west lothian college

Modern Apprenticeship Candidate Handbook

Devised by Care, Health and Sport.

West Lothian College

Modern Apprentice Handbook Index

Section 1 Welcome

We are delighted to be supporting you through your Skills Development Scotland Modern Apprenticeship (MA) programme and wish you every success. You will be joining hundreds of other MA's who have successfully completed this training with West Lothian College and we are confident that this is the start of a lifelong learning pathway for you.

Section 2 Let's get started

We are really keen to ensure that we get you off to the best start and this is an opportunity to discuss any concerns you have. Remember, we are here to help, so the more you tell us the more likely it is that we can put things in place.

Write below, or tell your Assessor if you are worried about anything which might affect your learning. Anything at home, work or health related which we should be aware of?

Section 3 Learning Style

We all have a preferred way of learning and it is important that we know your preferred learning style to ensure we can adapt the way we support you throughout your MA.

HIGHLIGHT the answer that most represents how you generally behave.

1. When I operate new equipment I generally:
a) Read the instructions first.
b) Listen to an explanation from someone who has used it before.
c) Go ahead and have a go, as I can figure it out as I use it.

2. When I am in a new shopping mall and need to find a shop, I usually:
a) Look at a map.
b) Ask someone for directions.
c) Walk around until I find it.

3. When about to play a new computer game, I like to:
a) Read the instructions/ go onto the internet first to find out what to do.
b) Call a friend for an explanation.
c) Follow my instincts, just play.

4. If I am teaching someone something new, I tend to:
a) Write instructions down for them.
b) Give them a verbal explanation.
c) Demonstrate first, and then let them have a go.

5. When showing someone how to do something, I tend to say:
a) Watch how I do it.
b) I will talk you through what needs to be done.
c) You have a go.

6. During my free time, I most enjoy:
a) Going to shops, reading and/or going to the cinema.
b) Listening to music and talking to my friends.
c) Playing sport or doing other hobbies.

7. When I go shopping for clothes, I tend to:
a) Imagine what they will look like on me.
b) Discuss colours and styles with the shop staff/friends.
c) Feel the texture and try them on.

8. When I am choosing a new computer game, I usually:
a) Access these on line, go into a shop or look at magazines to view first.
b) Listen to recommendations from friends.
c) Test try if possible (in store or friend who has this game.)

9. If I was buying a new car or bike, I would:
a) Visit a showroom and look at goods first.

b) Discuss what I need with my friends or salesperson.
c) Test-drive different makes, where possible.

10. When I am learning a new skill, I am most comfortable:
a) Watching what the teacher is doing.
b) Talking through with the teacher exactly what I am supposed to do.
c) Give it a try myself and work it out as I go.

11. If I am choosing food off a menu, I tend to:
a) Look at pictures on a menu board (if displayed).
b) Talk through the options in my head, or with my partner.
c) Taste some appetizers, where possible.

12. When I attend a concert, I can't help:
a) Watching the band members and other people in the audience.
b) Listening to the lyrics and the beats.
c) Moving in time with the music.

13. When I concentrate on something, I most often:
a) Focus on the words or the pictures in front of me.
b) Discuss issues and possible solutions in my head.
c) Hold the object (if there is one), and move it about to discern how best it can be used.

14. I choose clothes because I like:
a) Their colours and how they look.
b) Appraisals from retail staff or friends on how they look on me.
c) Their textures and what it feels like to touch them.

15. My first memory is of:
a) Looking at something.
b) Being spoken to.
c) Doing something.

16. When I am anxious, I:
a) Visualise the worst-case scenarios.
b) Talk over in my head what worries me most.
c) Can't sit still, fiddle and move around constantly.

17. I feel especially connected to other people because of:
a) How they look.
b) What they say to me.
c) How they make me feel.

18. When I have to revise for an exam, I generally:
a) Write lots of revision notes.
b) Talk over my notes, alone or with other people.
c) Undertake previous past papers.

19. If I am explaining something to someone, I tend to:
a) Show them what I mean.
b) Use different methods of communicating (change of wording/access a short video with recording.)
c) Encourage them to try whatever, and talk them through my idea as they do it.

20. I really love:

a) Watching films, photography, looking at art or people watching.
b) Listening to music, the radio or talking to friends.
c) Taking part in sporting activities, arts and crafts, dining or dancing.

21. Most of my free time is spent:
a) Watching television or reading.
b) Talking to friends.
c) Doing physical activity or making things.

