People Manager Guide
Welcome

BPP is one of the UK’s largest providers of professional training. We are pioneers in delivering the qualifications, practical knowledge and skills needed to help your team realise its potential.

Our programmes embed industry-recognised professional qualifications and degrees for the business professions at all levels, including – accounting, actuarial, banking, and financial services, digital and technology, HR, insurance, law, and management.

Trusted by some of the largest employers in the UK, we deliver their professional education training to school leavers, graduates and existing employees of all levels and experience.

Our programmes blend e-learning with face-to-face learning and in some cases peer-to-peer learning.

Practitioners fully support our programmes to develop the knowledge, skills, and behaviour required to thrive in their career of choice.

In a nutshell, our passion is providing the best professional career development programmes for the people you have and, in doing so, giving them the future they want.
What is the Professional Career Development Programme?

A Professional Career Develop Programme (PCDP) is a combination of professional qualifications, skills training and work based activities.

It creates more value for an individual and the business, than a stand alone professional qualification, as a key element of the programme is evidencing that the learning is being applied back at work.

A PCDP also includes an accreditation by a professional body that certifies the learner as a professional in their role, at the end of the programme.

If you're thinking about supporting an application for a professional qualification, check first to see if your team member is eligible for a professional career development programme.

All the programmes currently available can be found on the PCDP portal and are regularly updated. There are 5 stages in a PCDP.

Programme Summary

Knowledge: Completion of a Professional Qualification relevant to role.
Skills: Trained using flexible online lectures, self study time, reflections and assessment.
Behaviour: Knowledge & skills embedded in role using the STAR approach, assessed and tracked by an external skills coach.
End Point Assessment: Learner prepares for their final assessment with their skills coach. This can be an interview, case study or dissertation.
Professional Accreditation: Accreditation received from relevant professional body.
What do I need to know about the different elements in the programmes?

**Knowledge**

The programmes are all delivered by BPP University, in collaboration with professional bodies and other relevant specialist training providers.

Most of the course work will be delivered by distance learning and lectures can be recorded to allow individuals to attend at a time that suits them and the business. Individuals are entitled to time off during working hours to complete development activities and embed their learning. More information on the time allocated for development during working hours is detailed in the 'development time at work' section.

**Skills**

During the programme, your team member will be expected to attend lectures to build their professional skills. These lectures tend to be webinars and are also recorded for flexibility. Individuals are entitled to time off during working hours to attend these webinars and complete their coursework.

**Behaviour**

Your team member will be supported by a BPP skills coach to help them identify opportunities to evidence their learning at work. We recommend monthly meetings with the BPP coach, but it can be more frequent if required or less frequent, if your team member is up to date with their monthly learning plan.

It is likely that your team member will need your help to identify activities that they can undertake to demonstrate the knowledge and skills that they are learning. You should ask them for an update on their learning plan and discuss any support they might need from you over the next week/month, in your regular 121 sessions.

Every activity that an individual undertakes at work demonstrating their newly acquired knowledge and skill is captured on a Virtual Learning Environment (VLE). Their monthly progress is monitored by their coach to ensure that their progress remains on track throughout the programme and you will receive monthly updates from BPP University to keep you informed of their progress.

If your team member is on track, then you can decide if you want to attend these coaching sessions with your team member.

It is mandatory for you to attend the meetings with their coach if your team member falls behind with their learning plan. This is important, so that you can agree with your team member and their coach any additional support required to get them back on track.
Development Time at Work

It is important and a condition of the programme funding that the individual is given time at work to develop their skills. This will equate to around 280 hours over any 12 month period, as detailed in their learning plan as well as study leave in accordance with the discretionary professional qualifications policy.

You will be expected to work with your team member to identify the most suitable time during working hours for them to complete their development activities. Some of this time will be taken up with lectures or coursework but it can also include any PDP activities that support development in role like Continuous Professional Development (CPD), Group Policy Learning (GPL), technical training or activities that evidence that they are applying their newly developed knowledge and skills in role.

More information on this will be provided at the people manager induction webinar. You’ll automatically receive an invitation to this, once your team member is accepted on a programme.

