



Minerva  
Learning Trust



# BUSINESS SERVICES AND LEARNING SUPPORT ROUTES 21 - 22

A guide to Continuous Professional Development **ROUTES**  
for Support Staff at Minerva Learning Trust



COLLABORATE



INNOVATE

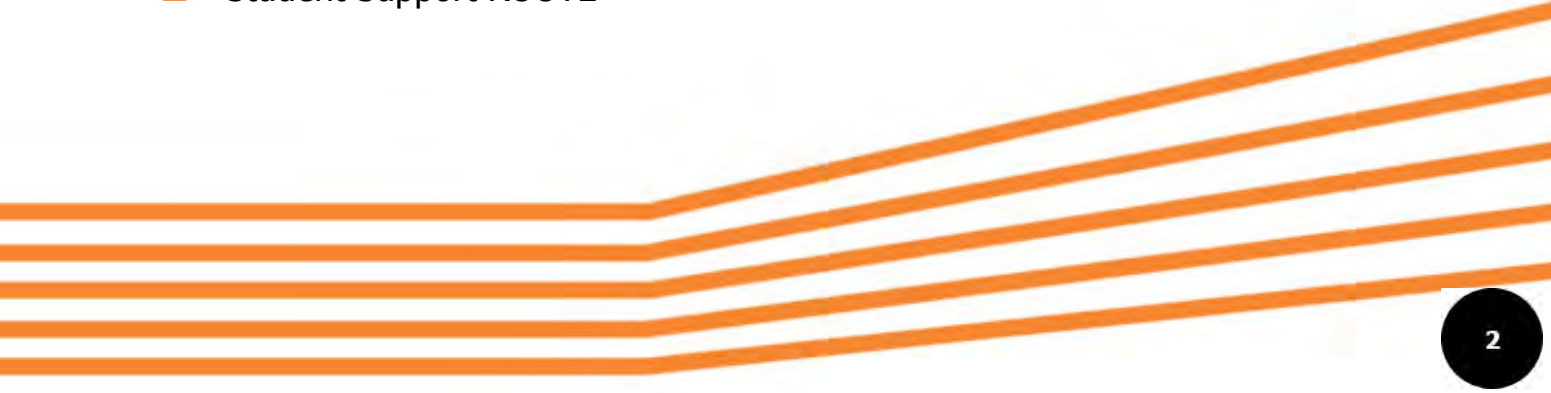


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# WELCOME

## DEAR COLLEAGUES OF MINERVA LEARNING TRUST

Welcome to our new ROUTES programme! Our wonderful team of support staff work in many important and valuable roles in our schools. Together, you all make a positive contribution to the delivery of our mission to provide an outstanding education for pupils, staff and stakeholders within the Trust.

We have designed this CPD package to ensure that all training needs are met and you will find many options available ranging from basic skills, specialist skills, qualifications, apprenticeships and developmental learning.

The ROUTE Map is an overview of the areas of professional development that support staff can consider either within their own field or to enable pathways into new careers in order to create an environment where colleagues:

- Take responsibility for their own professional development through the opportunities available to them
- Continually reflect upon their own practice, improve their skills and deepen their knowledge and understanding
- Be forward thinking, creative, cutting-edge and innovative
- Share expertise, ideas and insights within the school and between schools in the Trust
- Draw upon Trust-wide expertise to facilitate training, to bring alive our ethos of 'growing our own'

There are many ways to build on existing skills or develop new ones to ensure effectiveness in your role however, it is important to be able to access the right training, qualifications and opportunities that are right for you and which can all contribute to your learning journey.