22. I first notice how people:
a) Look and dress.
b) Sound and speak.
c) Stand and move.

23. If I am angry, I tend to:
a) Keep replaying in my mind what it is that has upset me.
b) Raise my voice and tell people how I feel.
c) Stamp about, slam doors and physically demonstrate my anger.

24. I find it easiest to remember:
a) Faces.
b) Names.
c) Things I have done.

25. I remember things best by:
a) Writing notes or keeping printed details.
b) Saying them aloud or repeating words and key points in my head.
c) Doing and practicing the activity or imagining it being done.

Mostly A's Mostly B's Mostly C's

Section 4 What skills do you have?

To do this you will need to register with My World of Work.

You can do that by clicking on the link below or search “My World of Work”

https://www.myworldofwork.co.uk/

Next, complete the online skills test

https://www.myworldofwork.co.uk/tools/strengths/start

As a Modern Apprentice you will get to develop your “core skills” too.

These will include

1. ICT.
2. Numeracy.
3. Working with Others.
4. Problem Solving.
5. Communication.

Similar to your SVQ units, you will complete these as you work through your award. These skills will hopefully happen naturally within your workplace.

Your Assessor will support you to recognise when these additional skills are being demonstrated.

Section 5 Your workplace Mentor

As an apprentice. we encourage your employer to provide a workplace Mentor who can support you throughout your apprenticeship. We have detailed 10 top tips below on being a good Mentee and getting the most out of the Mentor/ Mentee relationship.

1. Remember Your Mentor is a Volunteer.

First off, it's important to remember your Mentor is a volunteer. They have more experience in the field, and they are taking time out of their schedule to help you develop and grow.

This means as a good Mentee, you should be aware of, and minimize time wasters that occur during your meetings. Also ensure you show gratitude for the time and advice, and never act rudely or attempt to downplay their knowledge.

2. Take Responsibility for Your Own Learning.

Your Mentor cannot do everything for you, they can only give you tools and guidance. You must be willing to take charge of your learning by asking questions and actively participating in the conversations to become a good Mentee.

3. Develop Trust.

Your mentorship does not automatically establish trust between you and your Mentor. It must be developed and nurtured. You will both need to work to establish trust at the beginning of the relationship.

4. Be Respectful of Your Mentor's Time.

Your Mentor has a lot of room to help you but remember that they are likely a busy person. Again, be respectful of this by cutting out time wasters in your meeting, and make sure you give them plenty of notice if you need to cancel or reschedule a session.

5. Set Realistic Expectations with Your Mentor.

Your Mentor is a guide. They are not going to do everything for you, they are going to mentor you. Expecting them to do so can lead to unsuccessful mentor matches.

6. Come to Each Meeting with a Prepared Agenda.

This ties in with respecting your Mentor's time and setting realistic expectations. If you have a prepared agenda for each meeting, you are much more likely to stay on task and optimize the time you have together.

7. Be Open About Your Needs and Provide Feedback to Your Mentor.

Like any other relationship, your mentorship must be suited to fit your needs. But also like in any other relationship, your Mentor will not be able to read your mind, so telling them what you need from them will allow you to flourish as a good Mentee. Be honest if you need something to change and let them know if you don't.

8. Recognize Your Mentor's Limitations.

Your Mentor may be phenomenal, but they will have a limit to their knowledge and abilities. Don't get frustrated because they cannot help you, but talk with them and work in areas where they can. If you need guidance beyond that which your Mentor can give you, ask for their recommendations to help you find others who have the necessary skills.

9. Take Appropriate Risks.

Your mentorship offers the opportunity to have someone else committed to your progress. They will help you remove barriers and pull you out of your comfort zone. Don't fight them on this. Leaving your comfort zone is often where the real work happens. Try new things and allow yourself to make mistakes.

10. Be Flexible and Learn.

A mentorship can be an amazing and productive way to improve yourself. Take advantage of this relationship and learn as much as you can but be constantly aware of ways to better yourself and the relationship. Flexibility will help you be a better Mentee in this regard.

Section 6 On-going review

It is very important that we ensure that you are working through your award at a pace which not only allows you to develop, but also to achieve. We do this by carrying out a review between the Assessor, your Mentor or Line Manager, and yourself. During this review we will look back on what has been achieved over the 12 week period and then what we hope to achieve next.

