

## Management Hierarchy Expectations for Quality and High Standards in Apprenticeship Training

### Mission Statement

April 2025

*“Our apprentices will become the next generation of practitioners dedicated to enhancing health and wellbeing. We will aspire our apprentices to illuminate pathways of transformation in lives through our relentless commitment to their learning and application, ensuring a brighter and healthier future for all.”*

Our management hierarchy is committed to upholding quality and excellence in apprenticeship training, setting high standards that all staff and stakeholders are expected to meet. Senior management will establish a clear vision for quality training outcomes, fostering an environment where apprentices receive consistent, rigorous support aligned with industry standards. Each level of management plays a role in ensuring apprentices receive comprehensive and practical learning experiences:

1. **Senior Leaders** will set strategic goals that prioritise high-quality training outcomes, committing resources and policy support to ensure apprentices are trained in line with both organisational and industry benchmarks. They ensure alignment between training goals and workforce needs, cultivating a training culture that values improvement, integrity, and compliance with regulatory standards.
2. **Middle Management** is responsible for implementing the strategic vision by overseeing curriculum development, training delivery, and support services. They will regularly monitor program quality through feedback from apprentices, employers, and tutors, and use data-driven insights to improve training effectiveness and relevance.
3. **Direct Supervisors, Tutors and programme support coaches** are the primary points of contact for apprentices, tasked with delivering a structured, supportive learning experience that meets defined standards. They are responsible for hands-on training, coaching, and assessing apprentices' progress, ensuring that apprentices achieve competence and confidence in their roles.

Management at every level commits to regular evaluation, feedback, and a continuous improvement cycle, fostering an apprenticeship environment where high standards of quality and support are maintained to meet industry demands and enhance apprentice outcomes.

## Our Core Values

At TPC Health Apprenticeships, our values shape every programme we deliver, every partnership we build, and every action we take.

<p><b>Listening</b></p> <p>We listen deeply, with kindness and curiosity, to understand both what is present and what is emerging. By truly hearing those we work with, we help uncover the best solutions for them and their teams.</p>	<p><b>Partnership</b></p> <p>We believe that collaboration is key to meaningful change. We work in partnership with our clients, our people, and the wider community—championing respect, equality, and diversity in all that we do.</p>	<p><b>Vitality</b></p> <p>We bring a positive, forward-thinking energy to our work. Our approach is infused with appreciation, creativity, and a sense of aliveness, helping people feel inspired and motivated to grow.</p>
<p><b>Service</b></p> <p>Our purpose is to make a lasting difference. We go the extra mile because we care—helping individuals and organisations foster hope, build resilience, and create sustainable change.</p>	<p><b>Quality</b></p> <p>Excellence is at the heart of our work. We are committed to delivering the highest standards in coaching and leadership, continuously challenging ourselves to innovate and improve the way health and wellbeing is supported.</p>	<p><b>Action</b></p> <p>We believe in turning insights into impact. Our work is about more than ideas—it's about thoughtful, strategic action that leads to real, measurable improvements in health and social care systems.</p>

**This statement has been approved and authorised by:**

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**Position:** Partner

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**Signature:**

