

**MANCHESTER METROPOLITAN UNIVERSITY**

**FACULTY of HEALTH AND EDUCATION**

**Department of Social Care and Social Work**

**Evidencing Knowledge, Skills and Behaviours (KSB’s)**

**– Templates for ePortfolio**

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End of BA1 (Month 6)

First 6 months of BA2 (Month 6-12)

BA2 (Months 12- 18)

Contrasted learning 1

BA3 (Months 18-24)

Contrasted learning 2

BA3 (Months 24-30)

EPA Gateway

Apprenticeship journey Timeline for evidencing practice learning

Mentor report and EPA Gateway sign off process

Reflection on service user feedback & development during SWDA

Direct Observation of Practice 3

Reflections 3, 4 & 5

Direct Observation of Practice 2

Reflection 2 – Applying legal knowledge

Direct Observation of Practice 1

Reflection 1 - shadowing experience

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| **Reflection 1: Shadowing experience** | |
| In the break between BA1 and BA2 you will shadow an experienced social worker. Using Gibbs’ reflective model, write a reflection of a specific intervention you observed and an action plan for your KSB development as a result of shadowing. | |
| **Remove all the prompts and insert your reflections. The prompts are here to guide your writing. Keep the headings.**   * **Brief Description** of the experience * What happened? When and where did it happen? * Who was present? * What did you and the other people do? * What was the outcome of the situation? * Was this what was supposed to happen?   Keep this section brief. You will explore your thoughts and feelings in the next section.   * **Feelings** and thoughts about the experience * How did you feel before the event? * How did you feel at the time? * What do you think other people were feeling? * What did you think about the event afterwards? * What do you think other people feel about the event now? * What do you think about the event now? * **Evaluation** of the experience, both good and bad * What was good and bad about the experience? * What went well? What didn’t go so well? * What did you and other people contribute to the event (positively or negatively)? * If anything went wrong, was it resolved afterwards? * **Analysis** to make sense of the situation * Why did things go well? Why did they go badly? * What sense can I make of the event? * What theory or research can I draw on to explain what happened? * Could I/the social worker have responded in a different way? * What might have helped or improved things? * **Conclusion** about what you learned * What did I learn from this event? * What could have gone better? * Could the social worker have done anything differently? * **Action plan** for your KSB development in the future and what you would do if the situation arose again * What knowledge and skills do I need to develop to be able to manage a situation like this? * How can I start to acquire these knowledge and skills? * What am I actively going to do to develop new knowledge and skills? Set a timeframe. * If the same situation occurred in the future, what elements of the social workers practice would I adopt? * If the situation occurred again, what would I do differently? | |
| **Apprenticeship Standards evidenced:**  *Please ensure there is clear evidence of the KSBs in your writing.* | |
| **Social Work England Standards evidenced:**  *Please ensure there is clear evidence of the Standards in your writing.* | |
| Apprentice name …………………………………... | Date ……………………………… |
| Signed and read by Mentor ……………………….. | Date ……………………………… |

**Direct Observation 1**

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| **Name of Apprentice** |  |
| **Name and role of** **person undertaking the observation** |  |
| **Date & setting of observation** |  |

**Section 1 – Apprentice to complete**

**Complete boxes 1 and 2 before the observation**

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| **1. Context of the observed contact between yourself and the service user** |
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| **2. Planning the observed contact – aims and objectives** |
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**Complete box 3 after the observation**

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| **3. Brief reflective analysis of the observed practice** |
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**Complete boxes 4 and 5 after reading the observer’s report**

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| **4. Comments and reflections on the feedback given by the observer and a critical reflection on professional development** |
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| **5. Apprenticeship Standards evidenced** |
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| **6. Social Work England Standards evidenced** |
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**Direct observation template, section 2**

**Observer to complete after the direct observation**

Please provide information to support your feedback on the direct observation; reference can be made to the Apprenticeship Standards where relevant. **You are not required to make a comment against each standard** but can identify strengths and areas for development.

