Children, Young People and Families apprenticeship standards version 1 consultation results- September 2015

Consultation period

The joint consultation for both the Children, Young People and Families Practitioner and Manager apprenticeship standards went live in the UK from 12th August to 12th September 2015.

The consultation survey could be completed via survey monkey and comments could be emailed to members of the group. Additional distribution support was provided by North West Employers.

Analysis of the responses to the consultation on the Standards

- 65 responses to the Survey
- 4 responses through Thurrock Council's own questionnaire
- 7 individual responses via email
- Group responses from:
  - Workforce Reform sub-Group of the Children and Families Trust Board in Leeds (u/k)
  - Local Authority Early Help Managers (25)
  - Residential Workstream of the Core Children, Young People and Families Trailblazer Group (5)
  - Feedback from Employer, Practitioner and Young Person and Family Focus Groups held across the country (212)
- TOTAL in excess of 318 responses
Published by the Children, Young People and Families Trailblazer Group, collated, analysed and reported by Gemma Margerison

Breakdown of responses by business type

Through survey monkey we presented ten options for individuals to best describe their role:

- Child, Young Person or Family Member
- Local Authority Employee/Manager
- Private Sector Employee/Manager
- Voluntary Sector Volunteer/Employee/Manager
- Health Organisation Employee/Manager
- Other sector representative
- Further Education
- Higher Education
- Awarding Body
- Other

We received the following responses:

<table>
<thead>
<tr>
<th>Business Type</th>
<th>Response Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child, Young Person or Family</td>
<td>56.60%</td>
</tr>
<tr>
<td>Local Authority Employee/Man</td>
<td>15.09%</td>
</tr>
<tr>
<td>Private Sector Employee/Man</td>
<td>5.66%</td>
</tr>
<tr>
<td>Voluntary Sector Volunteer/</td>
<td>3.77%</td>
</tr>
<tr>
<td>Health Organisation Employee</td>
<td>5.66%</td>
</tr>
<tr>
<td>Other sector representative</td>
<td>7.55%</td>
</tr>
<tr>
<td>Further Education</td>
<td>5.66%</td>
</tr>
<tr>
<td>Higher Education</td>
<td></td>
</tr>
<tr>
<td>Awarding Body</td>
<td></td>
</tr>
<tr>
<td>Other (specify)</td>
<td></td>
</tr>
</tbody>
</table>
Survey results question by question

Q1A (i). Does the opening occupational profile statement in the Children, Young People and Family PRACTITIONER apprenticeship standard document convey an accurate picture of the essence of the work?

Some of the additional comments we received included:

- A need for a consistency in language in regards to referring to the standard and pathway as 'Practitioner' rather than 'Worker'.
- A need for 'multi-agency working' to be included in Option 2 as well as Option 1.
- The suggestions that 'Options' be replaced with 'Pathways' to clarify that the routes are either/or.
- A need for an adjective such as "fulfilling" before childhood in the first paragraph.
- The suggestion that a broader description is needed as the current role profile does not accurately reflect the complexity of the job and the nature of the issues faced by children and families.
- A particular focus is needed to give more clarification on the phrase "secure environment".
- The need to clarify this is separate from an Early Years role.
- The need to add Youth Justice to the list of the types of work.
- The suggestion to include Foster Carers to the range of jobs.
- The suggestion to add care leavers to the types of young people with which the role would be working.
- A suggestion that the standard in general is too long and should be restricted to 2 sides of A4.
- A need to highlight the family aspect of the standard as well as Children and Young People.
Q1A (ii). Would people new to this area understand what was meant?

Some of the additional comments we received included:

- A need to give more context in terms of day-to-day roles and responsibilities.
- The suggestion that some of the jargon could be replaced with more description.
- The need for a clearer definition of "childhood".
- A need for more clarity on where this could lead as a career.
- A need for more clarity and detail around the term "work flexibly".
Q1B (i). Does the opening occupational profile statement in the Children, Young People and Family MANAGER apprenticeship standard document convey an accurate picture of the essence of the work of management?

