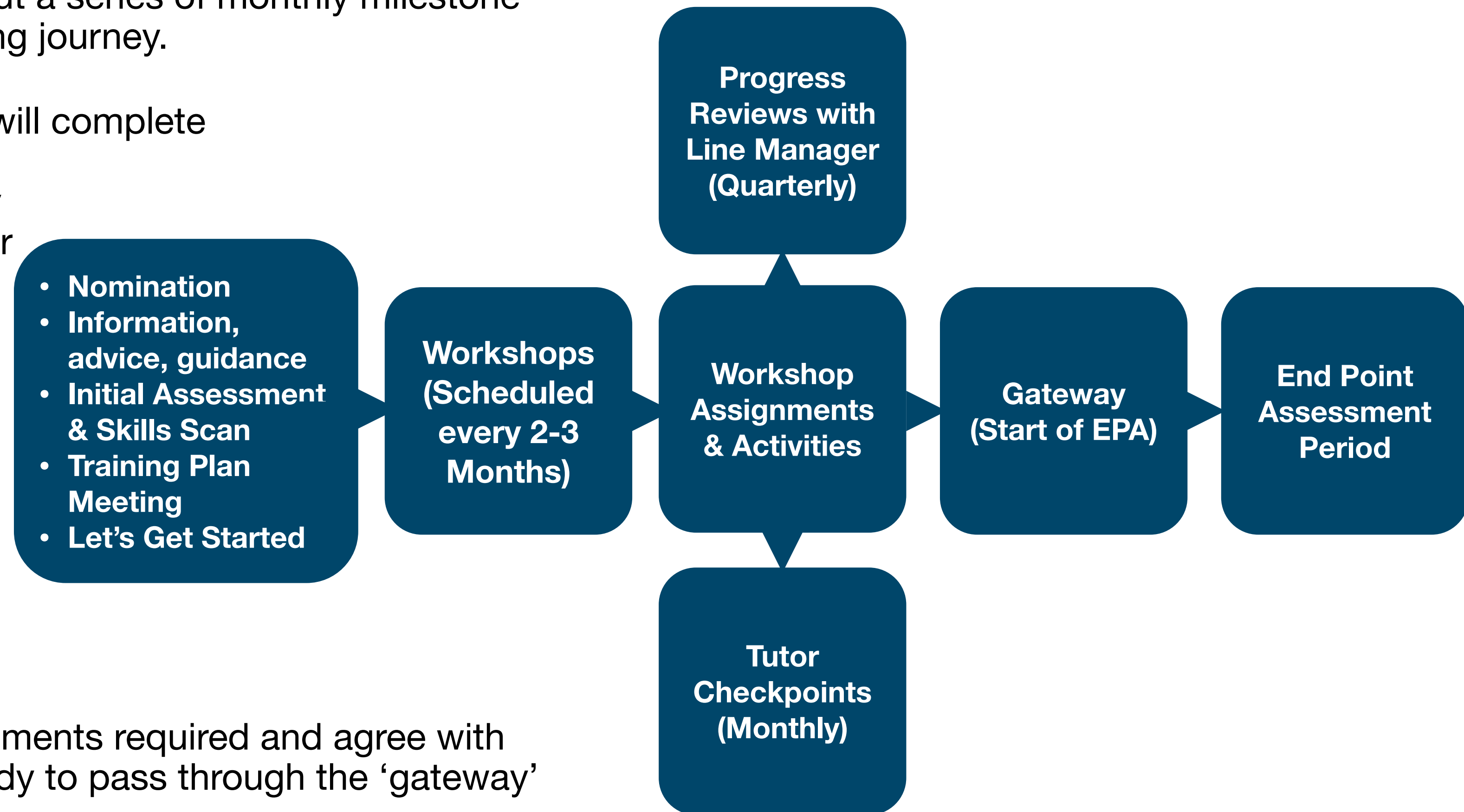
Revision available for completed topics. Select to view.

Topics	Initial Status	Targets	Learning Progress	Progress	Practice Passed	Last Accessed	Actions
Number (Level 1)	R		100%	38%	3 of 4	13/05/2020	VIEW COMPLETED
Fractions (Level 1)	R		100%	33%	1 of 1	05/05/2020	VIEW COMPLETED
Decimals (Level 1)	P		100%				
Percentages and Ratio (Level 1)	P		100%				
Measures (Level 1)	R		100%	20%	1 of 4	13/05/2020	VIEW COMPLETED
Shape and Space (Level 1)	R		100%	75%	4 of 4	12/05/2020	VIEW COMPLETED



## The Apprentices Learning Journey

- We agree a detailed Training Plan that sets out a series of monthly milestone targets for each part of the apprentice learning journey.
- As apprentices attend each workshop, they will complete related activities and assignments. These are designed to demonstrate that they have met the knowledge, skills and behaviour standards for the subject and level being undertaken.
- It is expected that apprentices will complete activities inbetween each workshop to stay on target for timely completion of your programme.
- Workshop & personal tutors support and guide apprentices through their programme.
- Apprentices then complete any mock assessments required and agree with their tutor and line manager that they are ready to pass through the 'gateway' and start their End Point Assessment.





## Online Learning Resources

- You will have access to one main online learning platform during your programme.
- TSP Learn's Launchpad (a Moodle learning platform)
- Your workshop assignments, activities & your End Point Assessment 'Toolkits' appear on your Course Pages.
- You access these from your Dashboard.
- You will be provided with feedback on the work that you submit.