End Point Assessment (EPA)

All programmes last for a minimum of 12 months. As soon as the individual has enough content in their Virtual Learning Environment to demonstrate their professionalism, they will be invited to an End Point Assessment with an independent body. The skills coach will prepare them to ensure they are confident of success at this End Point Assessment.

Accreditation

Once your team member completes the external assessment, they are certified as a professional in their role.
How does the Professional Career Development Programme work?
There are 5 stages in the Learner Journey:

1. **Choose a programme**

You and/or the individual learner will review the information on the PCDP website to identify if a suitable programme is available. Programmes are listed in theme e.g. Risk, Accountancy, Banking etc. Once you select the programme of interest, you will see the key facts document for that programme.

What you need to consider:

- **The conversation about the PCDP should take place as part of your usual development conversations with your team member.** There are some good tools under ‘related content’ on the HR Portal under Performance.

- **Does the knowledge, skills and behaviour outlined for the programme match to the competencies you expect your team member to be able to deliver in their role?**

Your team member must be in a role that allows them to demonstrate what they are learning. As part of the application process you will be asked to sign to confirm that you have reviewed the key facts document and that your team member is in an eligible role where they can demonstrate what they are learning. This is a condition of the funding so it’s important that you check this first.

If there won’t be any opportunity for them to embed their knowledge from the programme in their current role, you should not recommend them for the programme and seek other development opportunities instead.

- **Does the individual have development needs that will be met by the programme?**

Individuals should be able to demonstrate a significant uplift in their knowledge and skills in their current role by the end of the programme to justify the funding being made available. You will be required to document a performance objective for your team member that covers keeping up to date with their monthly learning plan and successful completion of the programme. Failure to meet this objective would involve normal performance management procedures and you would be expected to help support your team member to get back on track if this happens.

Whether or not you decide to support your team member’s application, it’s important to spend time considering how you will communicate the decision to your team member. You could use the scriptwriting clinic in Determined to Lead to help you plan the conversation. Your goal is to ensure your team member is clear on the reasons behind your decision and remains engaged and motivated to complete their programme or to seek alternative development opportunities, depending on the outcome.
2. Making an application

Individuals can make their application direct through the PCDP link on the HR portal. They will be asked if they have your approval when they complete the online form and you will receive an email asking you to confirm your approval before the application is fully processed.

This email will ask you to do 2 things:

1. Confirm that you have checked the Key Facts for the programme and that this is the right programme for the individual

2. Sign the email electronically confirming your agreement (there will be instructions on the email advising how to do this)

The enrolment process includes a request to confirm any pre-existing qualifications and they will be asked for some personal details including their National Insurance number. This information is required to secure the funding.

What you need to consider:

- If you are in a franchise, you may have additional governance in place that is required before you can agree to one of these programmes to ensure there are no wider customer impacts before you agree to the application. Please follow your normal business process for discretionary professional qualifications and check with your people manager or learning partner if you’re not sure what this process is.

There is a requirement that everyone applying for the programmes has Maths and English to GCSE level or above. If your team member does not have this, they can still proceed with the programme if they complete an additional module that will allow them to meet these entry requirements.

Once all the enrolment information has been received and checked, you and your team member will receive details of the start date for their programme. This email will attach 2 documents for both of you to review and sign electronically. These are official documents required to secure the programme funding and your team member won’t be able to start their programme until these are returned. It will refer to your team member as ‘the apprentice’ as this is a standard document covering programmes offered that meet the new government apprenticeship standards.

1. Enrolment Pack - ensures that your team members details are accurate and complete

2. Job role analysis - this asks for confirmation that the programme is relevant to the individual’s development needs and their current role

Once you and your team member have signed and returned these documents, BPP will complete the enrolment process and send your team member instructions.
HOW DOES THE PROFESSIONAL CAREER DEVELOPMENT PROGRAMME WORK?