We look forward to another successful year of building, growing, and learning from one another. [Together We Are Minerva.](#)

***"Our vision is simple:  
to be  
OUTSTANDING TOGETHER,  
WORK TOGETHER  
and to  
LEARN TOGETHER"***

**Bev Matthews**  
**CEO**  
**Minerva Learning Trust**





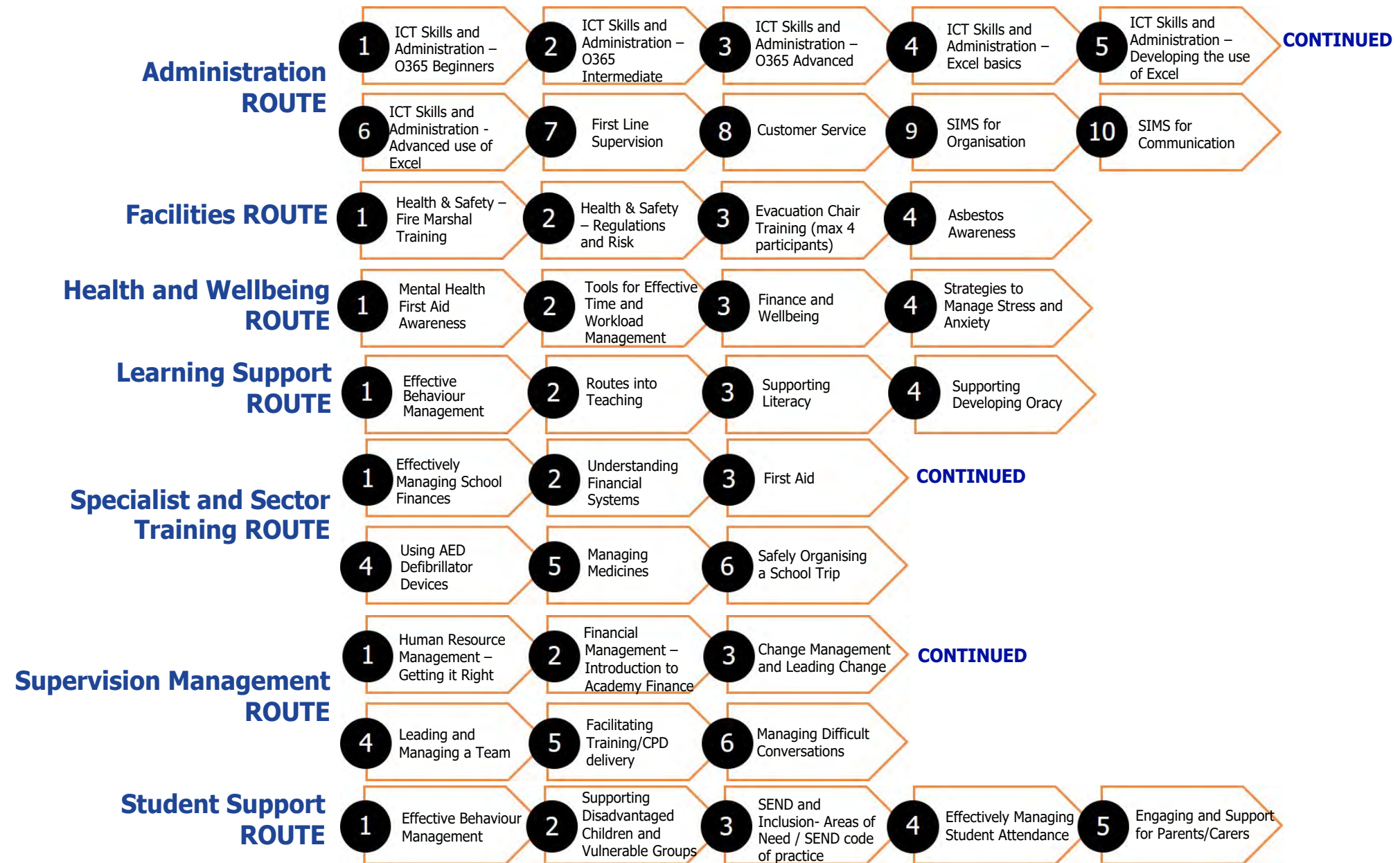
# ABOUT THIS GUIDE

This brochure summarises the opportunities that are available to support professional development in all roles. You will also find more detailed information about which of these ROUTES will be delivered during the 2021-22 academic year.

