



First Step
Training



Community Activator
Coach Apprenticeship

First Step Education & Training
**YOUR ESSENTIAL GUIDE TO
APPRENTICESHIP
SUCCESS**

APPRENTICE HANDBOOK



Education & Skills
Funding Agency



Apprenticeships



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YOUR APPRENTICESHIP JOURNEY

With First Step Education & Training

We are thrilled that you have chosen First Step Education and Training to be your delivery partner for your apprenticeship standard. We have put together this handbook to provide you with all the essential information you'll need to complete your apprenticeship successfully.

**YOUR
JOURNEY
STARTS HERE**



About First Step Education & Training

Founded in 2012, we are an independent training provider committed to helping people fulfil their potential and achieve their career and personal goals through the delivery of high quality, engaging vocational sports coaching, physical education, and fitness qualifications.

With over 10 years of apprenticeship delivery experience, we strive to ensure that our apprenticeship programmes:

- ➔ Provide all learners with valuable hands-on work experience whilst learning
- ➔ Improve opportunities for progression in working life
- ➔ Train the skills employers need
- ➔ Are accessible to anyone over 16 years of age, in need of further training to help improve career prospects
- ➔ Are funded in line with [ESFA guidelines](#)

Our workforce is appropriately qualified and experienced to ensure all apprentices have access to the highest quality education, whilst working in a happy and safe learning environment.

YOUR APPRENTICESHIP JOURNEY

MISSION

Provide experiences that inspire lifelong activity by developing the physical activity workforce.

VISION

First Step Training create a clear pathway to a long-term career in the sport and physical activity sector. Our learners have the privileged position of shaping the first sporting experience of their participants, we inspire our learners and provide them with tools to deliver an exceptional session every time.

Our vision is to multiply the impact an individual can make on the future of health and wellbeing of society. We are a commercial company with an exceptional cause.

To achieve this we need exceptional players on our team with the attitude and commitment to make it happen. We have worked tirelessly to achieve our position and expect anyone joining us to achieve our standards and contribute to our vision.

VALUES

- ➔ We are role models and ambassadors for an active lifestyle
- ➔ We treat colleagues and partners with respect
- ➔ Our learners come first
- ➔ We are continuously learning and improving our practise
- ➔ We are efficient
- ➔ We work as a team
- ➔ Performance results in progression

AN APPRENTICESHIP STANDARD

What is an Apprenticeship?

An apprenticeship is a learning pathway that allows you to gain a job-specific qualification whilst doing a real job. It provides hands-on experience, a salary, and the chance to train while you work. You are required to spend at least 20% of your working week completing off-the-job training.

Apprenticeships are often delivered by colleges, universities, or independent

training providers. An apprenticeship typically lasts between 12-24 months, depending on level and pathway.

Apprenticeships are specifically designed to help you become competent in your chosen occupation, whilst being funded through contributions from the Education & Skills Funding Agency (ESFA) and your employer.

Who's Involved?

Community Activator Coach Apprenticeship Standard

The Apprentice

The apprentice is the person who is in learning and going through the apprenticeship training programme (YOU).

The Employer

This is the organisation that employs the apprentice and provides a working environment for the apprentice to learn the required on-the-job skills. The employer is responsible for providing the apprentice with a contact of employment and a safe place to work.

The Training Provider

The training provider is the organisation responsible for providing all the required education for the apprentices off-the-job training. They will allocate the apprentice with a tutor/assessor to deliver the education and assess knowledge, skills and behaviours whilst on programme. The training provider will also allocate a quality assurance team to ensure the quality of training provided to the apprentice is of the highest standard.

The End Point Assessment Organisation (EPAO)

The EPAO are the organisation responsible for assessing and grading all the evidence you have produced throughout your apprenticeship, in accordance with the knowledge, skills and behaviours detailed within your apprenticeship assessment plan. They will make the decision as to whether you have passed your apprenticeship, or not.

The Education and Skills Funding Agency (ESFA)

The ESFA are the government agency responsible for allocating and managing apprenticeship funding. They will monitor the apprenticeship training provider to ensure they use the apprenticeship funding correctly, in line with the apprenticeship funding rules.

Office for Standards in Education, Children's Services and Skills (Ofsted)

Ofsted are an independent and impartial organisation who report directly to Parliament. They inspect and regulate all training organisations who provide education and skills, to ensure they meet rigorous high standards.

