



City Skills

# LEVEL 5 COACHING PROFESSIONAL APPRENTICESHIP OVERVIEW



End-Point Assessment  
Organisation -DSW

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# CITY SKILLS APPRENTICESHIPS

Welcome to your City Skills Apprenticeship. The following guide has been designed to support you through your apprenticeship and help you to understand what to expect including key milestones, resources and related organisations.

We have developed a simple and effective journey to help you learn and ultimately showcase your new knowledge skills and behaviours.

## **Needs Analysis-**

Before engaging in your training, we collaborate with your employer to identify what they would like the apprenticeship to achieve, for you and the wider business needs.

## **Enrolment-**

We will ask you for some background information to analyse your experience, prior learning, work setting and capacity to ensure you are able to develop your skills over the duration of the apprenticeship. We also ask you to give your own personal apprenticeship goal. We will reflect on this throughout your apprenticeship to ensure you meet or exceed your expectations.

## **Learn & Embed New Skills-**

You will attend mandatory facilitated learning sessions throughout your apprenticeship to learn new knowledge, skills and behaviours (KSB). Following each session, you will be set challenging tasks to embed new learning in your workplace. Often you will have to

support learning activities and learning checks on 'My Portfolio' (See page 5).

## **Off-The-Job Training (OTJ)-**

Alongside your apprenticeship, you will be developed through 'OTJ' training. The definition of OTJ training is 'new learning and development linked to your apprenticeship, during working hours. You will be supported to achieve the OTJ hours by structured learning activities and employer support. Your facilitated learning sessions and post-session tasks make up the majority of this but also any new learning in your working hours will contribute to this

## **Reviews-**

We believe it is important to regularly check how you are progressing through your apprenticeship. This helps you stay on track and enables us to support you early in the process. We conduct progress reviews approximately every 8 weeks. Your review will usually be with your development coach.

**Evidence-**

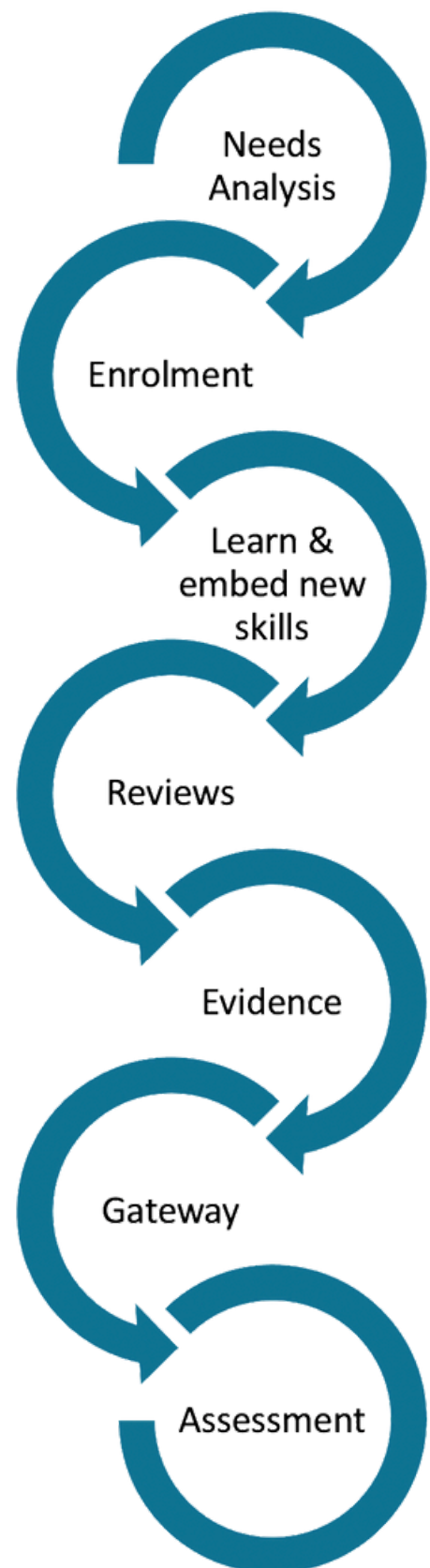
Once you feel confident you have embedded new knowledge, skills and behaviours, we will ask you to gather evidence, sometimes formally through a portfolio or informally through a reflective learning journal. You will have the option to store your evidence using 'My Portfolio'. This evidence is important to support your gateway meeting and preparation for end-point assessments.

