

## TRAINING PROGRAMME: Level 4 Revenues and Benefits

### Practitioner Apprenticeship

#### APPRENTICESHIP OVERVIEW

The level 4 Revenues and Benefits apprenticeship standard is a robust qualification – designed to challenge learners and equip them with the skills, knowledge and behaviours to excel in demanding Revenues and Benefits environments.

#### TIMESCALES AND TRAINING

The apprenticeship typically takes 12-18 months to complete. It is delivered through a blend of classroom-training sessions and online resources, as well as ongoing individual support from a trainer-assessor.

#### DIGITAL LEARNING

All Revenues and Benefits apprentices will be given access to escalla's information platform, LA-Inform. From there they can access assigned resources, such as legislation alerts, pre-course and post-course reading modules, exercises and more. LA-inform is designed to reinforce learning and ensure continued professional development (CPD) with automated skills logging features.

#### E-LEARNING COURSES

Apprentices will work through our comprehensive range of relevant e-learning courses. Learning includes essential Revenues and Benefits legislation, as well as broader business topics – such as conflict resolution, and data protection etc.

#### TRAINING SESSIONS

Apprentices will receive a minimum of **10 days** face-to-face classroom training.

#### OFF-SITE WORK AND RESEARCH

Agreed and planned jointly by escalla and the employer, this element helps develop apprentices' industry knowledge. It could include activities such as visiting tribunals, courts, other departments, or conducting online research or reading industry publications.

#### CITIZENSHIP PROJECT

The Citizenship project is planned by the apprentice with support from escalla. It is focused on adding social value and giving back to the local community. The project is designed to stretch and challenge learners and develop essential workplace skills around communication, teamwork and planning.

#### PERSONAL DEVELOPMENT

During the programme, apprentices will complete approximately **60 hours** of personal development through classroom training and certificated e-learning.

All apprentices receive training in British Values, Equality and Diversity, Safeguarding, Prevent, and ACT. They take part in discussion sessions relating to these topics and receive certification for any online courses they complete.

Throughout this element, all apprentices must also complete an online reflective blog – a key part to them taking ownership of their learning.

#### ONE-TO-ONE LEARNER SUPPORT

Each apprentice is assigned both an assessor and a mentor at the start of their apprenticeship. These key individuals will keep in regular contact with their apprentice, to offer support and guidance throughout the learning programme.

Added to this, each learner will receive a minimum of **21 hours** support through one-to-one and telephone reviews. They will also receive a formal face-to-face review at least every **10 weeks**.