YOUR APPRENTICESHIP STANDARD

Level 2 Community Activator Coach Apprenticeship Standard

The Community Activator Coach Apprenticeship Standard was designed specifically for people with aspirations of working in roles such as a Sports Coach, Cycle Instructor, Activator, Activity Leader or Community Worker. This pathway is ideal for you if you:

- ➔ Have a passion for sport and physical activity.
- ➔ Are motivated and committed to your own development.
- ➔ Have a desire to improve the lives of others.
- ➔ Enjoy practical and theoretical learning.
- ➔ Are looking for a long-term career.

The apprenticeship standard is made up of a set of knowledge, skills and behaviours (KSB's) that all apprentices must be able to demonstrate to pass their apprenticeship successfully.

We deliver different pathways depending on your working context. You will work towards achieving; the apprenticeship standard, one of the optional qualifications and all the added value training.

Apprenticeship Standard:

- ➔ Level 2 Community Activator Coach Apprenticeship Standard

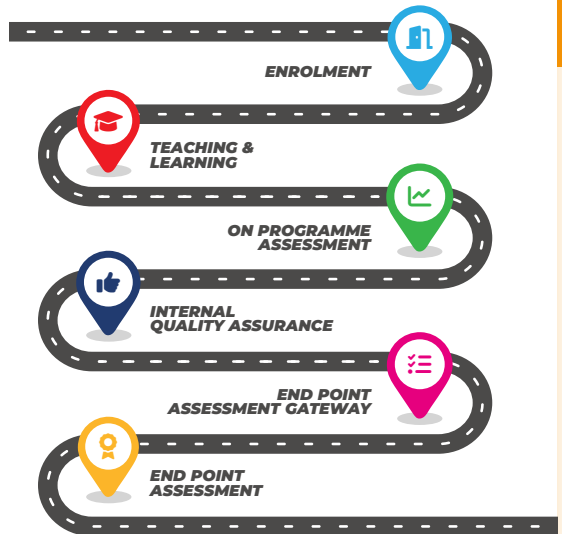
Optional Qualifications:

- ➔ 1st4sport Level 2 Certificate in Coaching (Sport & Physical Activity)
- ➔ 1st4sport Level 2 Award in Instructing Cycle Training
- ➔ Active IQ Level 2 Award in Working with Communities to Promote & Support Active Healthy Lifestyles

Added Value Training:

- ➔ Safeguarding Workshop
- ➔ Equality & Diversity Workshop
- ➔ H&S Workshop
- ➔ British Values

The Apprenticeship Process





Enrolment

Apprentice



Employer



Tutor



Employer Induction

We will always conduct an employer induction before we agree an apprenticeship. We will discuss the apprenticeship with your employer to ensure they fully understand the process and confirm they can provide the correct working environment for an apprentice to learn.

Initial Assessments

The first thing we will do as part of your enrolment is to conduct a skills gap analysis to check any prior learning linked to the apprenticeship standard. This confirms eligibility and ensures we can tailor the programme to your requirements. In addition, we conduct initial assessments in Maths and English to identify if functional skills qualifications are needed as part of your apprenticeship. These initial assessments give us a clear benchmark at the start of your apprenticeship and allow us to arrange any further support for you, if necessary.

Apprentice Induction

You will have a full apprenticeship induction with your programme tutor. During the induction your tutor will cover, apprenticeship content, timescales, targets, previous knowledge, key contacts and the commitment statement. The tutor will analyse the results from your initial assessment to ensure they create a plan that suits your needs.

Apprenticeship Learning Plan (ALP)

At the end of your induction, we will create an apprenticeship learning plan, which is individual to you, that outlines the specific programme of learning you will undertake. It is tailored to reflect your strengths, your training and learning needs, your preferred learning styles and your aspirations and long term goals. Your ALP will be a 'live-in' document and will be updated regularly throughout your apprenticeship to highlight progress, achievements and any emerging needs.



Teaching & Learning

The teaching and learning element of your apprenticeship is the largest and will take place over a 12-month period. During teaching and learning you will work 1-2-1 with your tutor to develop the knowledge, skills, and behaviours you will need to achieve the apprenticeship successfully.