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| **Feedback from person with lived experience** |
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| **Feedback on the apprentice’s practice demonstrated in the direct observation of practice (up to 300 words)** |
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| **Action plan following the direct observation**  What areas of development/learning needs been identified? What action needs to be taken to address these? Are there any other outstanding issues? |
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| **Apprentice’s signature** |  |
| **Observer’s signature** |  |
| **Date** |  |

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| **Reflection 2: Applying legal knowledge** | |
| After completing the law, rights and safeguarding unit, reflect on how your enhanced knowledge of legal and ethical frameworks has developed your current practice. Choose a piece of work you were previously involved with, apply the law and identify what you would do differently now you have enhanced legal knowledge. We have left the box blank; you may wish to use a model or write freely. | |
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| **Apprenticeship Standards Evidenced:** *Please ensure there is clear evidence of the KSBs in your writing.* | |
| **Social Work England Standards evidenced:**  *Please ensure there is clear evidence of the Standards in your writing.* | |
| Apprentice name …………………………………... | Date ……………………………… |
| Signed and read by Mentor ……………………….. | Date ……………………………… |

**Direct Observation 2**

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| **Name of Apprentice** |  |
| **Name and role of** **person undertaking the observation** |  |
| **Date & setting of observation** |  |

**Section 1 – Apprentice to complete**

**Complete boxes 1 and 2 before the observation**

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| **1. Context of the observed contact between yourself and the service user** |
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| **2. Planning the observed contact – aims and objectives** |
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**Complete box 3 after the observation**

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| **3. Brief reflective analysis of the observed practice** |
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**Complete boxes 4 and 5 after reading the observer’s report**

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| **4. Comments and reflections on the feedback given by the observer and a critical reflection on professional development** |
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| **5. Apprenticeship Standards evidenced** |
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| **6. Social Work England Standards evidenced** |
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**Direct observation template, section 2**

**Observer to complete after the direct observation**

Please provide information to support your feedback on the direct observation; reference can be made to the Apprenticeship Standards where relevant. **You are not required to make a comment against each standard** but can identify strengths and areas for development.

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| **Feedback from person with lived experience** |
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| **Feedback on the apprentice’s practice demonstrated in the direct observation of practice (up to 300 words)** |
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| **Action plan following the direct observation**  What areas of development/learning needs been identified? What action needs to be taken to address these? Are there any other outstanding issues? |
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| **Apprentice’s signature** |  |
| **Observer’s signature** |  |
| **Date** |  |

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| **Reflection 3: Working with conflict** | |
| Write a reflection on a piece of work where there was conflict or resistance to working with you, using Brookfield’s Critical Lenses. | |
| **Remove all the prompts and insert your reflections. The prompts are here to guide your writing. Keep the headings.**  **Our “autobiographical” eye**  What are your thoughts and feelings regarding this situation? What are your assumptions about the situation? How might your own history and experiences influence your thoughts and feelings and assumptions regarding the issue?  **The service user eyes**  From what perspective might your service user(s) be viewing the situation? What appears to be most important to them? What about the situation appears to elicit the strongest feelings or reactions for them, and why? What are their assumptions about the situation? What do they think and feel about their interaction with you?  **The wider context – politics, oppression, current issues, legislation**  What is the current socio-political climate and how may this impact on your service user and the situation? Are they experiencing oppression? What is your role in redressing this? What legislation applies to the person and their situation?  **Theory, research and evidence**  How does theory and evidence-based research inform your assessment of the main focus to address, and the reasons you intervened as you did? How did they affect your thoughts, feelings and assumptions? | |
| **Apprenticeship Standards Evidenced:** *Please ensure there is clear evidence of the KSBs in your writing.* | |
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| **Reflection 4: Assessment skills** | |
| Write a reflection on an assessment you completed, where there is safeguarding/risk, with a young person or adult using Siobhan Maclean’s SHARE model. | |
| **Remove all the prompts and insert your reflections. The prompts are here to guide your writing. Keep the headings.**  **SEE**  **What did you see? Be specific and descriptive about what you have seen – this provides a clear evidence base for your evaluation of risk. What haven’t you seen? Does this impact on your ability to draw a conclusion? How do you see risk in this situation? Do others see it the same way?**  **HEAR**  **What have you heard? From who? (Consider the validity of the feedback and what you hear from others; what position are they coming from?) Who haven’t you heard? Why? What do others need to hear from you?**  **ACT**  **What have you done? What have others done? What impact has this had on the identified risk? What have people done to try and manage the risks? What impact has it had?**  **READ**  **What have you read? What have you recorded for others to read?**  **EVALUATE**  **What conclusions have you drawn from the above? Why are you drawing these conclusions? Are other stakeholders drawing the same conclusions? How do you know?** | |
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| **Reflection 5: Multi-agency work** | |
| Reflect on a situation where you worked in partnership with other professionals. Use the Weather model to discuss issues you faced and barriers you overcame. | |
| **Remove all the prompts and insert your reflections. The prompts are here to guide your writing. Keep the headings.**  Sunshine – what went well?  Rain – What didn’t go well?  Lightening – what came as a shock or surprise?  Fog – what didn’t you understand?  Stormy – Was there conflict? Too many voices? How did you manage this?  Windy – Did the mood/expectations/beliefs etc changed and moved during the event? | |
| **Apprenticeship Standards evidenced:**  *Please ensure there is clear evidence of the KSBs in your writing.* | |
| **Social Work England Standards evidenced:**  *Please ensure there is clear evidence of the Standards in your writing.* | |
| Apprentice name …………………………………... | Date ……………………………… |
| Signed and read by Mentor ……………………….. | Date ……………………………… |

