



Dove Nest Group

Coaching Professional Apprenticeship - Level 5



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This the role of coach is found in private, public and third sector national and multinational organisations and employers. It is found in every sector across the country including; healthcare, construction, 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 role 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 open questions rather than instructing, giving advice or making suggestions.

Coaching is a way of treating people, a way of thinking and a way of being which is seen as vital to supporting individuals and organisations in increasingly volatile and ever-changing environments.

Effective coaching is future focussed, releases potential, and enables transition, transformation and change for business improvement. Understanding self, commitment to self-development, managing the contract, building the relationship, enabling insight and learning, outcome and action orientation, use of models and techniques and evaluation are key overarching areas which feature within this occupational area (and across all the knowledge, behaviours, skills identified in this programme).

The programme covers all of the following standards in respect of the Knowledge, Skills and Behaviours required within the Coaching Apprenticeship:

- Learning and reflective practice
- Emotional and social intelligence and self awareness
- Personality type theories
- Organisation culture
- Communication
- Coaching theory and practice,
- Evaluation, return on investment and delivering value
- Legislation, data protection, safeguarding and codes of conduct
- Needs analysis and outcome focused planning
- Contracting with stakeholders and stakeholder management
- Building rapport and trust
- Delivering constructive feedback
- Questioning techniques
- Time management
- Diversity and inclusion, limiting beliefs
- Commitment to self development
- Wellbeing and resilience
- Ambassador a coaching mindset
- Demonstrating respect
- Openness

“Having worked with Dove Nest for over 10 years we are continually delighted with their professionalism, expertise and collaborative way of working. They have regularly revised programmes to ensure our changing needs are met.”

HR Director, Saint Gobain Building Distribution

Coaching Apprenticeship – Level 5

Duration

15 months

Blended Learning Approach

- Face to face delivery
- Optional Residentials
- Line Manager Engagement
- Online workshops, tutorials and webinars
- Specific pre-recorded videos
- Assignments
- Ongoing bespoke progressive personal and professional development plan
- One to one coaching
- Quarterly reviews
- Workplace project

Outcomes

- Improving skills and knowledge around the whole coaching lifecycle
- Assessing and understanding business needs
- Ability to identify where coaching can help individuals and business
- Able to convey the value of coaching in a business setting
- Become a skilled coach
- Being able to use a variety of tools and techniques suitable to coaching situations
- Demonstrating professionalism and how to conduct self as a coach
- Embedding the right behaviours: ethics, integrity, proactivity, self-discipline, resilience and self-motivation
- Engaging delegates in their own self-learning and future development

Professional Recognition:

Achievement of the standard is recognised by the Association for Coaching, The European mentoring and coaching council and the International Coaching Federation. Option to achieve the Institute of Leadership and Management Level 5 in Coaching and Mentoring.



Programme Elements



Face to Face Delivery

Residential workshops (where possible) delivering key learning from the standard, comprising of facilitated teach input workshops, experiential learning and opportunities to practice.



Reflection and Review

Designed to follow a major learning intervention, apprentices complete a focused review document to help them plan for effective implementation and to engage line manager with the learning.



Hosted Online Learning

Online workshop / tutorial / webinars which deliver a short learning intervention. These sessions support major learning interventions but deliver new content from the standard.



Specific Video

Pre-recorded videos specifically designed to provide guidance in how to complete an assignment or any additional intervention outside of Face to Face Delivery.



Assignment

Structured assignments designed to focus on illustrating and providing evidence of knowledge and application.



PDP

An ongoing, bespoke, progressive personal and professional development plan.



Throughout the apprenticeship, the learner will have access to complementary videos, blogs, personal development exercises (behaviour profiling, EQ, Values Elicitation etc) in order to grow personally and professionally into a strong sales executive.



Coaching with trainer

1:1 intervention with apprentices, where the trainer explores individual development and holds the apprentice to account for completion of work.