**Gateway-**

Once you have completed all learning activities and feel confident in your new knowledge, skills and behaviours, we will ask you to attend a gateway meeting. The meeting will be attended by your manager, development coach and yourself. It is used to reflect on your direction of travel over the apprenticeship and confirm you are competent in all the KSB areas. The gateway conversations may establish there are one or two areas you would like further support. If this is the case, we will deliver further training in specific areas, to ensure you are confident and assessment ready.

**Assessment-**

The last step in the process is your end-point assessment (EPA). This is an independent process run by your end-point assessment organisation. We will be on hand to support but it is your EPAO who will make the final decision on whether you have met the necessary standard. This independence adds credibility to your training.



# IMPORTANT INFORMATION

<b>Your Training Provider</b>	City Skills Limited
<b>Email</b>	<a href="mailto:training@city-skills.com">training@city-skills.com</a>
<b>Phone</b>	020 7157 9835
<b>UKPRN</b>	10065422
<b>Platform</b>	My Portfolio <a href="https://city-skills.com/">https://city-skills.com/</a>
<b>Your Development Coach</b>	
<b>Development Coach Email</b>	
<b>Development Coach Phone</b>	
<b>Your EPA Organisation</b>	DSW
<b>EPA Contact</b>	<a href="https://www.dswconsulting.co.uk/dsw-contact-us">https://www.dswconsulting.co.uk/dsw-contact-us</a>
<b>Your Apprenticeship Standard</b>	Coaching Professional Level 5
<b>Apprenticeship Standard and Assessment Plan</b>	<a href="https://www.instituteforapprenticeships.org/apprenticeship-standards/coaching-professional-v1-0">https://www.instituteforapprenticeships.org/apprenticeship-standards/coaching-professional-v1-0</a>
<b>Typical Duration</b>	14 months
<b>Typical Assessment Duration</b>	3 months
<b>Typical Off-The-Job Training</b>	Approx 6 hours per week

# MY PORTFOLIO & SUPPORT

## My Portfolio

My Portfolio was custom built by our very own digital apprentice during the first COVID-19 lockdown in 2020. The system hosts your portfolio of evidence (aka Showcase), progress reviews and off-the-job record.

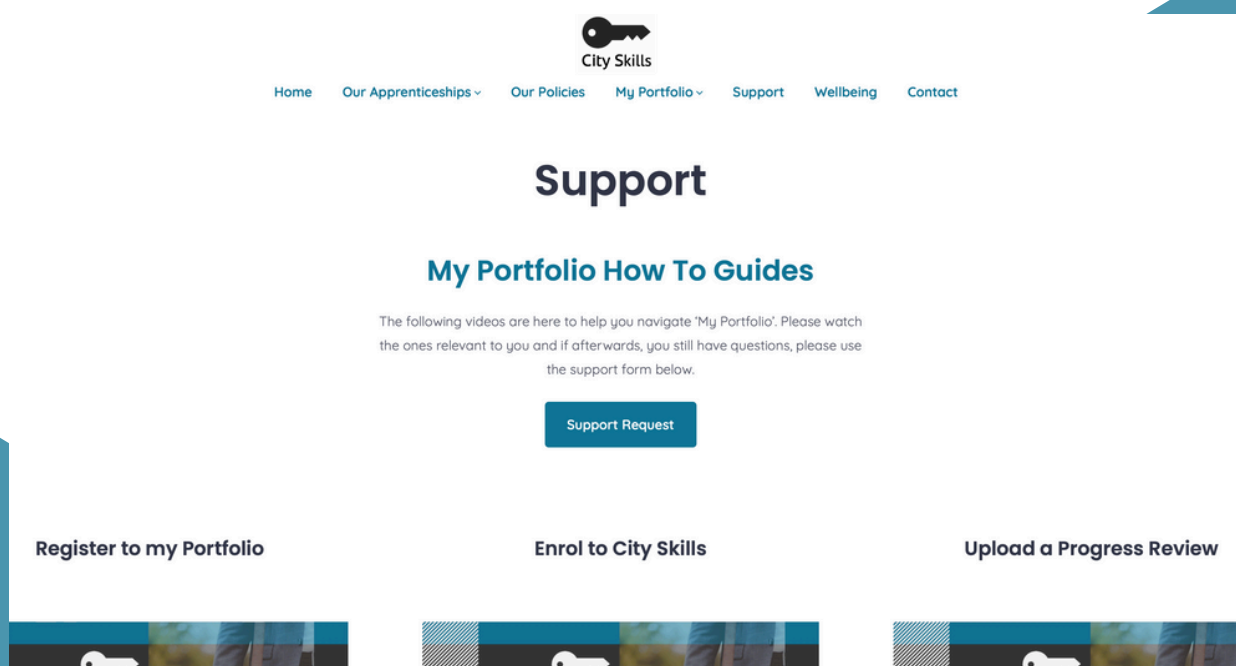
Your Facilitator/Development Coach will support you to understand what you need to do on My Portfolio between your delivery sessions.