NB: For apprentices who complete quarterly payment reviews - After each review you will receive a text or email from Skills Development Scotland asking if you have completed this. Please reply to this as "Y" if you receive a text, if your contact method is email you will select from a 'yes' or 'no' button, please select 'yes' to confirm your review was completed. If these messages are not responded to, it may affect your funding.

Section 7 Contact details

West Lothian college Address:	**Modern Apprenticeship Enquiries**
Almondvale Crescent Livingston West Lothian EH54 7EP Telephone: 01506 418181 Email: enquiries@west-lothian.ac.uk	You can contact the Modern Apprentice Team: Monday to Thursday: 8:30am to 4:30pm. Friday: 08:30am to 3:15pm. Telephone: 07736 161 430 **OR** 07483 061 677. Email: MA@west-lothian.ac.uk

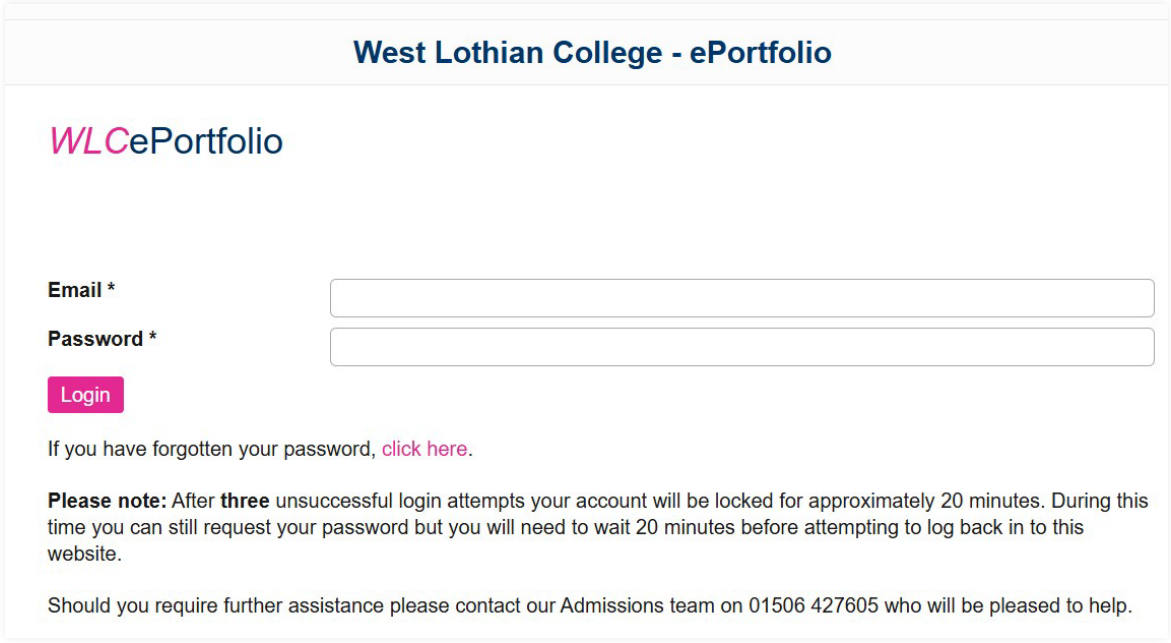
Section 8

Accessing the ePortfolio system

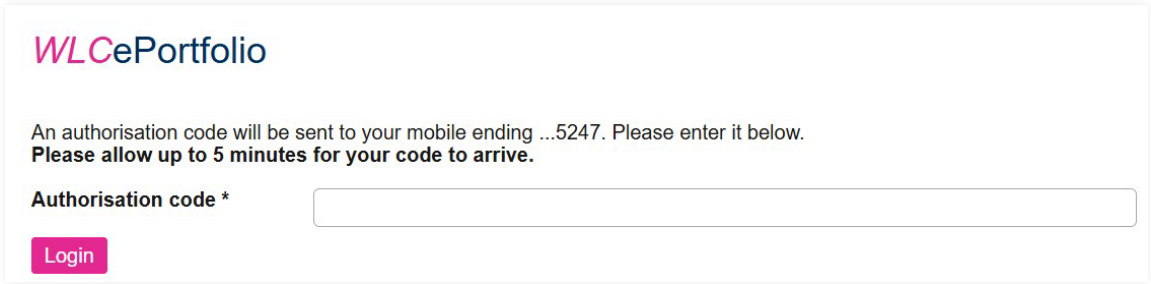
Logging in

The ePortfolio system can be accessed at: https://eportfolio.westlothian.ac.uk/Website/Candidate/login.aspx

From here you can log in using the same account details you use to access your MyCollege account



Upon login, you will be sent an authorisation code. This can take up to 5 minutes to arrive.