The image displays several screenshots of the TSP Learn online learning platform interface. The top screenshot shows the 'Dashboard' with a 'Course overview' section. It features a search bar, a 'Sort by last accessed' dropdown, and a 'Card' dropdown. Below this are three course cards: 'Wider Skills Miscellaneous' (5% complete), 'Team Leader Supervisor Level 3 EPA Kits Gateway ready' (8% complete), and 'Time Management, Delegation & Development Day Courses' (0% complete). The middle screenshot shows the 'Team Leader Supervisor Level 3' course page, with tabs for 'Course', 'Settings', 'Participants', 'Grades', 'Reports', and 'More'. It includes a 'General' section with 'FORUM Announcements' and an 'Induction' section with a checklist. The bottom screenshot shows the 'Mentor Activity - Project Management' assignment page, with tabs for 'Assignment', 'Settings', 'Advanced grading', and 'More'. It includes a 'To do' section with 'Make a submission', 'Receive a grade', and 'Receive a passing grade' buttons, and a 'Opened' date of Tuesday, 6 December 2022, 12:00 AM. The rightmost screenshot shows a 'Workshop 1' page with a list of activities: 'FILE Understanding Leadership' (Done), 'QUIZ Leadership and Management Activity' (To do: Receive a grade), 'ASSIGNMENT Agile Activity' (To do: Make a submission), and 'ASSIGNMENT Leadership Styles Assignment' (To do: Make a submission).



## ‘Off The Job’ Training Hours

- The Training Plan and Apprenticeship Agreement that we have confirmed and agreed with the apprentice and their line manager prior to this session, contains ‘Off The Job’ training hours that are allocated to:
  - Workshops
  - Tutorials
  - Online learning: assignments and activities
  - Time spent working on projects and activities for your apprenticeship
  - Work shadowing/deputising and mentoring
- Every month, the tutor will invite the apprentice to confirm the hours they have completed and the work they have submitted. This is summarised in a management report showing percentage progress made.
- This will be confirmed using your VQ Manager account.







# Celebrating Achievement

We believe that it's important to recognise and celebrate achievement with all apprentices.  
We help to run company wide celebration events with our clients.





# Recruiting An Apprentice

We will:

- Provide you with a recruitment coordinator.
- Help match your role and responsibility requirements to the right Apprenticeship Standard.
- Confirm what funding is available from the apprenticeship levy/digital account.
- Advertise (with your permission) your apprenticeship using the Find An Apprenticeship .gov website.
- Ensure that, when you have selected an apprentice, all eligibility and suitability checks are carried out.
- Provide the appropriate apprenticeship agreement, commitment documentation and Training Plan.
- Ensure that you are aware of how to apply for and receive any government incentives.





# Safeguarding, Welfare & Well-being

- We believe that safeguarding is very important. All staff are expected to demonstrate their commitment to safeguarding and the promotion of the welfare of our learners, colleagues, children, young people and vulnerable adults.
- We support this by:
  - Ensuring that our learners can learn and work safely
  - Supporting equality of opportunity for all of our learners
  - Protecting our learners from abuse, neglect, bullying and harassment
  - Providing our accredited Safeguarding training content as part of our Wider Skills learning
  - Providing our safeguarding hotline number and support from our designated safeguarding officer
  - We also support our learners by signposting them to relevant support agencies. We provide helpline numbers in learners' blue folders on the Launchpad (Moodle)
  - Every touch point with our tutors has a safeguarding and well-being check in.

**TSP Learn**

### Helpline Numbers

Listed in the table are helpline numbers that may be useful in directing learners to relevant support agencies.

AGENCY	PHONE/TEXT NUMBER	WEBSITE
<b>Health and Welfare Related</b>		
Women's Health	0333 331 5675	www.womenshealth.org
Men's Health	020 8995 6503	www.menshelpline.co.uk
Family Planning (Marie Stopes International)	020 7636 6200	www.marie-stopes.co.uk
Abortion Advice	0845 900 80 90	www.abortionadvice.org
Age UK	0800 00 99 66	www.ageuk.org.uk
Alcoholics Anonymous	0845 769 7555	www.aa.org.uk
Eating Disorders (Beat for Adults)	0845 634 14 14	www.beat-eatingdisorders.org
Eating Disorders (Beat for Young People)	0845 634 7650	www.beat-eatingdisorders.org
Alzheimer's Society National Dementia Helpline	0300 222 1122	www.alzheimers.org.uk
Asthma UK AdviceLine	0800 121 45 44	www.asthma.org.uk
Autism Helpline	0808 800 4 104	www.autism.org.uk
Bereavement Care (CRUSE)	0844 477 9400	www.cruse.org.uk
Breast Cancer Support	0808 800 6000	www.breastcancer.org.uk
Sexual Health (Brook Advisory Service)	To find nearest location go to website	www.brook.org.uk
Sexual Healthline (outside working hours)	0300 123 7123	
Citizen's Advice	08444 111 444	www.citizensadvice.org.uk
Crohn's and Colitis UK	0845 130 2233	www.crohnsandcolitisuk.org
Drinking	0300 123 11 0	www.pat.co.uk
Frank (Confidential Drugs Advice)	0300 123 6600	www.talkfrank.org
Hospice info	020 7520 8200	www.hospice.org.uk
Heart Helpline (British Heart Foundation)	0300 330 33 1	www.bhf.org.uk
Learning Disability (Mencap)	0808 808 11 1	www.mencap.org.uk
MacMillan Cancer Support	0808 808 0000	www.mcmillan.org.uk
NHS Direct	0845 4647	www.nhs.uk
Meningitis Research Foundation	0808 800 3344	www.meningitis.org.uk
Mental Illness (Rethink)	0300 5000 927	www.rethink.org

**TSP Learn** *Your welfare and safety is a top priority for TSP Learn*

- Do you feel safe in your workplace?
- Do you feel safe in your home?
- Do you feel discriminated against for any reason?
- Do you suspect someone is being victimised or abused?
- Are you a victim of cyber-bullying?

**If children are involved please contact Child-line on 0800 1111**

**Please contact our Safeguarding Officer on: 07583 876858**  
 Your call will go to voicemail. Please leave a message, giving your name and contact number and you will be contacted within 24 hours. Please state a preferred time for the return call.