You will have bi-weekly online teaching sessions with your tutor. During these teaching sessions you will work towards achieving all elements of your apprenticeship, that are outlined on the ALP. This includes:

- ➔ Apprenticeship specific knowledge, skills & behaviours
- ➔ English and Maths (if required)
- ➔ End Point Assessment Preparation

We will also look to build your understanding of job-role-specific:

- ➔ Safeguarding & Prevent Duty
- ➔ Health & Safety
- ➔ Equality & Diversity
- ➔ Fundamental British Values

During the 12 months you will develop a set of Reflective Accounts. These must be completed before the EPA. These accounts provide the opportunity for you to evidence the achievement of the knowledge, skills and behaviours required within the apprenticeship standard.

Your reflective accounts must include at least five and no more than 10 different pieces of evidence. Each one should demonstrate the different scenarios encountered as part your day-to-day role and the reflections on that work.

These will require you to demonstrate you have worked across several different environments, with different customer groups, and successfully generate positive results for audiences from differing backgrounds (perhaps using a few different sports or activities).

YOUR APPRENTICESHIP STANDARD



On Programme Assessment

Assessment

To ensure your teaching and learning programme has value, there will be regular checks to ensure you have suitable evidence of a practical understanding and application of skills within your job role, which are aligned to your apprenticeship standard.

You will be assessed through a variety of methods to ensure you are making progress and in preparation for your End Point Assessment to give you the best possible chance of success. Your Tutor/Assessor will help you record evidence and track your progress to demonstrate what you have achieved. They will help you plan, collect, and review your evidence. Making sure that you make continual progress towards the achievement of your apprenticeship, in line with your ALP.



Progress Reviews

We will conduct progress reviews every 8 weeks throughout your apprenticeship, involving you, your tutor, and your line manager.

The aim of the review is to ensure that you are making progress with your apprenticeship, undertaking development activities, and achieving any agreed objectives

It will give all parties a clear understanding of where you are in relation to your learning programme and discuss any areas of concern or barriers to success identifying how these can be overcome.

Off-The-Job Training

Off-the-job (OTJ) training is a statutory requirement for an apprenticeship, and it is training, which is received by the apprentice, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills, and behaviours of the approved apprenticeship standard.

Each apprentice must spend a minimum of 20% of their contracted time on OTJ training and we will work with you to ensure this is completed and tracked accurately. You will be provided with an off-the-job training tracker, which will allow you to input all your OTJ training time and what the focus of the OTJ training was.

Your tutor will provide an OTJ training guide so you are aware of what can be recognised as OTJ training.

YOUR APPRENTICESHIP STANDARD



Internal Quality Assurance

Purpose

We are committed to continual improvement of our apprenticeship programmes for the benefit of all our learners, and we have a robust quality assurance strategy in place to support this.

Our quality assurance strategy ensures that our apprentices are subject to the best possible teaching, learning and assessment, in line with the standards set by First Step Education & Training, and the qualification awarding body's.



Process

The Internal Quality Assurance strategy clearly outlines the process of checking the quality of a delivered qualification/ programme. This includes:

- ➔ Creating a sampling plan
- ➔ Meeting learners
- ➔ Reviewing the assessors' judgements

IQA is also designed to celebrate the good assessment practice that takes place, so this can be highlighted and shared, ensuring all apprentices access the same high quality qualification delivery.

During your time as an apprentice your work or programme may be checked by the IQA in several ways, which may include:

- ➔ Learner Interview
- ➔ Observations of Teaching
- ➔ Observation of Assessments
- ➔ Quality Checking Assignment/Work Products/Portfolios

If your work or your programme are going to be checked by a member of our IQA team, they will always notify you beforehand.

YOUR APPRENTICESHIP STANDARD



End Point Assessment Gateway

Once you have completed the training and learning element of your apprenticeship, we will conduct a final gateway review. This gateway review will check all requirements have been achieved in preparation for your End Point Assessment and that your employer is happy that you are ready to take your EPA.



In preparation for your EPA, you must submit your completed set of Reflective Accounts, which will underpin the Panel Interview component (task 3) at the EPA. Reflective Accounts will not be scored themselves but must be made available to the independent assessor and the independent employer who make up the Panel for the Panel Interview at least 2 weeks before an apprentice undertakes Task 3 of the EPA.