Some of the additional comments we received included:

- A need to include language that emphasises leadership as well as management such as 'mentoring', 'ensuring implementation', and 'overseeing teams' in order to bring it up to accurately reflect a Level 5 role.
- The suggestion that there is a lack of distinction between the Practitioner and Manager role profiles.
- The need to give thought to how the term 'apprenticeship' might exclude those who are already employed in a similar role but wish to engage in the training.
- A need to give more context on day-to-day duties and responsibilities.
- The suggestion to include managers within the Youth Justice setting.
- A need to differentiate between levels of management.
Q1B (ii). Would people new to management within the children, young people and families workforce understand what was meant?

Some of the additional comments we received included:

- A need for a comprehensive induction programme to highlight some of the areas in greater depth.
- The need for further clarity on specific duties involved in the role.
- A potential need to erase or change the phrase 'relentless focus'.
- The need to replace jargon with more description for those who are not already employed within the sector.
- The suggestion to ensure that the theory and practice element of management is weighted as highly as the system and process element.
- The need to ensure both general and specific management skills are taught.
Q2A. With a view to effective integrated working, the behaviour statements are based on the 6 C’s included within the health and adult social care apprenticeship standards, but with our own specific definitions. Do you agree that the behaviour statements adequately reflect the behaviours you would expect of a competent Children, Young People and Family PRACTITIONER?

Some of the additional comments we received included:

- The need for more emphasis on personal and professional values that drive behaviours.
- The suggestion that there should be more on working with children, families and other agencies as partners.
- The suggestion to rethink the term 'British Values'.
- A need for more of a direct reference to stages of learning and development.
- The suggestion to reword the definition of 'compassion' as it is important to acknowledge that professionals can never fully understand what it is like to be someone else.
- The suggestion that the behaviours could be better explained by linking them to practical aspects of the work.
Q2B. Do you agree that the behaviour statements adequately reflect the behaviours you would expect of a competent Children, Young People and Family MANAGER?

Some of the additional comments we received included:

- The suggestion that there needs to be a bigger distinction between managers and practitioners.
- A potential need to remove the word "relentless".
- The suggestion to rethink the term "British Values" and to ensure the delivery of anti-discriminatory practise.
- A need to focus language more specifically on leadership rather than management.
- A need to include being responsive to new pressures, for example, reduced budget.
- A need to emphasise interpersonal skills such as self-awareness, self-management, social awareness and relationship management.
Q3. The headline statements of competence are based on ‘I’ statements - that is from the mouths of those we work with, it is all about how the worker made me feel. Do you think that as an approach to defining competence, these 'I' statements work?

Some of the additional comments we received included:

- The suggestion that these highlight a person centred approach and make it personal.
- The suggestion that this is confusing as the 'I' statements are not used in the rest of the document.
- A need to rethink the statement of "how the worker made me feel".
- The need to add in a comment on becoming a reflective practitioner and enhancing professional practice through training.
Q4A. Do you agree that the knowledge statements in the standard adequately reflect what a Children, Young People and Family PRACTITIONER, who has completed the apprenticeship, should know and understand as part of the core role?

Some of the additional comments we received included:

- The suggestion to include managing difficult situations along with challenging behaviours.
- A need to include more on how policies effect the children, young people and families with whom they work.
- The suggestion to include supporting children and young people to make informed decisions.
- The need to include more on legal regulation and inspection frameworks as this is an element of what they will be judged upon.
- The suggestion to include more on knowledge of partner agencies such as DWP.
- A need to be clearer on the definition of thresholds for escalating concerns.
- A need to emphasise anti-oppressive practices such as social justice and emotional intelligence.
Q4B. Do you agree that the knowledge statements in the standard adequately reflect what Children, Young People and Family MANAGER, who has completed the apprenticeship, should know and understand as part of the core role?