*Our number one priority is your health, safety and welfare which includes extremism and radicalisation as part of the Prevent Duty. We promote and encourage a belief in The British Values.*

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith

*We're here to help* **07583 876858** **TSP Learn**



# Equality (Equity), Diversity and Inclusion

- Equality means ensuring individuals or groups of individuals are treated fairly, equally and no less favourably according to their needs, despite their race, gender, disability, religion or belief, sexual orientation and age. Promoting equality should prevent discrimination. We support equality and equity, recognising that each person has different circumstances and that we need to allocate the resources needed to reach an equal outcome.
- Diversity aims to recognise, respect and value people's differences – and their ability to contribute to society and realise their full potential – by promoting an inclusive culture for all. Those differences can help to create a richer, more creative and more productive working environment.
- Inclusion is striving positively to meet the needs of different people and taking deliberate action to create environments where everyone feels respected and able to achieve their full potential.
- We want to make sure that nobody encounters unreasonable obstacles or harassment from us or anybody else in pursuing their rights to education and training. We have anti-harassment procedures in place in the company.





## Learning support

- All of us learn in different ways and most of us face barriers or challenges of some sort when we are learning.
- Identifying and helping overcome obstacles to successful completion of a course is part of the delivery of our training. However, we need your help to plan it so that we can allocate the right resources.
- When your employees apply for a course with TSP we'll ask them to identify if there is anything that they would like to share with us.
  - This can include any mobility or health issues or a sensory impairment.
  - It can also include information about their prior qualifications and experience.
  - It could include information about whether they have dyslexia or dyscalculia.
  - It might be information about a learning disability.
- It is possible to adapt and flex our delivery to support them in the most appropriate way.
- They might need some extra one to one support with English or Maths for example.
- There are adjustments that can be made to their formal assessments, such as extra time or the provision of a 'reader' or 'scribe' to help them.
- It's important to talk to us and share their situation so that we can help them.





## Complaints

- We want to ensure that your employees' learning experiences are the best they can be but from time to time we may make mistakes.
- The first thing to do is to notify their personal tutor or your allocated National Client Manager (NCM).
- You have the right to a quick response to any problem that you may have with our services.
- If your tutor/NCM is unable to provide a solution, the matter will be escalated appropriately and we'll do everything we can to sort the matter out as soon as possible.
- Should you have a formal complaint you can refer to our complaints policy which is located on our website by following this link:
- **Policies & Procedures**
- Alternatively you can contact: **0118 984 4638**
- Our support team is available week days between the hours of 9am and 5pm.







Develop  
Perform  
Transform

Apprenticeship  
Standards

Portfolio





# Apprenticeship Directory

Click on the sector that you would like to find out more about...

TSP *learn*

Business, Leadership & Management

Apprenticeship Standards Portfolio

This card features a blue-tinted background image of a city skyline at night. The TSP learn logo is in the top left. The sector name 'Business, Leadership & Management' is in the top right. At the bottom, there are two buttons: 'Apprenticeship Standards' on the left and 'Portfolio' on the right.

TSP *learn*

Facilities Management & Protective Services

Apprenticeship Standards Portfolio

This card features a green-tinted background image of a city skyline at night. The TSP learn logo is in the top left. The sector name 'Facilities Management & Protective Services' is in the top right. At the bottom, there are two buttons: 'Apprenticeship Standards' on the left and 'Portfolio' on the right.

TSP *learn*

Customer Service

Apprenticeship Standards Portfolio

This card features a purple-tinted background image of a city skyline at night. The TSP learn logo is in the top left. The sector name 'Customer Service' is in the top right. At the bottom, there are two buttons: 'Apprenticeship Standards' on the left and 'Portfolio' on the right.

TSP *learn*

Passenger Transport

Apprenticeship Standards Portfolio

This card features an orange-tinted background image of a city skyline at night. The TSP learn logo is in the top left. The sector name 'Passenger Transport' is in the top right. At the bottom, there are two buttons: 'Apprenticeship Standards' on the left and 'Portfolio' on the right.





# Customer Service

Apprenticeship Standards

Portfolio



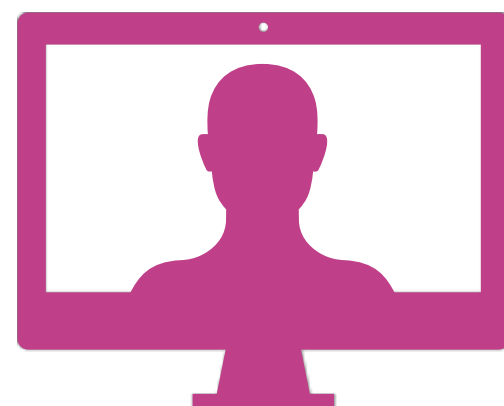
## Learning Journey

# Customer Service Practitioner 2

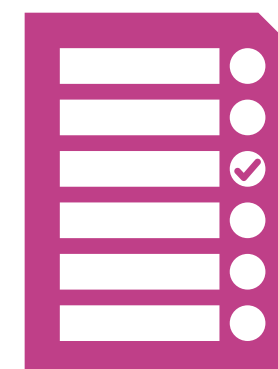
Nomination, Information, Advice & Guidance contact.  
Online: Skills Scans, Knowledge Assessments English, Maths & ICT Skills Assessments. Training Plan & Apprenticeship Agreement.

Flexible group or 1-2-1 Induction.  
Let's Get Started Training Session.

Online workshops start with month 1 'kick off' event covering main themes with assignments.



1-2-1 tutorials cover: further OTJ training/evidence requirements & progress reviews with line manager quarterly



End Point Assessment:  
1. Apprentice Showcase  
2. Observation/Video  
3. Professional Discussion

1

Online workshops: Maths functional skills, with activities through the Skills Forward learning platform.

6

Online 1-2-1 tutorials English functional skills with activities through the Skills Forward learning platform.