Note: The reflective accounts will not be directly assessed but will underpin the panel interview.

If you are not able to evidence a Level 1 English and maths equivalent, you will need to achieve this level and take the test for Level 2 English and maths prior to progressing through the Gateway and taking the end-point assessment. Once the above has been submitted and accepted by the EPAO, your EPA will begin.

YOUR APPRENTICESHIP STANDARD



End Point Assessment (EPA)

The EPA will be completed within a period typically lasting 1-6 months, after the EPA gateway. To make a judgement on an apprentice's competency, the EPA organisation will require the apprentice to undertake **3 separate assessments**.



- ➔ Assessment method 1: Practical Coaching Observation.
- ➔ Assessment method 2: Presentation with Q&A.
- ➔ Assessment method 3: Panel Interview underpinned by the reflective accounts.

Performance in the EPA will determine the overall apprenticeship standard grade of: Fail, Pass, Distinction

The EPAO will complete your assessment and give you a grade.

If you are unsuccessful in any element of the EPA, you will have an opportunity to re-sit, but this may incur a cost for your employer.

On successful completion of your EPA assessments, the EPAO will apply for your apprenticeship certificate. Your apprenticeship certificate will be sent directly to your employer. Certificates are normally received by employers within a month of successful completion of EPA, however, on occasions this process may take a little longer.

YOUR RIGHTS

As an apprentice, you have the same rights as any other member of staff. Should you have any concerns regarding your rights as an apprentice, in the first instance, please contact your apprenticeship Tutor/Assessor who may be able to provide some information, advice and guidance IAG.

Job Title and Job Description

As an apprentice, you must have an official job title and a detailed job description. Your job title is the name of the role you perform whilst at work e.g. 'Apprentice Sports Coach'.

Your job description should clearly outline your job title, job purpose, job duties and responsibilities, required qualifications, preferred qualifications and working conditions. This document should be used as a reference point throughout your employment to ensure you are performing correctly within your role. We will require a copy of your job description for our records.

Contract of Employment

It is a legal requirement that all employees have a signed contract of employment. This is an agreement between the employer and the employee which sets out their employment rights, responsibilities and duties. It should also clearly state your working hours, scope of the job, holiday entitlement, sick pay, and any benefits available.

Working Hours

The employer will set the hours of work that you will be contracted to complete, which should be detailed in your contract of employment. Apprentices are subject to the Working Time Regulations and as such apprentices aged 16-18 should not exceed 40 hours per week. Apprenticeship aged 19+ should not be contracted to work more than 48 hours per week. Where any apprentice works less than 30 hours a week the programme will be extended proportionately from our standard durations to comply with government rules. This includes temporary periods but excludes holidays and other occasions under legal rights to time off.

Pay

Your level of pay will be decided by your employer and should be detailed in your contract of employment. It is a legal requirement that your employer complies with the Minimum Wage Act. All employees should be given itemised pay statements. Minimum wage information can be found by clicking [here](#) and must be paid for the time spent at work and training as part of the apprenticeship.

Annual Leave

As an Apprentice you are subject to the same working regulations as all other staff members and minimum annual leave entitlements should be set out in your contract of employment. Apprentices should accrue their annual leave from the first day of employment.

Disciplinary, Grievance Procedures and Sickness

Apprentices are to be treated in the same way as all other employees. Therefore, you should be made aware of your disciplinary and grievance procedures at the start of their employment and the procedures to be followed in the event of sickness. All conditions should be outlined in the contract of employment, and in the staff handbook (if applicable).

IMPORTANT INFORMATION

Safeguarding & Prevent

Safeguarding is the term used to define the actions we take to promote the welfare of individuals and protect them from harm, abuse, and exploitation. We are committed to providing a safe, supportive, and inclusive learning environment for everyone. Every member of staff has a responsibility to help ensure your safety and wellbeing.

A safeguarding concern is: "Anything that may cause worry about another person or contributes to a person feeling uncomfortable or unsure about the safety or welfare of someone else or themselves (including indications of potential radicalisation and expression of extremist views)"

The Prevent Strategy aims to safeguard people from becoming terrorists or supporting terrorism through extremism or extremist views. Prevent is a multi-agency approach to safeguarding people at risk of radicalisation (e.g. being drawn into extremist groups, including terrorist groups).

