Healthcare Apprenticeships

NHS
Health Education England

Apprenticeships in Primary and Social Care

Information Pack



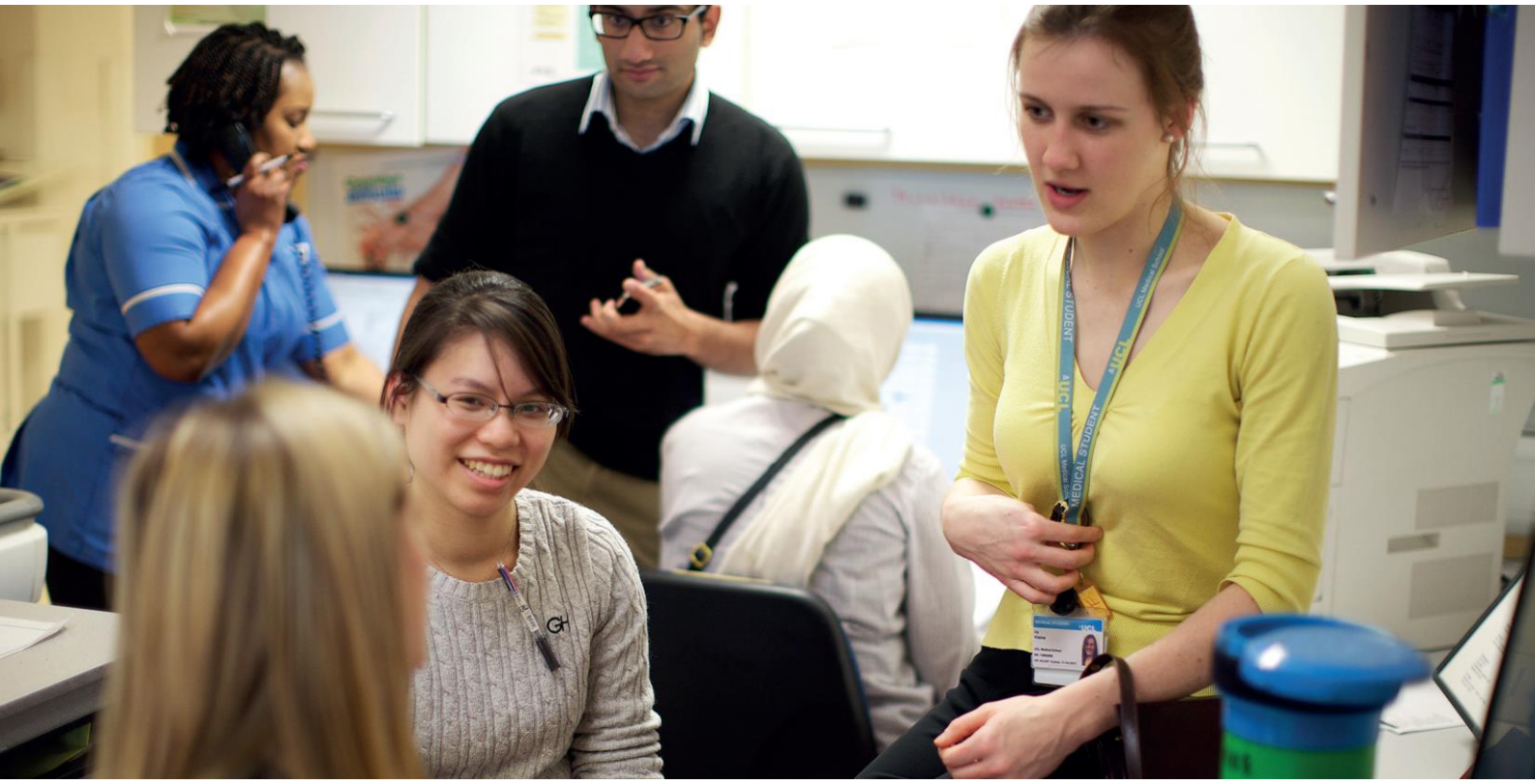





Developing people for health and healthcare

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Hello from the Health Education England Talent for Care Team

This booklet has been produced by Health Education England (HEE). Health Education England supports the development of apprenticeship in health and social care across England as part of the national HEE Talent for Care strategy.