14

'Gateway' confirmation of readiness for End Point Assessment with line manager



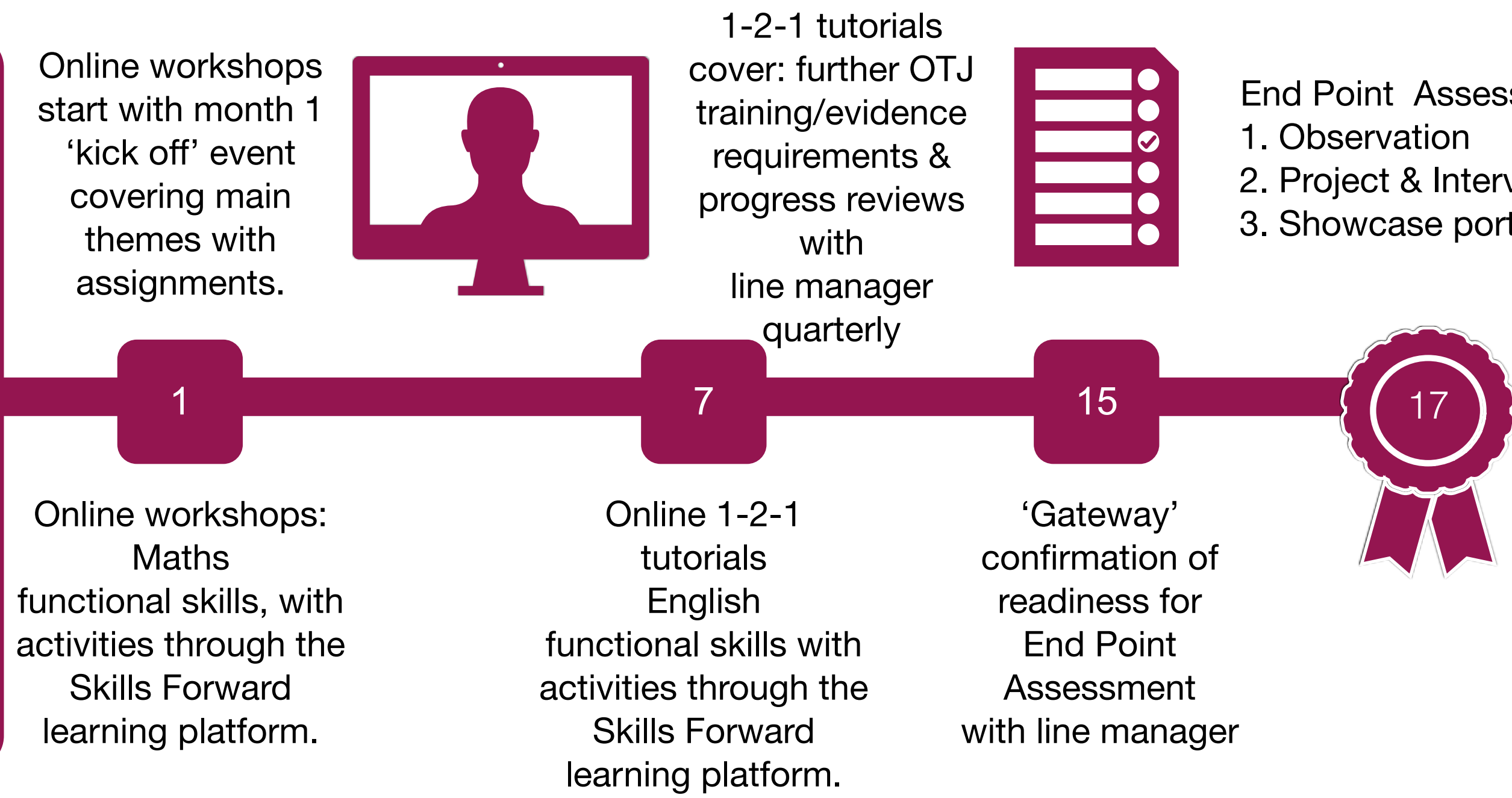


## Learning Journey

# Customer Service Specialist 3

Nomination, Information, Advice & Guidance contact.  
Online: Skills Scans, Knowledge Assessments English, Maths & ICT Skills Assessments. Training Plan & Apprenticeship Agreement.

Flexible group or 1-2-1 Induction.  
Let's Get Started Training Session.