All our staff are DBS checked and safeguarding trained to ensure they are aware of their responsibility to safeguard and can identify and report signs of abuse. Your apprenticeship induction will include a detailed explanation of our safeguarding policy.

E-Safety

Technology is an amazing tool for learning, gathering information, meeting people, sharing experiences, shopping and more. Your wellbeing is our top priority, so keep these tips in mind to ensure your online experience is both enjoyable and safe.

1. Keep private information private

Sharing personal information can make you vulnerable to identity theft, cyberstalking, and other issues. Think twice before you put anything on the internet, and make sure the information is suitable for all eyes. Before you make any internet purchases, check the company's privacy policy. If they don't guarantee to safeguard your personal data, shop elsewhere. If you shop online keep a close eye on your bank or payment activity. If you notice purchases that you have not made, contact them immediately. Phishing involves creating sites or sending e-mails that appear to be from a legitimate company asking you to confirm personal information. Most reputable sites will not contact you in this way so be wary of any messages asking you for information such as bank account numbers and passwords. If in doubt do not share.

2. Keep your accounts secure

It's tempting to choose a password that is really easy to remember, such as your birth date or favourite sports team, but these kind of passwords leave you open to identity theft and fraud. Create a password that contains:

- ➔ Eight or more characters
- ➔ Numbers as well as letters
- ➔ Upper and lower case letters
- ➔ Special characters e.g. % @
- ➔ No personal information

3. Keep yourself safe

Many people online are not who they say they are. If you use an online platform such as social media or a dating site to arrange a personal meeting with someone, always meet them in a public place. Before you go your meeting, tell a trusted friend or colleague where you're going and be sure to ask them to check up on you at an agreed time later in the day.

It is always a good idea to ensure you have a good, up-to-date anti-virus software on your laptop, this will help prevent/block any unwanted virus attacks on your computer.

Equality and Diversity

Equality is about ensuring that everyone is treated fairly, equally, and given the same opportunities regardless of race, gender, disability, religion or belief, sexual orientation or age.

Diversity refers to the visible and invisible differences between people, respecting and accepting an individual's values, attitudes, cultural perspectives, beliefs, ethnic background, skills, knowledge and life experiences. We are committed to providing a safe, inclusive, learning environment free from discrimination, harassment or victimisation.

The Equality Act 2010 brought together previous equality laws into one piece of legislation. The Act is a law that protects the rights of individuals and supports equal opportunity for all, promoting a fair and more equal society.

9 Protected Characteristics

It is against the law to discriminate against someone based upon the following protected characteristics.

Age: A person who is a particular age or belongs to a certain age group.

Disability: A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment: Gender reassignment is process of transitioning from one gender to another.

Marriage and civil partnerships: Marriage is a union between a man and a woman or between a same-sex couple. Couples can also have their relationships legally recognised as Civil Partnerships. Civil partners must not be treated less favourably than married couples.

Pregnancy or maternity: Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after a birth and is linked to maternity leave. Equality in maternity includes not treating a person unfavourably because they are breastfeeding.

Race: Race refers to a group of people defined by their race, colour, or nationality (including citizenship), ethnic or national origins.

Religion or belief: Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex: The gender an individual identifies as.

Sexual orientation: Sexual orientation is how a person identifies their sexual attraction towards others, towards their own gender, opposite gender, both or neither.

Health and Safety

Everyone has the right to work and train in a place they feel safe, where risks to health and safety are properly controlled. We are committed to providing a safe and secure learning environment for everyone that uses our facilities.

The Health and Safety at Work Act 1974 (HASAWA) is an important piece of legislation for workplaces in the UK. It ensures that all employers provide a safe working environment and look out for the health of their employees—wherever their place of work.

Your employer MUST:

- ➔ Provide a safe place of work
- ➔ Provide safe equipment
- ➔ Ensure staff are properly trained
- ➔ Carry out risk assessments
- ➔ Provide proper facilities
- ➔ Appoint a competent person to oversee health and safety

As a training provider we commit to:

- ➔ Providing a safe and secure learning environment
- ➔ Have appropriately trained and qualified staff
- ➔ Conduct the appropriate risk assessments
- ➔ Promote good H&S practice
- ➔ Identify, investigate and record and accidents or incidents that may occur
- ➔ Comply with the HASAWA

You will need to:

- ➔ Act in a safe and responsible manner
- ➔ Follow H&S rules and regulations
- ➔ Respect all equipment and use only as instructed to do so
- ➔ Make yourself aware of the HASAWA
- ➔ Report any accidents, incidents or potential hazards to a member of staff immediately

British Values

British Values (BV) underpin what it is to be a citizen in a modern Great Britain valuing our community and celebrating diversity of the UK.