Each CPD ROUTE is compiled of multiple sessions with the aim to give you a breadth and depth of development for the particular roles within those ROUTES however there may be sessions within a different ROUTE which are equally applicable to you and can still be accessed if relevant. Please remember our Leadership ROUTES programme, Minerva LIVE, network meetings, coaching and job shadowing, performance development and safeguarding training are offered in addition to this ROUTES programme and are available to everyone.

There may also be suitable opportunities within our Teaching and Learning and Leadership ROUTES that colleagues may wish to access. The ROUTES roadmap illustrates our vision for Business Services and Learning Support CPD which will be delivered as part of our five-year strategic plan. We would like to say a huge thank you to all colleagues who have given feedback whilst designing this programme.

If you have any questions, please email [cfancett@minervalearningtrust.co.uk](mailto:cfancett@minervalearningtrust.co.uk)



# YOUR GUIDE TO APPRENTICESHIPS

## What are apprenticeships?

Apprenticeships are a programme of study which combine practical training in a job with study.

As an apprentice you would:

- be an employee of Minerva Learning Trust earning a wage and getting holiday pay
- work alongside experienced staff
- gain job-specific skills
- get time for training and study related to your role

Apprenticeships take 1 to 5 years to complete depending on their level.

## Who can start an apprenticeship

To start an apprenticeship, you'll need to be:

- 16 or over
- living in England
- not in full-time education

## Who are they suitable for?

Apprenticeships are suitable for current employees of Minerva Learning Trust who would like to gain additional qualifications in their field of work.

## How are they funded?

Apprenticeships are funded through the Government's Apprenticeship Levy. This is a limited fund that is held and managed by the Trust's Central Team. The number of Apprenticeships funded each year is determined by the level of Government funding received by the Trust. Places are therefore limited and are allocated according to the needs of the school/organisation.

## Levels of apprenticeship

Apprenticeships have equivalent educational levels. Some apprenticeships may also give you an additional qualification, such as a diploma.

	Level	Equivalent educational level
Intermediate	2	GCSE
Advanced	3	A level
Higher	4,5,6 and 7	Foundation degree and above
Degree	6 and 7	Bachelor's or master's degree

## What apprenticeships can you access within Minerva Learning Trust?

An overview of some of the available apprenticeships can be found in this ROUTES booklet. These lists are by no means exclusive. Information on what apprenticeships can be accessed can be obtained by contacting the Trust's Central HR team.

## How can you access an apprenticeship?

Further information on apprenticeship opportunities is available via the Central HR team by emailing [hr@minervalearningtrust.co.uk](mailto:hr@minervalearningtrust.co.uk), or by talking to your Headteacher or central team line manager in the first instance.

# Administration **ROUTE** - Overview

## ASSOCIATED APPRENTICESHIPS

- Business Admin – Level 3
- Team Leader/Supervisor – Level 3
- School Business Professional – Level 4

## ASSOCIATED JOB ROLES

- Business Support Manager
- Exams Officer
- Admin Officer/Assistant
- Admin Team Leader
- Admin Officer
- PA/Secretary

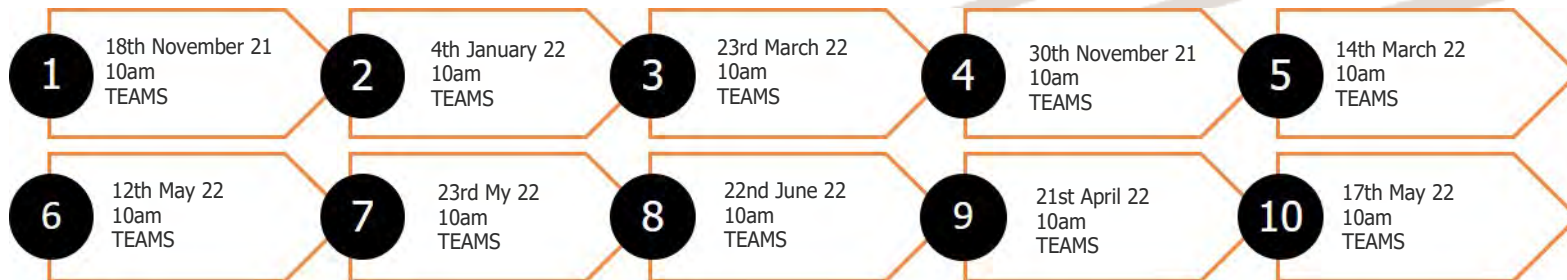
## LINKS TO ASSOCIATE PROFESSIONAL STANDARDS