Learner Journey

**Application**
- Learner researches and applies on the PCDP portal
- People Manager receives email with application details & approves application
- Learner receives monthly learning plan
- People Manager attends webinar and receives supporting info from BPP
- Learner accesses webinar and receives information from BPP
- Learner attends induction webinar and introduction to their skills coach
- Learner access to BPP Virtual Learning Environment
- Learner completes modules, assessments and exams
- Learner completes BPP directed skills training

**Induction**
- Learner, people manager and skills coach embed learning back at work. Learner documents STARs in BPP virtual Learning Environment

**Developing, Knowledge, Skills & Behaviours**
- Learner prepares for their end point assessment with their skills coach
- Learner completes their End Point Assessment with professional body
- Learner prepares their End Point Assessment with professional body
- Learner completes modules, assessments and exams
- Learner completes BPP directed skills training

**Accreditation**
- Learner, people manager and skills coach embed learning back at work. Learner documents STARs in BPP virtual Learning Environment
- Learner prepares for their end point assessment with their skills coach
- Learner completes their End Point Assessment with professional body
- Learner prepares their End Point Assessment with professional body
- Learner completes modules, assessments and exams
- Learner completes BPP directed skills training

**Professional Accreditation in role received from professional body**
- Learner completes modules, assessments and exams
- Learner completes BPP directed skills training

**PEOPLE MANAGER RESPONSIBILITY**
- PDP conversion with People Manager identifies PCDP as a development solution
- Learner attends induction webinar and introduction to their skills coach
- Learner access to BPP Virtual Learning Environment
- People Manager attends webinar and receives supporting info from BPP
- Learner receives monthly learning plan
- People Manager receives email with application details & approves application
Eligibility
Who is eligible for the professional career development programme?

For each individual you recommend for the programme, you must be able to answer yes to the following questions:

- Are they a UK resident and have lived in the UK for 3 years or more?
- Are they in a permanent role?
- Do they have development needs that map to the competencies covered by the programme?
- Will they be able to demonstrate their newly acquired professional skills back at work?
- Do they have capacity in their work and home life to complete the programme successfully?

You should consider the development time at work requirement. Do you have sufficient resources to manage your business area and support your team member while they are on the programme?

When is a PCDP not suitable?

- If an individual already has the knowledge and skills needed for their role.
- If an individual had an aspiration as part of their career development to be in a role covered by the PCDP but has not yet secured the role. A critical element of the programme is the ability to demonstrate the knowledge, skills and behaviours in role.
- It is not available to RBS employees who are based outside the UK as the funding is part of an initiative by the UK Government.
- If the individual is unable to create capacity in their professional and personal life. It will take time and determination to complete the programme successfully and as such, each participant who enrols on a programme will have a performance objective relating to successful completion of the programme.
Funding and Availability
How are the programmes funded?

Every month RBS, like other big organisations, pays a set amount into a government fund for development programmes that meet their new apprenticeship standards. We can draw down this funding for anyone who meets the eligibility criteria and wants to complete a Professional Career Development Programme, providing you can support them in their studies.

As the programmes are fully-funded, you won’t need to manage any invoices or pay any costs from your local budgets if one of your team is accepted onto a programme.

**How many programme places are available?**

The funding will vary depending on location and the choice of programme but we expect to be able to support the majority of applicants that have agreement from their business area to start the programme, providing they meet the eligibility criteria.
People Manager Responsibility
Your responsibilities as a people manager:

1. Discuss the PCDP as part of a really good development conversation.

2. Review the programme objectives and learning plan on My Career and ensure they match the individual’s development needs.

3. Consider the development time at work required and how you will manage resources to reduce any short term implications for your business.

4. Ensure you meet any additional requirements for approving discretionary training if these are in place in your area. Check with your people manager if you’re not sure.

5. In your 1:1 with your team member ensure they understand the requirements of the programme and the drive required to complete the full programme as it will become part of their performance objectives. Contract with your member of staff and agree when you will attend their monthly meetings with their skills coach, how you will manage their development time during working hours and what they should do if they need any more support during the programme.

6. Once you’re both comfortable with the arrangement and you’ve followed any local governance requirements, your team member can apply via the My Career website.

7. Look out for an email from BPP, confirming that the application has been received and processed.

8. Check, sign and return the enrolment documents as soon as you get them from BPP.

9. Attend your people manager induction webinar and think about any questions you want answered in advance.

10. Keep up to date with how your member of staff is progressing on the programme and work with them to identify activities they can complete on the job to demonstrate what they’re learning. Attend their meetings with their coach, if required.

11. If your team member falls behind in their studies, work with them to develop a plan to get them back on track.

12. Celebrate success and help your team member share their knowledge and skills with the rest of your team.