



Coaching Professional Apprenticeship Level 5 Case Study

South London & Maudsley
NHS Foundation Trust

Building upon the success of their Level 3 and Level 5 Management Apprenticeship programmes, in November 2022, the South London and Maudsley (SLaM) NHS Foundation Trust took a strategic step forward by partnering with Pearson TQ to introduce the **Level 5 Coaching Professional Apprenticeship programme**.

The first cohort of apprentices are well underway with the programme, so we caught up with two of them to find out about their experiences so far.

This collaboration marked a significant progression in SLaM's efforts to enhance their workforce's coaching capabilities across the organisation, fostering a culture of continuous improvement and transformation.

Pearson TQ and SLaM NHS Foundation Trust worked hand in hand to create a modular curriculum for the programme encompassing a diverse range of learning approaches. This bespoke learning journey includes personalised 1-1 sessions, interactive classroom-based group training and action learning sets. Holistic assessment and ongoing observations ensure each apprentice makes steady progress throughout the programme.

Central to the programme is the integral role played by the dedicated Pearson TQ Skills Coach. Assigned to each apprentice, these coaches assume the role of both facilitator and mentor, providing guidance and support throughout the programme's duration.

As the apprentices' progress through the programme, they acquire a robust skill set, an expanded knowledge base, and the required behavioural attributes. Applying these competencies make a tangible impact within the workplace, enabling both staff and managers to confidently deliver outstanding care. ▶

We kicked off by asking our learners what made them decide to take the programme?



Gaitree Ramnareen who works as a Service Manager currently managing four teams says, "I had done some coaching with SLAM partners before and was keen to get on a coaching course. Doing an apprenticeship provided me with the right option that I was looking for."



Working as a Clinical Practice Educator, **Sarah Wood** works with nurses, students and associates doing apprenticeships. She explains, "when the coaching apprenticeship came up,

I was interested and keen to have apprenticeship experience, so I had a shared experience with my learners."

Next, we asked them how they have managed to juggle the apprenticeship programme and their heavy workload?

It's been very challenging, says **Gaitree**, as I wasn't aware of the amount of work it entailed and because of my busy role. It's always about prioritising all the time, but because I love what I am doing, I make sure that I make the time.

For **Sarah**, "I work part-time, and I get 3.5 hours 'off the job' to try and carve out of my working week. I need to make it a priority to take this time, so it is a challenge, but it is doable, and I appreciate it.

How have they found the course so far, and what benefits has it brought when carrying out their current role?

For **Gaitree**, "I've got nothing but good things to say about the apprenticeship. As a manager, what I have learnt has been really valuable from a theoretical point of view, knowing about personality, reflection, conflict and time management. Everything I have learnt I have been able to link to my daily work." She goes on to say "I was already using coaching, but I have been able to use it a lot more and certainly when having difficult conversations with staff. I have had challenges with one member of staff and their approach and behaviour became quite difficult. I have been able to manage that confidently and use my coaching skills in dealing with this. If I hadn't had the coaching skills under my belt, it would have been much trickier to manage. "

Sarah has found "the programme has been really warm and supportive. I didn't know what to expect, but it's been a good pace. It's not overwhelming. Being an apprentice is a good experience. The skills and knowledge I have learnt from the apprenticeship have really helped me in my current role. I have already used the skills I've learnt in my day-to-day work. I had a student recently who was struggling with a situation, so we went through Gibbs reflective model together. I got them to really think about what their role is in this model and what they can do to move forward." ►



Finally, we asked our apprentices whether they would encourage their colleagues to choose an apprenticeship?

Gaitree clearly sees the benefits of the programme, “I have already recommended it to a colleague because of what I have seen and experienced. Because we are so busy, we don't tend to think about what we need. We are always serving our patients but it's also about helping colleagues to do what they need to do for themselves.”

“I would definitely recommend an apprenticeship to others.” says **Sarah**. “They are really good and having the full support of your employer is really nice. It feels like part of your work and not so challenging as doing a qualification outside of work. You feel more valued in your job. I've really enjoyed doing it.” ■

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