**TSP** *learn*

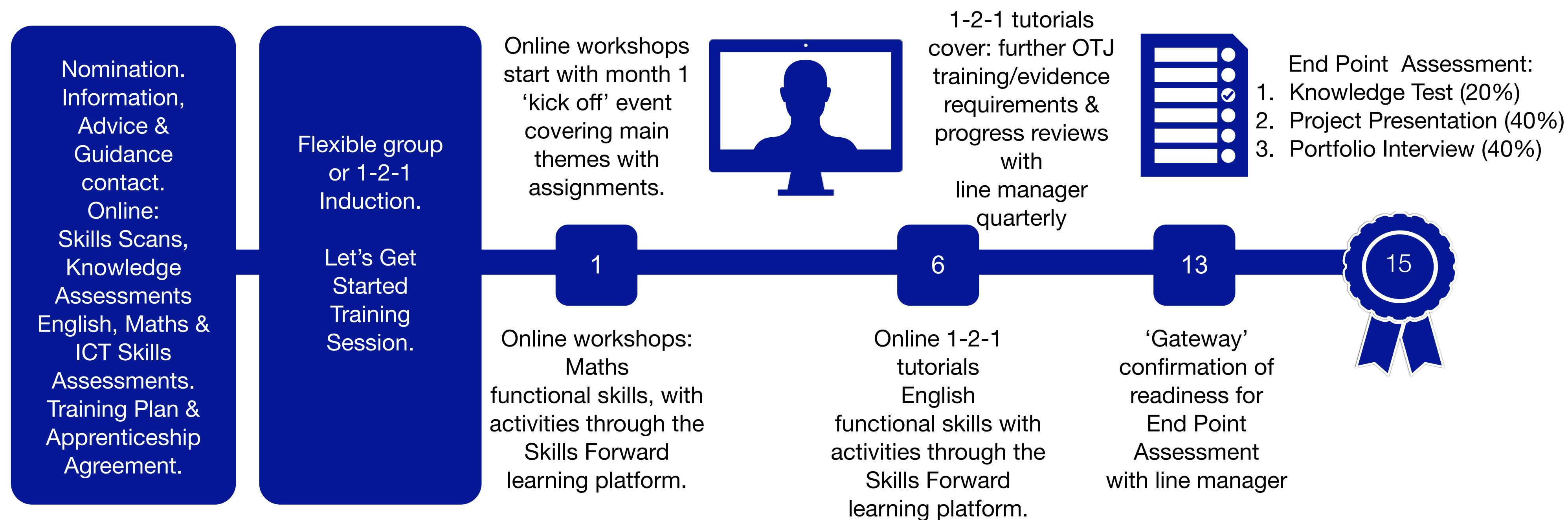
# Business, Leadership & Management

Apprenticeship  
Standards

Portfolio



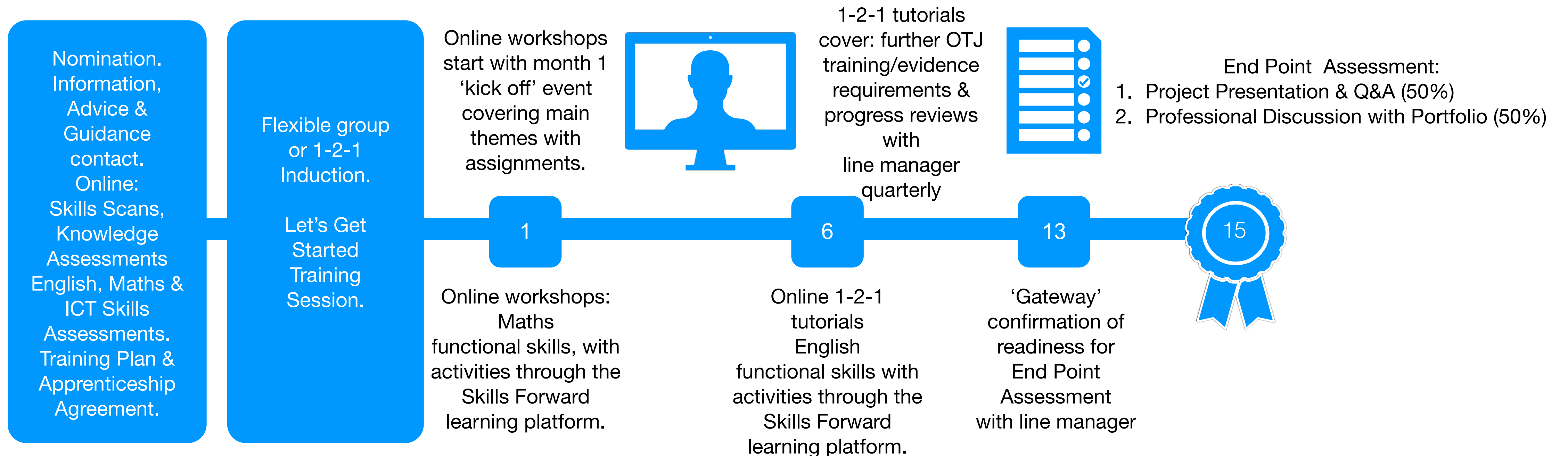
## Learning Journey Business Administrator 3