Activities have been sequenced to build your knowledge, skills and

behaviours whilst giving you an opportunity to gather real life examples of how you have embedded your new skills to improve your working practice.

## Support

If at any time you need some support with the system we have a number of short video guides to support you navigate the system, as well as the ability to raise a support request for more specific enquiries.





# WELL-BEING

City Skills take the safety and well-being of their apprentices, employees and partners seriously. This is why we are pleased to partner with Health Assured to provide you with our well-being resources. This page provides our apprentices and employees with key support functions for their safety and well-being.

## Services Provided Include:

- 4 Week Programmes
- CBT Online Counselling
- Mini Health Checks
- Access to Medical Information
- Webinars
- Managing Staff Well-being Resources
- The App and Portal Resources
- An app Mood Tracker



If you are in need of urgent help for mental, physical, financial or social issues please call our wellbeing provider available 24/7 – 365, who can help organise you immediate support..

# OVERVIEW

## Occupation summary

This occupation is found in private, public and third sector national and multinational organisations and employers. It is found in every sector across the country including, for example; the health sector, finance sector, engineering and manufacturing sectors, business and professional services, education sector, retail sector, leisure sector, technology sector and construction.

There has been a growing demand for the professionalisation of coaching to include one-to-one coaching, team coaching, leadership coaching and for coaching skills to be embedded within culture and governance infrastructures to support future ways of working.

The broad purpose of the occupation is to work with a wide range of individuals and teams across organisations, to empower and engage with them to enhance their professional performance. Coaching is a way of leading in a non-directive manner, helping people to learn through deep listening and reflective, open questions rather than instructing, giving advice or making suggestions.

## In Learning Phase

Your 'In learning' phase will consist of 14 online facilitated sessions with a cohort of apprentice delegates. During your sessions you will gain new knowledge to develop into skills and behaviours in your workplace. In between your 14 facilitated sessions you will book a one to one with your Development to coach to gain targeted support, based on your individual needs and circumstances.

Towards the later phase of your in learning phase you will collect evidence of where you have met the skills and behaviour standards. This will be collated as a 'Portfolio of Evidence'.



# GATEWAY

The Gateway meeting will take place at the end of your learning phase and be attended by your Training provider (City Skills), Employer and yourself. During this meeting all parties must agree that the Apprenticeship KSB standards have been achieved and you are ready for assessment.

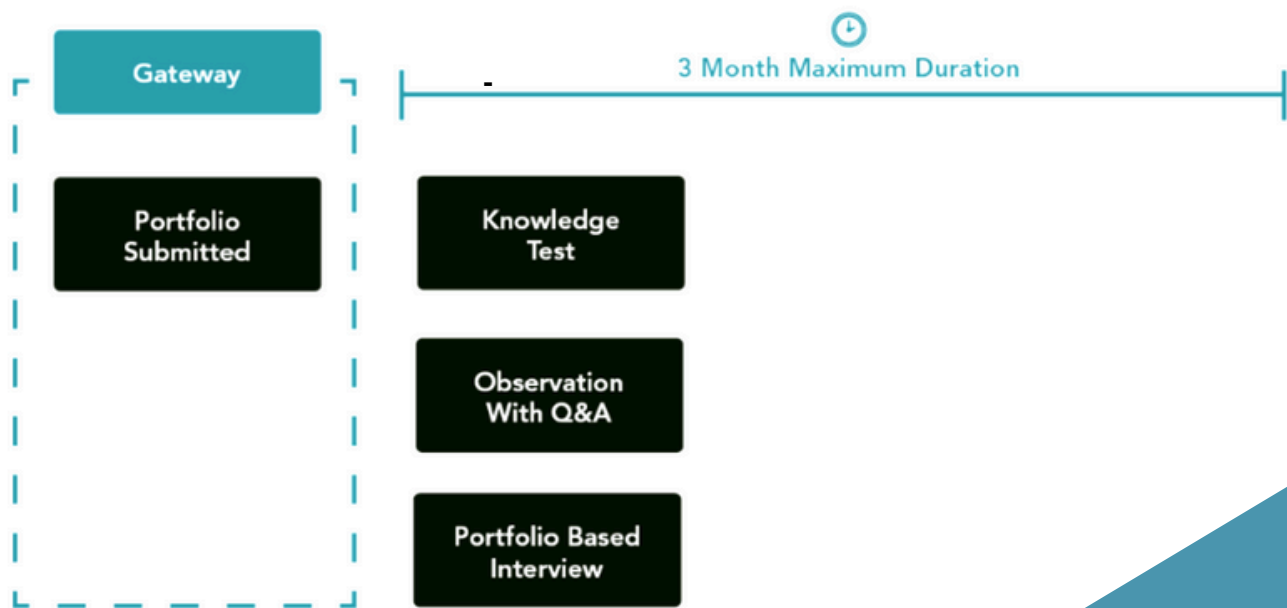
Requirement	Example/Expectation/Form
Copies of your maths & English certificates (either completed with City Skills or exemptions if you have done them previously)	Good quality image or scan
Portfolio of evidence	The portfolio should be presented professionally and provide at least one example of how all KSB have been achieved.
Have your gateway meeting with yourself, City Skills Development Coach & Your employer and record on the Gateway form.	<a href="https://www.cognitoforms.com/CitySkills1/GatewayTripartiteAgreement">https://www.cognitoforms.com/CitySkills1/GatewayTripartiteAgreement</a>