**Direct Observation 3**

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| **Name of Apprentice** |  |
| **Name and role of** **person undertaking the observation** |  |
| **Date & setting of observation** |  |

**Section 1 – Apprentice to complete**

**Complete boxes 1 and 2 before the observation**

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**Direct observation template, section 2**

**Observer to complete after the direct observation**

Please provide information to support your feedback on the direct observation; reference can be made to the Apprenticeship Standards where relevant. **You are not required to make a comment against each standard** but can identify strengths and areas for development.

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| **Feedback from person with lived experience** |
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| **Feedback on the apprentice’s practice demonstrated in the direct observation of practice (up to 300 words)** |
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| **Action plan following the direct observation**  What areas of development/learning needs been identified? What action needs to be taken to address these? Are there any other outstanding issues? |
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| **Apprentice’s signature** |  |
| **Observer’s signature** |  |
| **Date** |  |

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| **Reflection on feedback from people with lived experience** | |
| Over the course of the SWDA, you should be seeking feedback from the people you work with. Include a minimum of 3 pieces of **developmental feedback** in your portfolio (upload these to your ePortfolio) and write a reflection on how your practice has evolved as a result of obtaining feedback. Also include a summary of your development over the course of the SWDA.  You will devise your own methods for obtaining feedback depending on the needs of the person. | |
|  | |
| **Apprenticeship Standards Evidenced:** *Please ensure there is clear evidence of the KSBs in your writing.* | |
| **Social Work England Standards evidenced:**  *Please ensure there is clear evidence of the Standards in your writing.* | |
|  | Date ……………………………… |
| Signed and read by Mentor ……………………….. | Date ……………………………… |

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| **Mentor report** | |
| Please provide a holistic report of the Apprentices knowledge, skill and behaviour development over the course of the SWDA. Include a 3-point action plan for areas of further development post qualifying. Please refer to the Duties on the SWDA Standard (500 words) | |
| Summary of KSB’s. Highlight strengths and key skills they have developed in the workplace  Action plan to further develop KSB’s as a newly qualified Social Worker:  1.  2.  3. | |
| Apprentice name …………………………………... | Date ……………………………… |
| Signed and read by Mentor ……………………….. | Date ……………………………… |

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| **Quality Assurance of Practice Learning – Feedback from Apprentice** |
| Please provide some feedback on your practice learning experience during the apprenticeship by answering the following questions. All feedback will be used to help us work with employer partners to continuously improve the delivery of the apprenticeship. |
| 1. During your apprenticeship, what practice learning opportunities have been most useful to you and why? Please give at least one example. 2. Do you feel you have had sufficient practice learning opportunities to be able to demonstrate the knowledge, skills and behaviours on the apprenticeship standard? 3. If not, please explain how these might be improved? 4. Do you feel you have had access to sufficient support to enable you to plan and address any knowledge and skill gaps? E.g. regular reflective supervision, access to training/shadowing opportunities. 5. If not, please provide some suggestions as to how this might be improved? 6. Do you have any other comments or suggestions about your experience of practice learning on the apprenticeship?  |  |  | | --- | --- | | Apprentice name (PRINT) …………………………………... | Date ……………………………… | | Apprentice signature……………………….. | Date ……………………………… | |

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| **Quality Assurance of Practice Learning – Feedback from Mentor** |
| Please can you provide some brief feedback on your mentoring experience during the apprenticeship by answering the following questions. All feedback will be used to help us work with employer partners to continuously improve the delivery of the apprenticeship. |
| 1. What has worked well during your mentoring experience on the apprenticeship? 2. Do you have any suggestions for how taking on the role of mentor could be improved? 3. Did you feel you had access to sufficient support, training and information to help you in your role? 4. If not, do you have any suggestions/ideas that might help to improve the mentor experience? 5. Do you have any other general comments or suggestions about the mentor role in the apprenticeship based on your experience?      |  |  | | --- | --- | | Mentor name (PRINT) …………………………………... | Date ……………………………… | | Mentor signature………………………………………... | Date ……………………………… | |