

Virtual workplace coaching session (triangle) - Guide for apprentice and employers

- Prior to triangle coaching session, coach will contact employer and apprentice via email and/or calendar invite to confirm the conference weblink and what needs to be prepared for the session.¹
- Prior to triangle coaching session, apprentice must email the “Progress Tracker” form to their TDM coach.
- Employer and apprentice should have suitable network, computer/laptop, headset and microphone.²
- During the session coach will moderate the session as if it was face to face. TDM will normally use BigBlueButton (BBB) a system that allows all participants to join in a meeting at the same time and share documents for all to see.³
- During the session the coach will make notes of the triangulated review and summarise the key points at the end of the session.
- Employer and apprentice can add to the key points if needed.
- Once all agreed , coach will end the BBB session and save the coaching record in PDF format, then the coach will send the record via email to the employer and apprentice and ask for a reply email back, confirming the coaching session did happen.⁴

Example :

Coach email:

Please find attached record of our coaching session today. Please reply to this email confirming you have read and understood the contents and that it reflects what was discussed at the coaching session today.

Employer email back:

I confirm I have read and understood the record.

Apprentice email back:

I confirm I have read and understood the record.

- An email reply from the mentor/employer and apprentice is required to validate the record for compliance purposes with the ESFA.
- The Coach will then save that email as proof of e-signature and add the record and email to the TDM CMS for compliance purposes.
- Should the employer and apprentice prefer to print the record, sign it and then scan it back this also counts as an e-signature.

¹ Please consider the effect and cost of cancellations, only if absolutely essential please let us know in advance and provide an alternative date.

² If there are internet connectivity issues there will be a fallback option to conduct the review via phone and email, however this is only in an emergency scenario to prevent the delay on the apprenticeship progress.

³ If BBB server falls down, coach will suggest an alternative method that works for all parties.

⁴ Signatures or e-signatures are required to demonstrate to ESFA that the activity did happen. They conduct audits every year to check apprenticeship funding was used appropriately.