Some of the additional comments we received included:

- The suggestion that these are sensible and achievable.
- The suggestion that there needs to be more distinction between manager and practitioner.
- The suggestion that the Level 5 role profile is more focused on the role and that the Level 4 should be too but that the knowledge and skills are only based at around a Level 3 and need to be reworked.
- A need to highlight communication as part of a wider company strategy.
- A need to add in seeking advice from professionals, and understanding that specialist input can improve outcomes for services and clients.
- A need to emphasise social justice and emotional intelligence.
Q5A. Do you agree that the skills statements in the standard adequately reflect what a competent Children, Young People and Family PRACTITIONER, who has completed the apprenticeship should be able to do as part of the core role?

Some of the additional comments we received included:

- A suggestion to include more of an emphasis on group work.
- A need for further clarity on the core role.
- The suggestion that skills need to be at a higher level.
- The need for clarity on the term "motivational cycle".
Q5B. Do you agree that the skills statements in the standard adequately reflect what a competent Children, Young People and Family MANAGER, who has completed the apprenticeship should be able to do as part of the core role?

Some of the additional comments we received included:

- The suggestion that the knowledge and skills are mainly at a Level 3 instead of a 5.
- The suggestion that these are achievable and to be expected.
- A need to add the ability to manage conflict, problem solving, communication, listening skills, demonstrating responsibility, being accountable for actions, showing appreciation, and flexibility.
Q6A. Do you agree that the two additional 'Options' for PRACTITIONER knowledge and skills accurately reflect the additional skills required by Children's Residential Care workers and by those in the wider Children, Young People's and Families Workforce?

Some of the additional comments we received included:

- The suggestion that more context and role description is needed to highlight the complexity of the work.
- The comment that a residential care qualification already exists, there is an urgent need for family workers.
- The suggestion that there is insufficient differentiation between the proposed Level 4 and current industry expectation at level 3.
- A suggestion that it is unclear what learners/employees have to gain by doing this apprenticeship in a sector that only requires Level 3 entry.
Q6B. Do you agree that the two additional 'Options' for MANAGER knowledge and skills accurately reflect the additional skills required by managers in Children's Residential Care and by managers in the wider Children, Young People's and Families workforce?

Some of the additional comments we received included:

- The suggestion that an option could include knowledge and skills for a manager in youth justice.
- The suggestion that it seems too light in comparison to the practitioner option.
- The suggestion that the knowledge and skills are mainly at a Level 3 instead of a 5.
Q7A. Do you agree that new entrants to the apprenticeship who are new to the work of Children, Young People and Family PRACTITIONER should typically spend 30-36 months on the programme and that experienced workers should spend 12 to 18 months on the programme?

Some of the additional comments we received included:

- The suggestion that the duration of the apprenticeship should be based on individual experience, knowledge and skills, rather than on a standard model.
- The suggestion that someone new to the sector should be able to complete a Level 4 qualification in 24-30 months max.
- A need to limit to 24 months for new worker and 12 to 18 for an experienced worker.
Q7B. Do you agree that entrants to the apprenticeship in Children, Young People and Family MANAGER should typically spend 18-24 months on the programme and 12-18 months if already have relevant Level 5* qualification?* Academic equivalents - NVQ 5 or a Diploma of Higher Education or Foundation Degree.

Some of the additional comments we received included:

- The suggestion that both seem too long.
- The need to include peer coaching/mentoring to help managers learn.
- A need to limit to 24 months for new worker and 12 to 18 for an experienced worker.
- The suggestion that the duration of the apprenticeship should be based on individual experience, knowledge and skills, rather than on a standard model.
- The concern that managers who already have a Level 5 or above would need to undertake another qualification at the same level to manage in a similar area.
Q8A. Do you agree that level 4* is the appropriate level for the apprenticeship in Children, Young People and Family PRACTITIONER?* Academic equivalents - NVQ 4 or a Certificate of Higher Education (the first year of a degree).

![Bar chart showing responses to Q8A]

Some of the additional comments we received included:

- The suggestion that the apprenticeship should be offered at Level 5 instead of Level 4 as a 4 does not reflect the complexity of the work involved and a 5 allows for development.
- The suggestion that a Level 4 would be setting apprentices up to fail as it requires a lot of supervisory skills and current practitioner roles only require a Level 3 academically.
- A potential need to also create a Level 3 qualification.
- The suggestion that a Level 3 would be best to attract new people into the sector who have the soft skills required to engage with families but who may not be academic.
Q8B. Do you agree that level 5* is the appropriate level for the apprenticeship in Children, Young People and Family MANAGER?* Academic equivalents - NVQ 5 or a Diploma of Higher Education or Foundation Degree.