- School Business Professionals
- Council for Administration

Click here  
to apply for  
this ROUTE

## SESSION SCHEDULE

These sessions are anticipated to last 1.5hrs.  
More details on these sessions can be found on pages 11 and 12.





# Administration ROUTE - Session Details

The following sessions provide an overview of:

1

## ICT Skills and Administration – 0365 Beginners

- 365 and how different applications interact
- Led by: Steve Machin and Adam Anderson**

2

## ICT Skills and Administration – 0365 Intermediate

- How to create ownership of a Team and/or SharePoint page

**Led by: Steve Moran and Adam Anderson**

3

## ICT Skills and Administration – 0365 Advanced

- Managing permission on SharePoint
- Workflows
- Power Apps

**Led by: Steve Moran and Adam Anderson**

4

## ICT Skills and Administration – Excel basics

- Filtering
- Fix Panes
- Page Breaks
- Conditional formatting
- Basic formulas

**Led by: Andy Dunn and Sophie Pearson**

5

## ICT Skills and Administration – Developing the use of Excel (Intermediate)

- Hyperlinking
- Mail merge
- Data validation

**Led by: Andy Dunn and Sophie Pearson**

6

## ICT Skills and Administration - Advanced use of Excel

- Complex formulas
- Macros

**Led by: Andy Dunn and Sophie Pearson**

7

## First Line Supervision

- What makes an effective team work! (understanding behaviours and maximising on them)
- Identifying what motivates staff
- Identifying the skills and attributes a first line supervisor needs to bring to the workplace.
- Effective communication and time management
- Understanding the role of the first line supervisor (supervising –v- doing)
- Delegation – what it is and what it isn't!

**Led by: Adele France**

8

## Customer Service

- The importance of customer service: who are customers, customer expectations
- Communication: body language, listening, self-awareness, language, face-to-face vs electronic
- Dealing with complaints
- How do you know if you are getting it right?

**Led by: Adele France**

9

## SIMS for Organisation

- Use of SIMS as an organisational tool
  - Insight into SIMS for organisation (rooms, staffing etc)
  - Insight into curriculum (timetables, subjects, classes) for staff and students
- Led by: Annabell Jones and Kate Grapes**

10

## SIMS for Communication

- Using SIMS for effective communication and an overview of the functions of SIMS used for communication and reporting
- An insight into internal and external communication with staff and parents

**Led by: Steve Moran and Andy Dunn**

# Facilities ROUTE - Overview

## ASSOCIATED APPRENTICESHIPS

- Facilities Manager – Level 4
- Facilities Management Supervisor - Level 3
- Facilities Services Operative – Level 2
- Hospitality – Levels 2 and 3

## ASSOCIATED JOB ROLES

- Site Manager
- Caretaker
- Assistant Caretaker Cleaning
- Supervisor Cleaner
- Catering Manager
- Catering Assistant

## SESSION SCHEDULE

These sessions are anticipated to last 1.5hrs.