What is this booklet about?

This booklet outlines the benefits of apprenticeship qualifications in primary and social care roles and showcases the impact of apprentices within the work environment. There are a broad range of profiles covering business administration, customer service, healthcare and team leading.

How does this booklet benefit me?

It will give you an insight into some of the different apprenticeship qualifications that could enhance your organisation. You will hear stories from other employers, both from an employer and apprentice perspective, and we hope it will help you understand how an apprenticeship can add value.

What is an apprenticeship?

An apprenticeship is on the job training leading to a national qualification, available for both new and existing staff. Anyone over the age of 16, who is not in full time education, can apply to be an apprentice. There are different levels of apprenticeships, from intermediate and advanced to higher and degree levels. This enables employers to select the most relevant apprenticeship for the requirements of the job role and the apprentice's previous experience, and to provide a clearly defined progression pathway for apprentices. Apprenticeships are used to develop the skills and knowledge of both new and existing employees and typically combine on-the-job training at an employer's site with off-the-job training provided by a training organisation.

Apprenticeships in primary care and social care

Apprenticeships can be used to develop new and existing staff in both clinical and

non-clinical roles. Apprenticeships can be used to develop skills in administration, customer service, and in specialist back-office skills, such as finance and IT. Apprenticeships are also available for roles such as:

- Healthcare support
- Management
- Team Leading
- Administration
- Adult care

What is 'the apprenticeship levy'?

Employers with a pay bill over £3 million each year, pay the apprenticeship levy.

Levy paying employers can spend apprenticeship levy funding on apprenticeship training and end-point assessment (the assessment of apprentices by an independent organisation, required before they can complete the apprenticeship).

Apprenticeship levy can only be used to fund eligible training costs. It cannot be used to fund salaries. Read the apprenticeship funding rules for full details of what you can and can't pay for using apprenticeship levy.

How to access funding if you aren't a levy paying employer

Non-levy paying employers can reserve 95% of the apprenticeship cost through government funding. This is called 'co-investment'.

Non-levy employers pay 5% towards the cost of apprenticeship training. The government will pay the rest (95%) up to the funding band maximum.

The 95% funding is paid by the Government straight to the provider. The 5% employer contribution is paid to the provider by the employer.

Apprenticeships can also be funded via levy transfers; this is when a levy paying employer agrees to fund the course fees for an apprentice who is employed by a different employer. You can find out more about levy transfers in the funding section of this guide.

Are there mentor/supervision requirements?

Apprentices may need some additional support, however, if planned right from the outset, you can minimise the impact this has on team resources. Short-term additional support will deliver long-term benefits and help staff feel valued and committed to the organisation. Mentoring or supervising apprentices also provides a development opportunity for existing staff. Time given to support apprentices in the initial stages will reap rewards later and help apprentices get up to speed more quickly.



Thinking of hiring an apprentice, but not sure where to start?

Our regional relationship managers provide free advice and guidance on all aspects of employing apprentices, including:

- Which apprenticeship programmes could benefit your organisation
- How to recruit and fund an apprentice
- How much it costs to employ and train an apprentice
- Which training providers deliver apprenticeships in your area

Find out who your regional apprenticeship managers is, and how to contact them **HERE**

Grow your team

How to plan, recruit and develop apprentices

Step 1
Assess your workforce development need: identify the skills gaps of your workforce and their current qualification level relating to their role. Think about any vacancies that could be considered as a future apprentice role. Estimate how much salary funding you have to spend on apprenticeship roles.

Also speak to your regional Training Hub and STP/ICS to see what is already happening locally around apprenticeship development and how you can join in.

Step 2
Access funding: Non-levy paying employer have two ways to access funding.

1. Reserve government co-investment. Where government pays 95% of the training costs and the employer pays the remaining 5%. Learn more about how to reserve apprenticeship funds **here**

2. Levy Transfers. Levy paying employers can transfer some of their annual levy to other employers. These transfers cover 100% of the training costs of the apprenticeship (you still need to cover salary). You can find out if there are any large employers interested in transferring apprenticeship levy by emailing Talentforcare@hee.nhs.uk



Step 3
Choose apprenticeship training and assessments: find a training provider who will offer the right apprenticeship qualification and assess your apprentice over the duration of their qualification.