Viewing evidence files

In order to view any files that you have uploaded to the system, you must be logged into your college Office365 account (this account is used for your college emails and access to Word, Excel etc.). The login details for this account should have been sent to you in a text message when you first enrolled. If you did not receive this text or you have forgotten your password, please contact the learning centre (learningcentre@west-lothian.ac.uk) who can reset this for you. The first time you log into your Office365 account you will be asked to set up multi factor authentication.

Setting up Multi Factor Authentication on Office365

We recommend using the Microsoft Authenticator app on your mobile phone. It can be downloaded from the Apple App Store or from the Google Play Store.

iPhone - Microsoft Authenticator

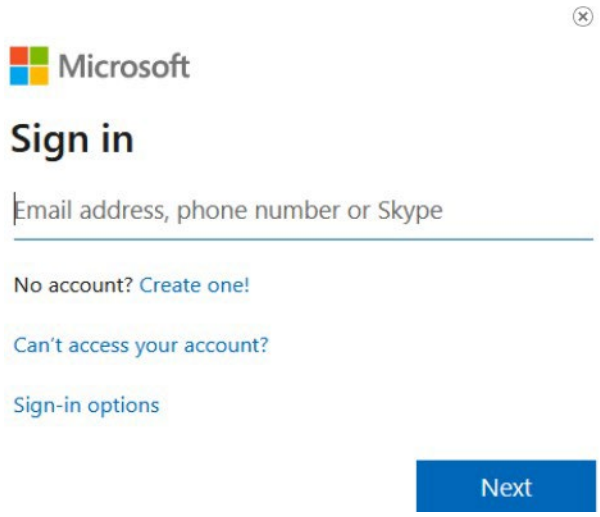
Android - Microsoft Authenticator

Please install this on your phone before following the steps below. If you do not want to install this app you can use your mobile number instead.

Step 1

When prompted, enter your college email address. Your email address will be your student reference +

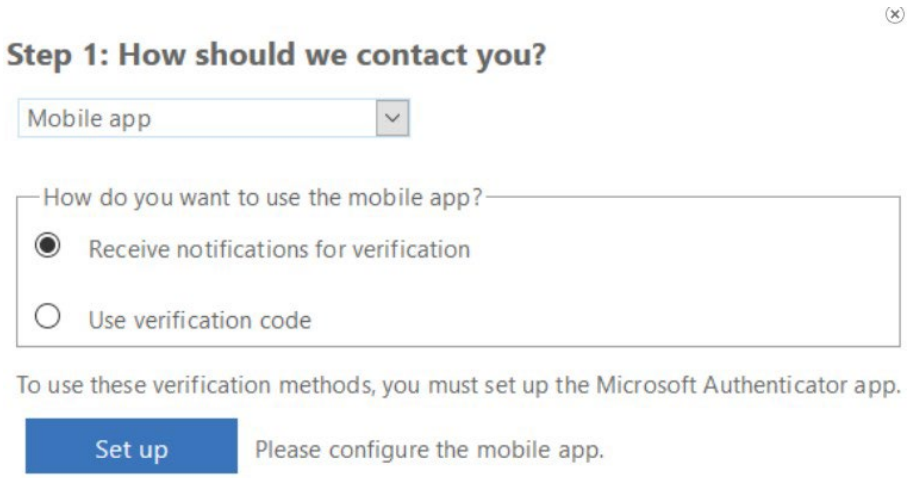
'@west-lothian.ac.uk'. E.g. 000000@west-lothian.ac.uk



Step 2

If you do not want to use the Mobile Authenticator App please skip to step 5.