## LINKS TO ASSOCIATED PROFESSIONAL STANDARDS

- Institute of Workplace and Facilities Management
- IOSH Working Safely



# Facilities ROUTE - Session Details

The following sessions provide an overview of:



## Health & Safety – Fire Marshal Training

- Fire regulations
- Role and responsibilities of the Fire Marshal
- Means of escape
- Actions in the event of fire
- Legislation
- Fire Protection measures
- Fire classifications

Led by: Steve Machin



## Health & Safety – Regulations and Risk

- Basic Health & Safety
- Risk Assessment
- Manual handling
- Working at heights
- COSHH awareness

Led by: Steve Machin



## Evacuation Chair Training (max 4 participants)

- Fire regulations overview
- Heightened awareness of fire
- Competent use of evacuation chair
- Health & Safety legislation
- Assessment in use of chair

Led by: Steve Machin



## Asbestos Awareness

- History and Uses of Asbestos
- Types of Asbestos and Risk
- Effects on Worker Health
- Use and risks of ACMs in buildings and avoiding risks
- Employers and Employees legal obligations
- Procedures for dealing with an asbestos emergency

Led by: Steve Machin and Adele France



# Health and Wellbeing ROUTE - Overview

## ASSOCIATED APPRENTICESHIPS

- Available to all staff relevant to the post being carried out

## ASSOCIATED JOB ROLES

- All Roles

## ASSOCIATED PROFESSIONAL STANDARDS

- Standards for practitioner psychologists
- Youth work occupational standards

Click here  
to apply  
for this  
ROUTE

## SESSION SCHEDULE

These sessions are anticipated to last 1.5hrs.



# Health and Wellbeing ROUTE - Session Details

The following sessions provide an overview of:

1

## Mental Health First Aid Awareness

- Recognising signs of mental ill health
- Understanding how to validate emotions
- Understanding of how the human brain responds to trauma, stress and anxiety

Led by: **Unravel**

2

## Tools for Effective Time and Workload Management

- Strategies to help manage time and workload to enable people to prioritise tasks more effectively

Led by: **Bev Matthews**

3

## Finance and Wellbeing

The session is aimed at all employees who are interested in finding out more about this strand of the Trust well-being policy and want to gain an insight into the tools/services available to help employees manage their financial health.

- What employee financial wellbeing is and why it is important
- The behavioural impacts on financial health throughout the workforce
- The Money and Pensions Service quickstart guide to managing finance and practical skills/plans for managing money
- The current Trust policies and pay/benefits which support employee financial health
- Please note: This session is not about providing financial advice to employees about products, investments and pensions. Employees will be given useful contacts to enable them to seek appropriate guidance.

Led by: **Nicola Gregory**

4

## Strategies to Manage Stress and Anxiety

- Triggers of stress
- Practical strategies to manage levels of stress and anxiety

Led by: **Unravel**

# Learning Support ROUTE - Overview

## ASSOCIATED APPRENTICESHIPS

- Teaching Assistant – Level 3
- Early Years Educator – Level 3
- Learning Mentor – Level 3
- Play Workers

## ASSOCIATED JOB ROLES

- Higher Level Teaching Assistant
- Senior Teaching Assistant
- Teaching Assistant
- Cover Supervisor
- Learning Mentor
- Pastoral Manager
- Supervisory Assistant
- Play Workers

## ASSOCIATED PROFESSIONAL STANDARDS

- HLTA Standards
- TA Standards

**SESSION SCHEDULE** These sessions are anticipated to last 1.5hrs.



Click here  
to apply for  
this ROUTE

# Learning Support ROUTE - Session Details

The following sessions provide an overview of:



## Positive Behaviour Management

- Fostering positive relationships with students
- Practical ideas and strategies to take away

**Led by: Richard Walkden and Jem Stevens**



## Routes into Teaching

- A look at the many different ways you can get into teaching

**Led by: Steve Moran and Charlotte Ferrier**



## Supporting Literacy

- Making the implicit explicit
- How vocabulary impacts on students' knowledge and learning
- How Cultural Capital impacts on what students can understand

**Led by: Emily Baldwin and Ray Twining**



## Supporting Developing Oracy

- How to increase the oracy skills of our students by using Voice 21's Oracy Benchmarks

**Led by: Paul Rockliffe and Abi Foster**

## Additional Programmes

### Voice 21

Additional CPD will be available to for staff of schools participating in the Voice 21 oracy project – Handsworth, Ecclesfield and Stocksbridge. This will be delivered internally and communicated by each school's Teaching and Learning lead.