Browse apprenticeship training and search for local providers at: Find Apprenticeship Training

Step 4
Advertise a vacancy: you can work with your training provider to help with advertising and shortlisting. They can also help you identify an existing employee as well as recruit new apprentices.

Step 5
Provide ongoing support for the apprentice: including, helping the new apprentices to adjust to the workplace, nominating a member of the team to be the apprentice's mentor, planning workload to provide the necessary opportunities to complete practical tasks in line with training goals. Also build in time for the apprentice to receive regular assessment / workplace reviews by the training provider.

"We've invested a lot of time and effort in our apprentice but it's paying off because we've been able to train her to meet our specific needs. I'd recommend this approach to other employers."

Amanda, Clinical Manager

Set up a digital service account and reserve funding

If you don't pay levy you will need to set up an account first to be able to reserve apprenticeship funding.

How to create an account to manage your apprenticeships

You need to create an apprenticeship account, then you will be able to get funding to pay for apprenticeship training and assessment costs.

You will use your account to:

- get apprenticeship funding
- find, save and manage training providers
- recruit apprentices
- add and manage apprenticeships

Before setting up your apprenticeship service account, you'll need:

- an email address you have access to
- the Government Gateway login for your organisation (or you can use the accounts office reference number and employer PAYE scheme reference number if your annual pay bill is less than £3 million)
- authority to add PAYE schemes to the account
- authority to accept the employer agreement on behalf of your organisation

Create your account HERE. You can also access step by step videos to help set up your account **HERE**

How to reserve funding

As a smaller employer, who does not pay the apprenticeship levy, you can reserve funds in the 'finance' section of your apprenticeship service account. You can also give your training provider permission to reserve them on your behalf.

What you'll need
You will need to know:

- which apprenticeship standard the apprentice will be doing
- what month the apprenticeship training will start

When you can use reserved funds
The reserved funds are available to use from the month of the apprenticeship start date and the following 2 months. The reservation will expire at the end of the 3rd month if you do not use it.

Example
You choose January as the apprenticeship training start date. The funding reservation is valid for January, February and March and expires on 1st April. To stop the reserved funds from expiring, you need to add apprentice details.

You can only have a combination of up to 3 'active' or 'used' reservations at any time.

Apprenticeship Standards

Health Education England and Skills for Health are facilitating the development of several apprenticeship standards for use in the health sector

Apprenticeship Standards

Apprenticeship **standards** are being developed by employer-led groups called Trailblazers.

Apprenticeship **standards** set out the core skills, knowledge and behaviours apprentices need to be fully competent in a role.

Standards are occupation-focused; they are not qualification-led. The learning happens throughout the apprenticeship, and the apprentice is assessed at the end. They need to prove that they can carry out all aspects of their job. They develop transferable skills and gain credibility too.

A full list of the new Apprenticeship Standards can be found here. New Standards are being developed an approved all the time, so it's good to keep up to date.

Below are a few examples of available apprenticeships. To see all apprenticeships relevant to health and social care visit HASO.

Adult Care Worker (Level 2)

Entry requirements
Set by employer

Duration
Typically 12 months

What apprentices will learn

- ✓ What the 'duty of care' is in practice
- ✓ How to contribute towards the development and creation of a care plan underpinned by the individuals preferences in regard to the way they want to be supported
- ✓ How to promote health and wellbeing for the individuals they support and work colleagues
- ✓ How to identify, respond to and escalate changes to physical, social, and emotional needs of individuals
- ✓ About different forms of communication e.g. signing, communication boards
- ✓ Support individuals they are working with according to their personal care/support plans
- ✓ Support individuals with cognitive, physical or sensory impairments

"My manger has been incredibly supportive since I started training. I've found shadowing her invaluable and very motivating"

Healthcare Support Worker (Level 2)

Entry requirements
Set by employer

Duration
Typically 12 to 18 months

What apprentices will learn

- ✓ health and social care principles and philosophy - including duty of care, person centred care, promoting mental health and well-being and safeguarding and protection
- ✓ carrying out routine clinical duties - including checking blood pressure and temperature and helping people eat, drink and wash etc
- ✓ infection prevention and control - including waste management, hand washing and using personal protective equipment (PPE)
- ✓ carrying out non-clinical tasks - including cleaning, making beds and record keeping
- ✓ working within a team to agreed workplace standards, policies and protocols

Senior Healthcare Support Worker (Level 3)

Entry requirements
Set by employer. Candidates will usually have previous experience as a support worker.