# END-POINT ASSESSMENT GUIDE

The Coaching Professional EPA contains three assessment methods which can be completed in any order.:

- Observation with Questions and Answers
- Interview supported by the Portfolio of Evidence
- Knowledge Test

The Observation with Questions and Answers and the Interview supported by Portfolio of Evidence can occur on the same day, with the option to have a break in between.



# END-POINT ASSESSMENT GUIDE

There are 31 KSBs, with 14 Pass and 8 Distinction criteria mapped to these:

Assessment Methods	Pass Criteria	Distinction Criteria
Observation with questions and answers	8	5
Interview supported by portfolio of evidence	6	3

The Knowledge Test has 9 KSBs mapped to the method.

The document below details which KSB standards are assessed by each assessment method and details the criteria that must be met for each.

## **KSB and Mapping:**

<https://city-skills.com/wp-content/uploads/2024/06/Coaching-Professional-KSB-and-Criteria-Mapping-V2.docx>

Please see the document below to support you produce your portfolio of evidence.

## **Portfolio Referencing Table:**

<https://city-skills.com/wp-content/uploads/2024/06/Portfolio-Referencing-Table.docx>

For further guidance on each assessment method please view the full Toolkit for DSW below.

## **Toolkit:**

<https://city-skills.com/wp-content/uploads/2024/06/DSW-ST0809-Coaching-Professional-Toolkit-V2.4.docx>

# RECOMMENDED READING LIST

## **The Coaching Manual**

Julie Starr

## **Coaching Skills; The Definitive Guide to Being a Coach**

Jenny Rogers

## **Start with Why: How Great Leaders Inspire Everyone to Take Action**

Simon Sinek

## **The Impact Cycle**

Jim Knight

## **The Coaching Revolution**

Annie Boate

## **Coaching Questions: A Coach's Guide to Powerful Asking Skills**

Tony Stoltzfus

## **The Coaching Habit: Say Less, Ask More & Change the Way Your Lead Forever**

Michael Bungay Stanier

## **The Little Book of Coaching: Motivating People to Be Winners**

Ken Blanchard and Don Shula

## **Co-Active Coaching**

Laura Whitworth, Henry Kinsey-House, Phil Sandahl, and John Whitmore

# GLOSSARY

**Development Coach/Facilitator-**

This is the person who will support your learning.

**EPA-** This is an end-point assessment and it is the final stage of your apprenticeship.

**EPAO-** End-point assessment organisation. This is an independent body that will assign your assessor when you reach your EPA.

**Gateway-** This is a meeting between the apprentice (you), the employer and City Skills to confirm that you have achieved all minimum requirements and ready to be assessed.

**My Portfolio-** This is an online platform to track your progression and offers a reminder of what you have achieved through evidence collection and your learner journal; as well as tasks to be completed.

**OTJ-** The amount of off-the-job training required over the duration of your apprenticeship. This includes your taught sessions, reading and assignments. However, it also includes the time you spend at work practising new skills you have acquired e.g. an apprentice on a management apprenticeship might learn to complete a performance review. If they then do this with their 5 reports this would all be OTJ.

**Progress Review-** A review of how you are progressing

**Remote delivery-** Training sessions completely using a digital interface such as Zoom or Teams.

**ULN-** Unique Learner Number, a unique number assigned to you for this and future funded qualifications.