### MITAS Training Content

This course will guide school leaders through a strategic review of their use of teaching assistants, using change management theory, and examples and lessons learned from successful schools. It is delivered across three half-day sessions, placed over two terms. All three sessions must be attended. It is led by external experts and coordinated by the Director of SEND and Senior Director of Inclusion. This course runs in conjunction with the (6 hour) MPTA course (Maximising the Practice of TAs) aimed at support staff LSAs and TAs.

- Evidence and Research Around The Impact and Introduction to MITA Principles
- Self-Evaluation, Practical Strategies, Strategic Planning and Implementation
- Review of Practice and Future Planning

# Specialist and Sector Training ROUTE - Overview

## ASSOCIATED APPRENTICESHIPS

- Accountancy or Finance – Levels 2 to 7
- Human Resources – Level 3 or 5
- Cyber Security – Levels 3 to 6
- Network Engineer – Level 4
- Data Analyst/Technician – Level 3 or 4
- Lab Technician – Level 3
- Library, Information and Archives Assistant – Level 3
- Marketing – Level 3, 4 or 6
- Public Relations – Level 4

## ASSOCIATED JOB ROLES

- Finance Officer
- Finance Assistant
- HR and Payroll Officer
- HR Consultant
- ICT Technical Officer
- Technicians
- Librarian/Library Assistant
- Marketing Officer
- Attendance Officer

**SESSION SCHEDULE** These sessions are anticipated to last 1.5hrs.



## LINKS TO ASSOCIATED PROFESSIONAL STANDARDS

- Association of Chartered Certified Accountants, Chartered Institute of Public Finance and Accountancy, Association of Accounting Technicians
- Chartered Institute of Personnel and Development
- Consortium of Local Education Authorities for the Provision of Science Services
- Chartered Institute of Librarians

**Click here to apply for this ROUTE**

# Specialist and Sector Training ROUTE - Session Details

The following sessions provide an overview of:

- 1 Effectively Managing School Finances**
  - Roles and responsibilities
  - How schools are funded
  - Financial planning and budget setting
  - Financial efficiency

**Led by: Adele France and Lindsey Denton**
- 2 Finance - Understanding Financial Systems, Processes and Reporting**
  - Month and Year end processes
  - Financial performance monitoring (Management accounts)
  - Statutory Returns (BFRO/BFR)

**Led by: Lindsey Denton and Adele France**
- 3 First Aid**
  - View First Aid details here

**Led by: External provision - Online**
- 4 Using AED Defibrillator Devices**
  - Facilitator Session
  - Where it is
  - How to use it

**Led by: Link – Online - Steve Machin**
- 5 Managing Medicines**
  - Read information relating to this course here

**Led by: Opus Medicines Training online**
- 6 Safely Organising a School Trip**
  - Role of the trip organiser
  - Understanding and assessing risk
  - Actions and checklist for the organiser

**Led by: Adele France and David Whitehouse**



# Supervision Management ROUTE - Overview

## ASSOCIATED APPRENTICESHIPS

- Chartered Manager (Level 6)
- Operations/Dept Manager – Level 5
- Project Manager – Level 6
- School Business Professional – Level 4
- Team Leader/Supervisor – Level 3

## ASSOCIATED JOB ROLES

- Anyone with a supervision or management role

## LINKS TO ASSOCIATED PROFESSIONAL STANDARDS

- School Business Professionals
- Manager Competency Framework
- ILM Institute of Leadership and Management

## SESSION SCHEDULE

These sessions are anticipated to last 1.5hrs.