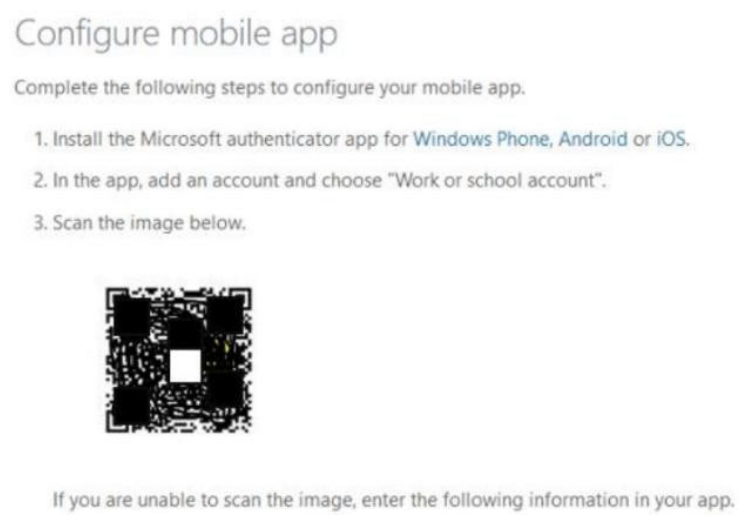
Click the drop-down box and select 'Mobile App' and then 'Receive notifications for verification' and click setup.



Step 3

Now open the Microsoft Authenticator app on your phone and tap the + symbol and choose 'Work or School account' This should open the camera app on your phone which you will need to point to the QR code on your screen.

Once complete click next.

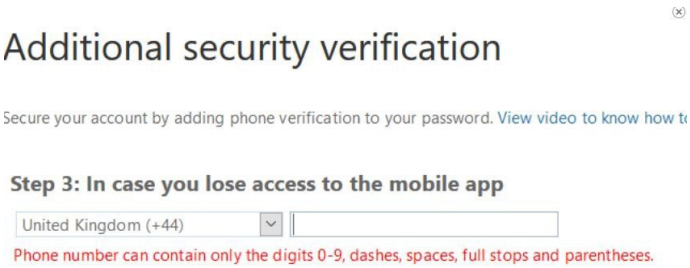


Step 4

Click next again and you should receive a notification on your mobile phone to approve the login. Tap approve and Microsoft

should request a telephone number in case you lose access to the mobile app. Please provide your telephone number and click finished.

You've now setup MFA on your account and will need to approve your login with your mobile phone when logging into Office 365 from now on.

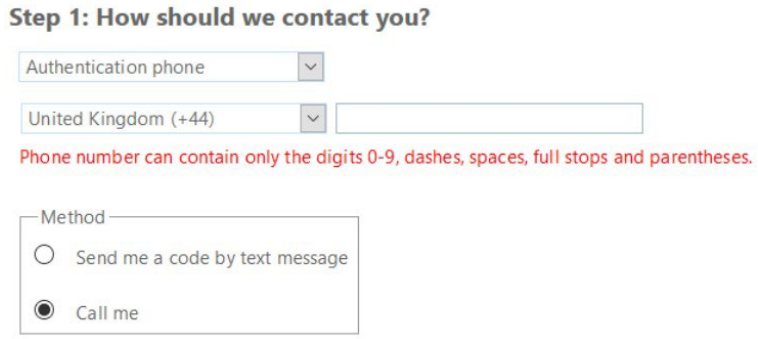


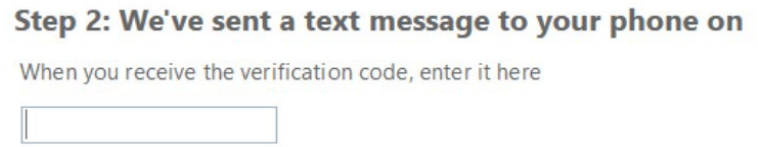
Please skip step 5 if using the Authenticator app

Step 5

Click the drop-down window and select 'Authentication phone'. Change the region to United Kingdom (+44) and enter your mobile number and then pick either 'send me a code by text message' or 'call me'.

Depending on the option you selected Microsoft will either text you a secret code or you'll get an automated call giving you the code. You'll need to input this code and click verify. You've now setup MFA on your account and will need to verify any logins to Office365 by using the code sent to you. It will be a different code every time.





Please click on this link that will give you access to the full Users Guide.

https://westlothiancollege920.sharepoint.com/:b:/s/WLCePortfolio/EU9Ufr0JCnFNvmaeowWrmWcBCIZS7XXYEb9t-SNk1qPmqg?e=phqxnj

Section 9 Final Thoughts

- It is very important that you let your Assessor or workplace Mentor know if you are struggling with any aspect of your apprenticeship.
- If you are concerned that you will not be made permanent after your apprenticeship ends then the college can help with applying, interview skills or CV writing. Just ask!
- If you are concerned about redundancy then let your Assessor know as we may be able to help you seek other employment.

Remember – We are here to help!!!