## Learning Journey

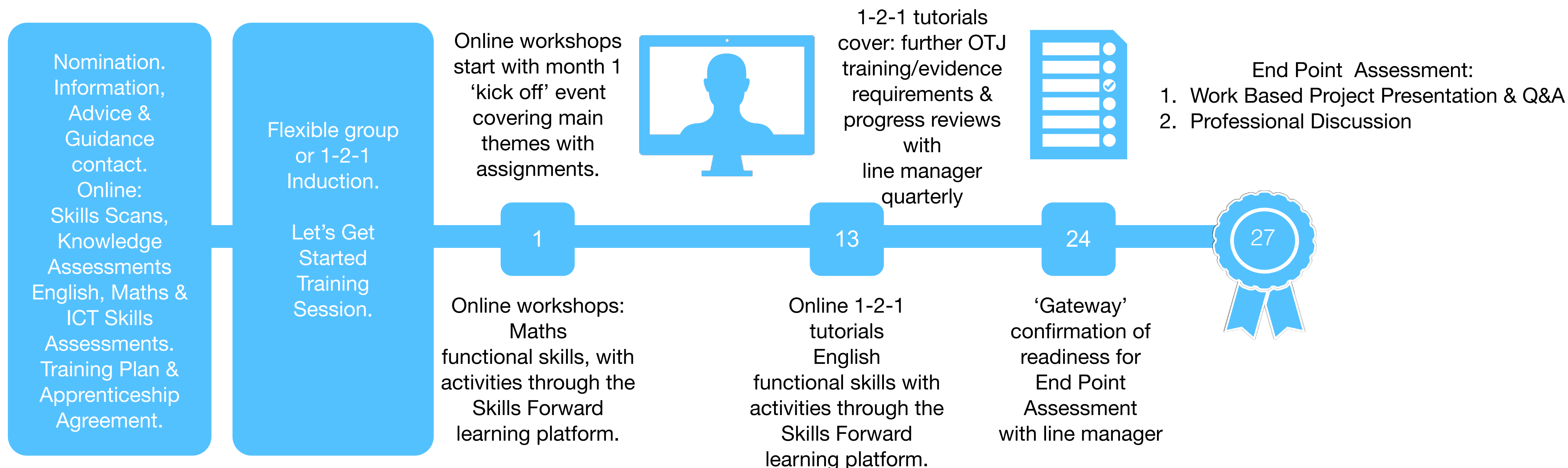
# Team Leader Supervisor 3





## Learning Journey

# Operations Departmental Manager 5







# Facilities Management & Protective Services

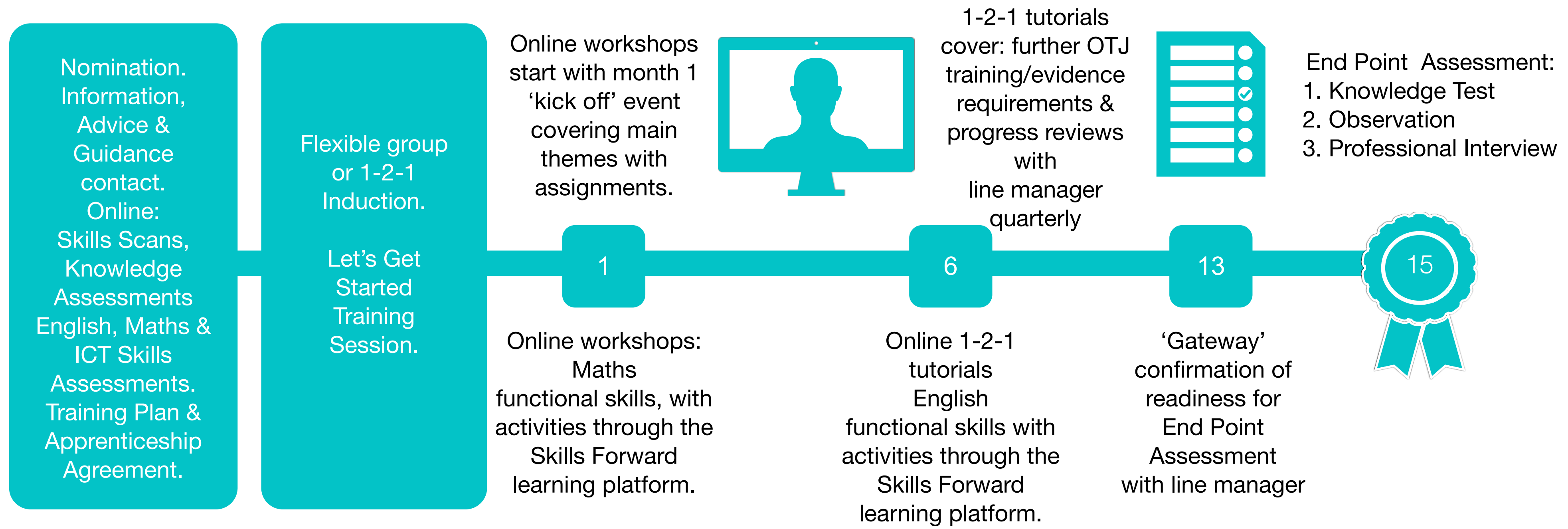
Apprenticeship  
Standards

Portfolio



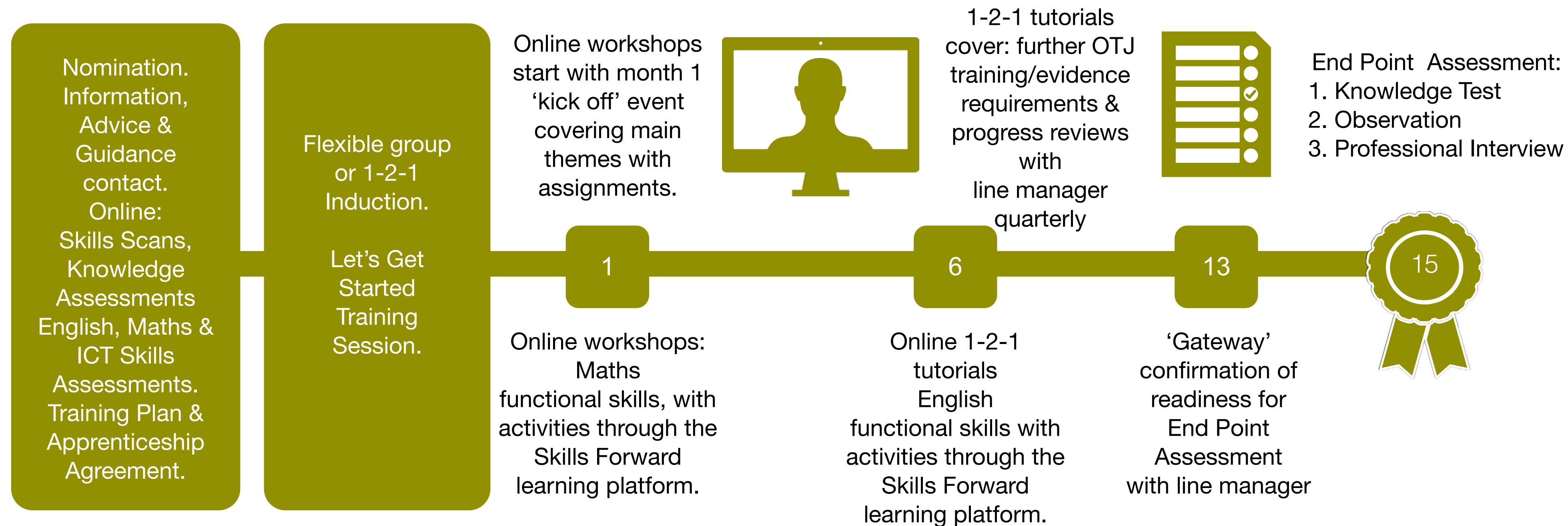
## Learning Journey

# Cleaning Hygiene Operative 2





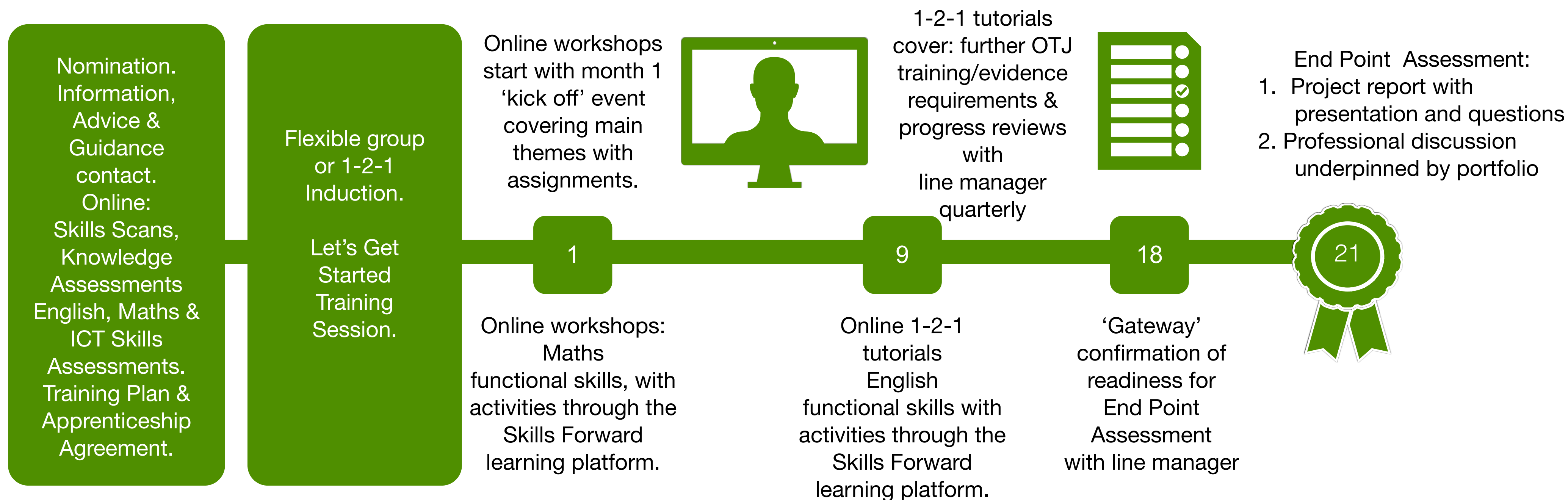
## Learning Journey Facilities Services Operative 2





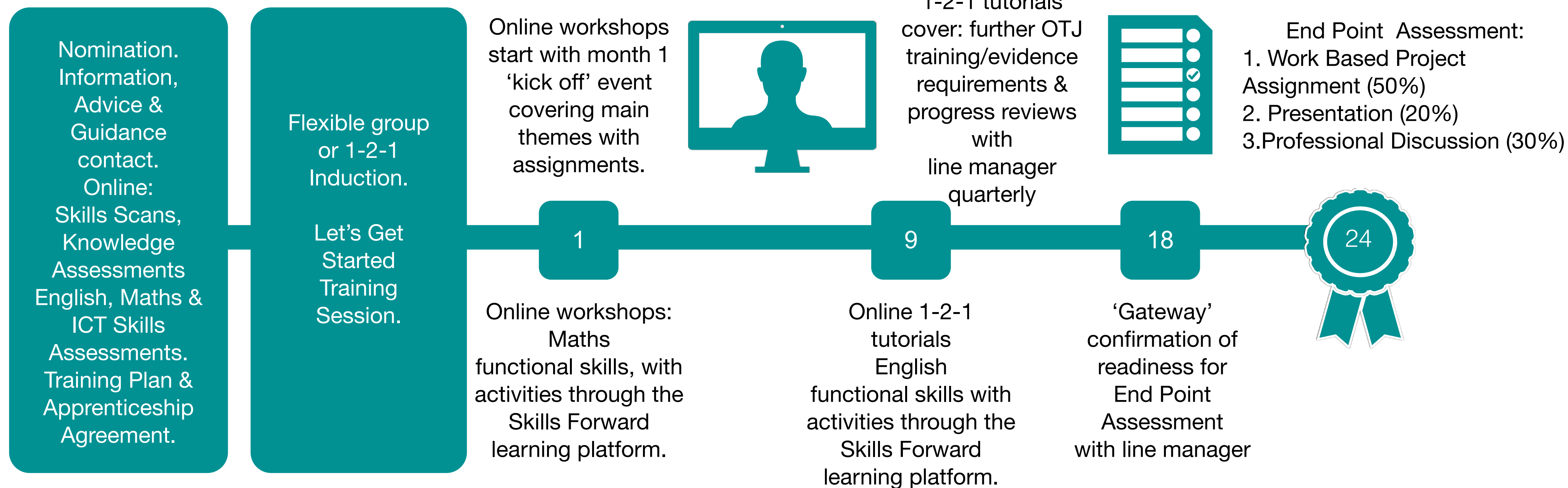
## Learning Journey

# Facilities Management Supervisor 3





## Learning Journey Facilities Manager 4





## Learning Journey

# Professional Security Operative 2

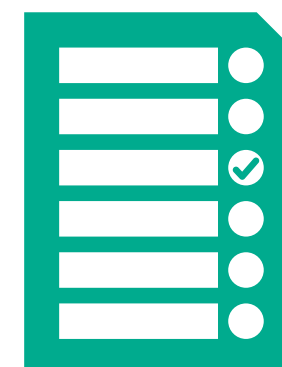
Nomination, Information, Advice & Guidance contact. Online: Skills Scans, Knowledge Assessments English, Maths & ICT Skills Assessments. Training Plan & Apprenticeship Agreement.

Flexible group or 1-2-1 Induction. Let's Get Started Training Session.

Online workshops start with month 1 'kick off' event covering main themes with assignments.



1-2-1 tutorials cover: further OTJ training/evidence requirements & progress reviews with line manager quarterly



- End Point Assessment:
1. Knowledge Test 60 mins, 40 multiple choice questions
  2. Observation & Q&A, 60 mins & 30 mins
  3. Professional Discussion, 60 mins

1

Online workshops: Maths functional skills, with activities through the Skills Forward learning platform.

