Wessex Professional Support Unit
Process Map for Language Coaching Cases

**Case Manager**
- Suspects that ‘language skills’ are relevant and important issues in relation to unsatisfactory speaking/listening/writing or reading tasks undertaken by the trainee in the performance of their duties.
- Requests and reviews a Form L from the educational supervisor and trainee.
- Refers to Angela MacTavish by email, attaching Form C and a Form L completed by the educational supervisor (in all cases) and the trainee (optionally).
- Completes and sends Form D to Julie Worthington.

**Angela MacTavish**
- Contacts trainee by e mail to arrange meeting (copy to the case manager and Julie).
- **If contact received:** Assessment meeting arranged and takes place, writes brief report and sends to Trainee and with their permission to the case manager and educational supervisor. If skills training is recommended this will be requested in the report for case manager to consider with the trainee and then request with submission of a further Form D request following guidance in separate process below entitled ‘language coaching’
- Advises Julie Worthington that the assessment has been completed and attaches invoice.
- **If no contact received for 4 weeks:** Informs Case Manager and Julie Worthington and case closed for non-engagement.

**Julie Worthington**
- Logs case as active on the Professional Support Unit spreadsheet.
- Sends Form D to the Deputy Business Manager.
- **If advised completed:** sends invoice to Deputy Business Manager.
- **If advised no contact:** logs as closed for non-engagement.

**Deputy Business Manager**
- Receives Form D and logs finance implications against trainee record on the PSU spreadsheet.
- Receives Angela MacTavish's invoice(s) from Julie Worthington.
- Records actual expenditure on PSU spreadsheet.
Further Referral is made for Language coaching

**Case Manager**
- Considers Language coaching would be beneficial (based on Angela’s recommendation from her assessment).
- Refers to Angela MacTavish via email.
- Completes and sends Form D to Julie Worthington.

**Angela MacTavish**
- Contacts trainee via email to arrange meeting (copy to the Case Manager and Julie Worthington).
- If contact received: Coaching meetings arranged and take place, summary report written and sent to trainee, and with their permission, Case Manager.
- Advises Julie Worthington that the coaching has been completed and attaches invoice.
- If no contact received for 4 weeks: Informs Case Manager and Julie Worthington and case closed for non-engagement.

**Julie Worthington**
- Logs case as active on the Professional Support Unit spreadsheet.
- Sends Form D to the Deputy Business Manager.
- If advised completed: logs number of sessions etc. and sends invoice to Deputy Business Manager.
- If advised no contact: logs as closed for non-engagement.

**Deputy Business Manager**
- Receives Form D and logs finance implications against trainee record on the PSU spreadsheet
- Receives Angela MacTavish’s invoice(s) from Julie Worthington
- Records actual expenditure on PSU spreadsheet

To be decided:
Language skills training via Mary Page, Southampton University
Skype offer from UKPG?
Angela wishes the Form L to be copyrighted to her.