Click here to apply for this ROUTE

# Supervision Management ROUTE - Session Details

The following sessions provide an overview of:

## 1 Human Resource Management – Getting it Right

- Key HR issues that managers will encounter with employees from recruitment to leaving
- Working with Trade Unions

Led by: Nicola Gregory and Jo Hall

## 2 Financial Management – Introduction to Academy Finance

- Key Finance issues that Managers need to be aware of within the Trust including Academies Financial Handbook, rules and regulations

Led by: Adele France and Lindsey Denton

## 3 Change Management and Leading Change

- How to effectively lead change and plan projects
- An overview of the change management cycle
- Access to and overview of the Trust Change Management Toolkit

Led by: Bev Matthews and Adam Anderson

## 4 Leading and Managing a team

- Leadership -v- Management
- What makes an effective team?
- Understanding behaviours
- Managing team performance

Led by: Claire Tasker and Caroline Fancett

## 5 Facilitating Training/CPD delivery

- Effective leadership of the CPD
- Empowering the development of others
- What does the research say?

Led by: Caroline Fancett

## 6 Managing Difficult Conversations with Staff/Parents/Students

- Strategies for handling difficult and sensitive conversations
- Know how to structure the opening of a difficult conversation more effectively
- Understand the problem and select appropriate level of approach to deal with it
- Identify the best possible outcome
- How to think on your feet if the conversation takes an unexpected turn
- Remaining calm

Led by: Rachel Sutcliffe, Jo Hall and Nicola Gregory

# Student Support ROUTE - Overview

### ASSOCIATED APPRNTICESHIPS

- Psychological Wellbeing Practitioner – Level 6
- Youth Support Worker – Level 3

### ASSOCIATED JOB ROLES

- Inclusion
- Student Well-being
- Pupil Support Officer

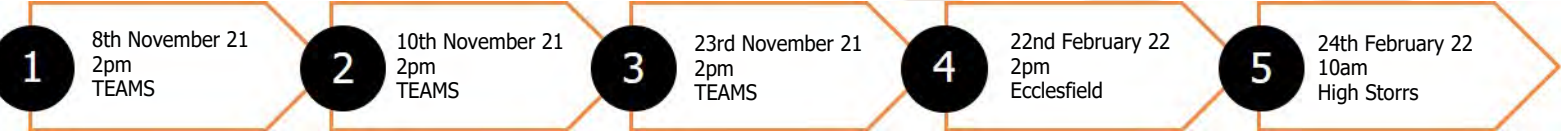
### LINKS TO ASSOCIATED PROFESSIONAL STANDARDS

- Standards for practitioner psychologists
- Youth work occupational standards



### SESSION SCHEDULE

These sessions are anticipated to last 1.5hrs.



# Student Support ROUTE - Session Details

The following sessions provide an overview of:

- 1 Effective Behaviour Management**
  - Fostering positive relationships with students
  - Practical ideas and strategies to take away
  - Led by: Richard Walkden and Jem Stevens**
- 2 Supporting Disadvantaged Children and Vulnerable Groups**
  - Proactively identifying and supporting the needs of hard to reach students
  - Analysing needs
  - How to target wider support for students in need in order to improve attendance and behaviour
  - Wider social emotional mental health SEMH support
  - Led by: Bev Matthews and Steph McCoy**
- 3 SEND and Inclusion- Areas of Need / SEND code of practice**
  - Identifying and analysing needs
  - Statutory requirements for the leadership of SEND
  - Led by: Louise Hamnett and Emily Martin**
- 4 Effectively Managing Student Attendance**
  - The Law and guidance on school attendance.
  - Home, School, Local Authority and Government responsibilities for attendance.
  - Effective registration and the use of data
  - Ofsted inspection framework
  - Minerva Learning Trust process and procedures
  - Led by: Pauline Birkwood and Susie Doak**
- 5 Engaging and Support for Parents/ Carers**
  - Internal and external support for all stakeholders.
  - Coaching parents/carers
  - Building positive relationships with all stakeholders of Minerva Learning Trust.
  - Identify and removal of barriers for parents/carers to improve engagement with school and external agencies.
  - Led by: Pauline Birkwood, Rachel Savill and others from Local Authority**



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**Learning Together  
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