6

Online 1-2-1 tutorials English functional skills with activities through the Skills Forward learning platform.

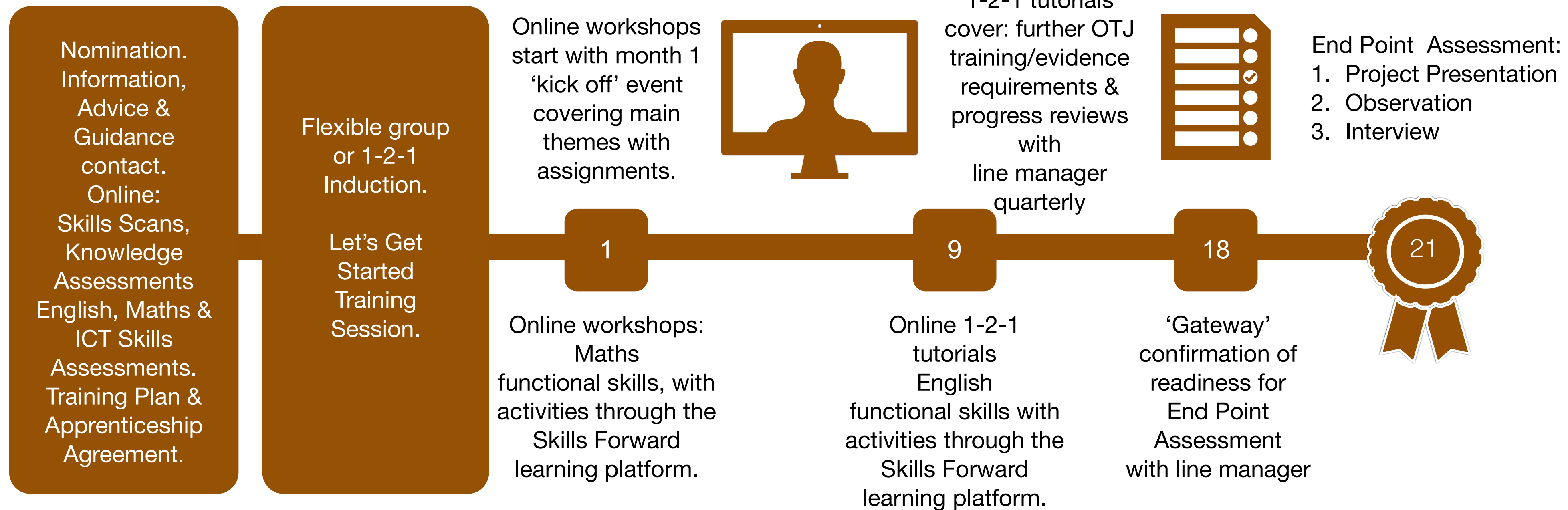
13

'Gateway' confirmation of readiness for End Point Assessment with line





## Learning Journey Security First Line Manager 3







# Passenger Transport

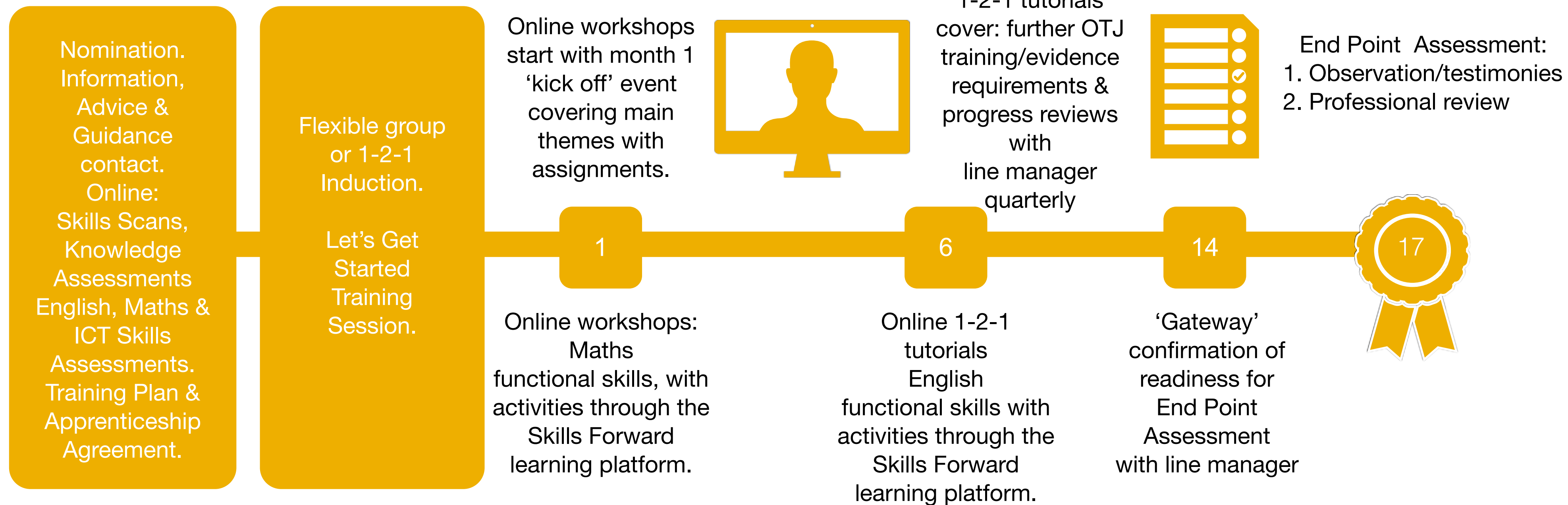
Apprenticeship  
Standards

Portfolio



## Learning Journey

# Passenger Transport Operative 2





## Learning Journey

# Passenger Transport Operations Manager 4

