



WELCOME

## Introduction

In line with the Children's Homes Regulations (2015), all staff are required to hold a Level 3 Diploma in Residential Childcare (or an equivalent qualification).

We understand that starting a new role while beginning training can feel both exciting and a little overwhelming. This guide has been created to support you through the process and help make your introduction to the diploma as smooth and stress-free as possible.

You'll be supported throughout your learning by the Training Centre, Assessors, and Internal Quality Assurance (IQA) team. There is plenty of guidance available, and the team will work closely with you to help overcome any challenges you may encounter.

## Meet the Team



Linda Buckley  
IQA



Briony Morgan  
Level 3 & 5 Assessor



Adela Tomecek  
Level 3 Assessor

## Feedback on Assessors

"Always happy to help. Contactable and always get back to you with support or guidance when unsure."

"The support from the assessor was invaluable and helped me to complete my diploma. The knowledge and support the assessors give, again is invaluable and knowing they are available is really useful."



WELCOME

## The Training Centre

The team meets with learners every Tuesday during term time, from 10:00am to 1:00pm, in the training centre located beneath Invictus House. The space includes several rooms designed to support both group work and quieter, independent study.

Learners are expected to attend sessions on a fortnightly basis. These sessions will be scheduled into your rota, and attendance is paid. You are also welcome to attend more frequently, where your working schedule allows.



## Your Induction Session

At your first session, you'll be welcomed by the team and given a tour of the training centre so you can get familiar with the space. You'll receive a folder containing all the course materials you'll need, along with any stationery required.

If you need access to a laptop for your studies, we can provide one - this will be discussed during your induction and arranged where needed. And of course, there's always tea, coffee, and biscuits available to help you feel at home.

As part of your induction, you'll have an informal one-to-one with a member of the team. This is an opportunity to talk through the course, go over expectations, and discuss any additional support you might need. You'll also be given a Learner Handbook, which includes all the key information about your course.

There will be plenty of time to ask questions, and our aim is to create a relaxed, welcoming environment where you feel comfortable and supported from the very start.

Once the initial paperwork is completed, you'll be ready to begin your course.



WELCOME

## Sessions

Your fortnightly sessions are designed to support you as you work through each unit of the course, providing ongoing guidance and helping you track your progress along the way.

Sessions are delivered in small groups, creating a relaxed and supportive environment where you can share ideas, discuss experiences, and learn from one another. We'll work through the course together, making sure you feel confident about what's required to successfully complete each unit.

We recognise that everyone learns differently, so we'll take the time to understand your individual learning style and support you in a way that works best for you.

There will also be opportunities for independent study, as well as one-to-one time with assessors, so you can receive tailored support and guidance whenever you need it.

## Feedback on Sessions

"I felt attending them was very beneficial to help me complete the diploma as talking through the units helped me understand what the units were about, as well as getting valuable ideas from others also doing the diploma."

"I did enjoy the sessions and educational conversations with the assessors and others attending the group."

"The support has been great and the sessions are always available, my assessor was always available for questions when needed."



# Assessment

The course consists of 19 units. Each unit has specific criteria that you will need to meet and have signed off as you progress.

We use a variety of assessment methods so you have different ways to demonstrate your knowledge and skills. Not all evidence will come from written assignments. Evidence from work you have already completed - such as reports, records, or training you've attended - can also count towards your qualification. You can simply add relevant training certificates to your evidence folder for your assessor to review. At present, five units can be largely covered through prior training.

Assessment may also include direct observation and review of work products (such as reports and records completed in your workplace), which can support the sign-off of criteria across multiple units. In addition, your supervisor or manager can provide Witness Testimony to evidence your practice. Professional discussions with your assessor - either audio recorded or written by your assessor - also provide an effective way to demonstrate your understanding without needing to complete a formal written assignment.

We will work with you to choose assessment methods that best suit your learning style and preferences.

You'll have 15 months to complete the course, giving you plenty of time to build your knowledge and confidence at a steady pace. You'll submit work gradually and receive regular, constructive feedback to help guide your progress.

Support isn't limited to your sessions - you'll also be able to contact your assessors during the week if you need any additional guidance or reassurance along the way.

We look forward to meeting you and supporting you throughout your diploma journey!



### Feedback from learner:

"When I finished, I was so proud of myself and when I was given my certificate it felt really good that I had been given the opportunity to further my knowledge and career."

**Use this space to write down any questions you would like to ask your manager or the team at the training centre**

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