Some of the additional comments we received included:

- The suggestion that this is consistent with current requirements and should definitely be linked to a Foundation Degree.
- A need for at Level 6/Degree qualification to be a minimum requirement.
- The suggestion that the standard reads higher than a Level 5 and therefore should be a higher qualification due to the level of work required.
Q9A. What qualifications would you like to be a part of the apprenticeship in Children, Young People and Family PRACTITIONER? Please bear in mind two points here: 1. If the required qualification is not specified within the apprenticeship standard, it will not come under the finding arrangements; 2. If you would like to see a qualification (including the development of something new) specified within the standard there has to be agreement and evidence from across the sector that this is what is required.

We received the following responses:

- Level 3 and 4 in Working with Parents.
- Level 5 Foundation Degree in Working with Children and Young People/Early Years/Children and Youth Work/ Health and Social Care etc.
- Youth Justice qualifications.
- Functional Skills.
- Level 5 Skills for Justice Diploma in Early Intervention and Family Support.
- Level 3 Diploma in Health and Social Care.
- Level 3 Diploma in Residential Childcare, Early Years, Children and Young People’s Workforce.
- Paediatric First Aid.
- Level 3, 4 and 6 Diploma in Information, Advice and Guidance.
- Level 3 Diploma in Youth Work.
- Level 6 BA (Hons) in Youth and Community Work.
- Safeguarding.
- Child Sexual Exploitation.
- Allergen Qualification- dealing with medicines.
Q9B. What qualifications would you like to be part of the apprenticeship in Children, Young People and Family MANAGER? The points specified in 9A above are also applicable here.

We received the following responses:

- Level 6 BA (Hons) in Early Years/Childhood Studies/Health and Social Care.
- Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services.
- Functional Skills.
- Level 5 Diploma in Leadership and Management for Residential Childcare.
- JNC Qualification in Youth and Community Work.
- Level 6 Skills for Justice Awards/Level 6 Diploma in Early Intervention and Family Support Supervision.
- Any Level 5 and above qualification in Youth Studies.
- Safeguarding.
- Child Sexual Exploitation.
- Allergen Qualification- dealing with medicines.
Q10. Overall do you agree that the new standards for both the Children, Young People and Family Practitioners and Managers are a positive development for the Children, Young People and Families Workforce and will take us forward in the direction we need to go over the next 5 - 7 years, to improve the quality of practice and allow for smooth progression routes for the workforce?

Some of the additional comments we received included:

- The suggestion that these standards need to be regularly reviewed, in approximately 3 years.
- The need for assessment guidance and age range for each category to ensure consistency.
- A need to ensure this remains employer lead.
- A need to ensure strong foundational skills that can be transferable to any sector.
- The suggestion for more clarification of job roles covered.
- The need to highlight effective interventions as well as care.
Summary of findings

Based on the results of the survey and the additional comments that have been put forward from across the country, it is apparent that there is overwhelming need and support for the creation of apprenticeships in both Children, Young People and Families Practitioners and Managers.

The biggest change needed to the standard in its current draft form is additional detail on the roles and duties that will be performed by the Practitioner and Manager, and additional clarification on certain terminology.

Some work is required on the length of the apprenticeships, with a standard of 12 months for experienced staff and 24 months for new staff being suggested.

A review of the qualification Level is also needed, with the potential of other qualifications being added into the standard either in part or as a whole.

Some of the additional comments we received included:

- It is encouraging to see that more is being offered for those who would like to establish themselves in this field of work.
- This is a very positive step to provide development opportunities for the existing workforce and to attract new people in to help succession planning. Local authorities and Children’s Services particularly should be leading by example by providing high quality apprenticeships for young people.
- Well done, clearly a huge piece of work. These frameworks should really improve the quality of staff operating in this incredibly important sector.