Milestone Review

Quarterly intervention where the coach meets with apprentice, line manager (and key sponsors if necessary). Coach runs through broader PDP development and ensure parties remain engaged.



Workplace portfolio building

A work based practice evidenced, which demonstrates key application of learning from the apprenticeship and delivers meaningful and role related results. The project is conducted over several months.

Illustrative Level 5 Coaching Apprenticeship Journey

10 days face to face plus EPA



Application Criteria

Location

Each management apprentice must work at least 51% of their contracted hours in England to be eligible for ESFA funding. The ESFA will not fund individuals based in Wales, Scotland or Northern Ireland.

Learners working in Wales, Scotland or Northern Ireland can join the programmes but they will have to be funded by the employer. They will not sit a formal End Point Assessment, however if they are completing a professional qualification they will benefit from the same content as funded individuals.

All learners must have resided in the UK for the past three years.

Qualifications

Each participant must NOT already hold an equivalent qualification in the subject matter. It is acceptable to hold a higher qualification as long as it is not in Coaching.

Functional Skills – English and Maths

Each participant must be able to demonstrate functional skills at Level 2 in English and Maths by the time they reach End Point Assessment.

All learners will undertake a functional skills test on commencement of the programme. Those who do not have evidence of prior attainment will take additional diagnostic tests and receive developmental support (funded separately) to bring them to the required level, which is assessed by embedded work tasks and exams.

Those learners who have evidence of prior attainment are expected to demonstrate development of their English and Maths through the programme. Their initial functional skills test will provide the benchmark for this.

All learner submissions will be assessed at Level 2 and feedback and support will be provided as required.



End Point Assessment (EPA)

On-programme (typically 15 months)

- Training to develop the occupation standard's knowledge, skills and behaviours (KSBs)
- Compiling of a portfolio of evidence showing knowledge, skills and behaviours

End-point assessment gateway

The EPA period will only start once:

- The employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence.
- English and mathematics Level 2
- Apprentices has completed A portfolio of evidence.

The EPA will be completed within an EPA period lasting typically three months, after the EPA gateway.

End-point assessment will be assessed by three methods:

Assessment method 1: Observation with questions and answers

Apprentices must be observed by an independent assessor completing work in their normal workplace. The occupation involves practical activity which is best assessed through observation.

Assessment method 2: Interview supported by portfolio of evidence

This assessment will take the form of an interview which will be appropriately structured to draw out the best of the apprentice's competence and excellence This assessment method is a valid way to draw out KSBs. It is commonplace for people in this occupation to engage in detailed technical discussions, so this assessment method mirrors their day to day work.

Assessment method 3: Knowledge Test

This is a robust but also cost effective and efficient way to test some of the knowledge in the occupational standard. It also complements the other methods as it tests aspects that can't be tested elsewhere.

The three assessment methods will be assessed against the following grades:

- Fail
- Pass
- Distinction

Commercial

Training Costs including EPA

Level 5: £5,000 per head – 14 month programme

Ideal Cohort Sizes

Level 5 – 15 (maximum 18, minimum 12)

What is included:

- All face to face delivery at client and Dove Nest locations and telephone coaching
- All virtual delivery
- End Point Assessment to complete Apprenticeship
- Assessment and external verification
- Access to on-line learning portal with workbooks, learning content, additional relevant materials and communication with the trainer
- internal and external quality assurance

What is not included:

- Professional qualification registration fees such as (ILM)
- Personal expenses at Dove Nest residential
- Accommodation costs for residential elements delivered at Dove Nest venues
- Accommodation, food and personal expenses if a third party venue is selected for any delivery intervention

Contracts

Main Employer Contract

- Confirms obligations for both Employer and Training Provider to meet ESFA guidelines for appropriate Apprenticeship funding
- Includes schedules and format of each programme
- Contains the Training Agreement (Commitment Statement)
- Contains schedule template of training delivery for both funded and non funded work

Programme / Cohort Documents Required

- The Training Agreement in the form of a commitment statement to be signed by each learner on the programme as well as the employer and the provider