BVs are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued, and can contribute for the good of themselves and others.

4 Fundamental British Values

Democracy: A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.

Rule of Law: The need for rules to make a happy, safe and secure environment to live and work.

Individual Liberty: Freedom to make your own choices, protection of your rights and the rights of others.

Mutual respect for, and tolerance of those with different faiths and beliefs, and for those without faith: Understanding that we all do not share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.

Data Protection - General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) and Data Protection Bill replaced the previous European Directive and UK Data Protection Act 1998.

The regulation considerably changed the data protection law in many areas, harmonising and ending the inconsistent approaches taken by different countries. It enabled people to exert better control of their personal data. Modernising rules allow for a 'one-stop shop' which reduced the complex need to deal with multiple Data Protection Authorities, where businesses operate across multiple countries.

Your personal data will only be stored whilst it is relevant (e.g. for managing the progress of your apprenticeship) and will not be disclosed to any person without your written authority, or, unless required by law.

How We Use Your Data: Further information on how we will use your data can be found in your Apprenticeship Learning Agreement and by reviewing the Education and Skills Funding Agency Privacy Notice, which you can find [here](#).

APPRENTICESHIP BENEFITS

Discount card for apprentices

You are entitled to apply for a discount card as an apprentice. The NUS Apprentice extra provides discounts instore and online at popular brands to help your hard-earned cash go a little further. This has been created by the National Union of Students (NUS), and so the money raised by selling the discount card helps to fund the National Society for Apprentices, which will serve to represent your needs and those of all vocational learners.



More details can be found by clicking [here](#) and if you need support when purchasing your discount card, please contact us.



IMPORTANT CONTACTS

National Bullying Helpline

Support for victims of bullying.
www.nationalbullyinghelpline.co.uk
0845 225 5787

National Debtline

Support with financial and debt problems.
www.nationaldebtline.org
0808 808 4000

National Prevent Hotline

The team to contact to report concerns about radicalisation or extremism.
0800 789 321

National Suicide Prevention Hotline

Support for anyone with thoughts of suicide or self-harm.
0808 689 5652

National Society for the Prevention of Cruelty to Children (NSPCC)

For those with concerns about a child.
www.nspcc.org.uk
0808 800 5000

NHS Direct

Support and guidance on medical issues.
www.thesite.org.uk
111

Relate

Relationship counselling and support.
www.relate.org.uk
0300 100 1234

Remploy

Mental health support service for apprentices.
www.remploy.co.uk/employers/mental-health-and-wellbeing/access-work-mental-health-support-service-apprentices
0300 456 8114

The Samaritans

Confidential support and advise for anyone in distress.
www.samaritans.org.uk
116 123

The Site

Online guide and support on a range of issues for 16-25 year olds.
www.thesite.org.uk

Scope

Disability advice.
www.scope.org.uk
0808 800 3333

Stonewall

Information and support for Lesbian, Gay, Bisexual and Transgender individuals and communities.
www.stonewall.org.uk

Think U Know

Guidance on internet safety.
www.thinkuknow.co.uk

UK Internet Safety

Resources and guidance on internet safety.
www.saferinternet.org.uk

USEFUL CONTACTS

First Step Education & Training

www.firststep-training.co.uk
0330 088 7020

Institute for Apprenticeships

www.instituteforapprenticeships.org
enquiries.ifa@education.gov.uk

National Apprenticeship Service

www.apprenticeships.gov.uk
08000 150400

Citizens Advice Bureau

www.citizensadvice.org.uk

Careers Advice

www.nationalcareersservice.direct.gov.uk
0800 100 900

HMRC (Tax)

www.gov.uk/contact-hmrc
0300 200 3300

CIMSPA

www.cimspa.co.uk
03438 360200
info@cimspa.co.uk

Sport England

www.sportengland.org

Mind

www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services



**LEADING
TRAINING PROVIDER**