Duration
Typically 18 to 24 months

What apprentices will learn

- ✓ principles and philosophy of health and social care
- ✓ complex and routine clinical duties and care plans
- ✓ patient assessment and coordination of care
- ✓ team management, including delegating tasks, and training, mentoring and supervising colleagues
- ✓ supporting specialist senior healthcare support workers in their duties
- ✓ specialist skills: maternity, adult nursing, theatre, mental health.

Lead Adult Care Worker (Level 3)

Entry requirements
Set by employer

Duration
Typically 18 months

What apprentices will learn

- ✓ How to create and develop a care plan based on the person's preferences in the way they want to be supported
- ✓ How to monitor, plan, review a care plan in response to changing physical, social, and emotional needs of individuals.
- ✓ Take the initiative when working outside normal duties and responsibilities
- ✓ Lead and support colleagues to understand how to establish informed consent when providing care and support
- ✓ Demonstrate and ensure that records and reports are written clearly and concisely
- ✓ Monitor, plan, review a care plan in response to changing physical, social, and emotional needs of individuals

Nursing Associate (Level 5)

Entry requirements
Set by employer

Duration
Typically 24 months

What apprentices will learn

- ✓ Supporting individuals with all aspects of care including daily living
- ✓ Performing and recording clinical observations including blood pressure, temperature, respirations, pulse.
- ✓ Undertaking clinical tasks including cannulation, venepuncture, ECGs
- ✓ Accurately recording nutritional and fluid intake.
- ✓ Ensuring the privacy, dignity and safety of individuals is maintained at all times.

Assistant Practitioner (Health) (Level 5)

Entry requirements
Set by employer

Duration
Typically 18 to 24 months

What apprentices will learn

- ✓ health and social care principles and philosophy - including duty of care, person centred care, promoting mental health and well-being and safeguarding and protection
- ✓ healthcare needs from prenatal to end of life care and bereavement support
- ✓ higher clinical skills - including catheterisation, wound care and discharge planning
- ✓ case and risk management - including infection prevention and control
- ✓ team working - including supervising, teaching, mentoring and assessing other staff
- ✓ patient assessment and coordination of care - including implementing and modifying care plans
- ✓ health and safety practices, standards and legislation within a healthcare environment

Leader in Adult Care (Level 5)

Entry requirements
Set by employer

Duration
Typically 18 months

What apprentices will learn

- ✓ Learn to manage community or residential based services
- ✓ Ensure the service is safe, effective, caring, responsive to people's needs and well-led.
- ✓ Lead and support others to work in a person-centred way and to ensure active participation which enhances the well-being and quality of life of individuals
- ✓ Develop and implement organisational processes to ensure that records and reports are written clearly and concisely and to keep information safe and preserve confidentiality
- ✓ Adopt a team approach, recognising contributions of team members and able to lead a team where required

Registered Nurse (Degree) (Level 6)

Entry requirements
Applicants must have achieved GCSE grades 9 to 4 (equivalent to A* to C) in English and maths before starting this apprenticeship.

Duration
Typically 48 months

What apprentices will learn

- ✓ helping doctors with physical examinations
- ✓ giving drugs and injections
- ✓ cleaning and dressing wounds
- ✓ using medical equipment
- ✓ working with doctors to decide what care to give
- ✓ checking patients' progress
- ✓ advising patients and their relatives
- ✓ Registered nurse apprentices specialise in one area: adult nursing, children's nursing, nursing people with learning disabilities or mental health nursing

Business Administrator (Level 3)

Entry requirements
Set by employer

Duration
12-18 months

What apprentices will learn

- ✓ Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data.
- ✓ Making recommendations for improvements and present solutions to management.
- ✓ Maintaining records and files, handles confidential information in compliance with the organisation's procedures.
- ✓ Demonstrating ability to influence and challenge appropriately.

Customer Service Practitioner (Level 2)

Entry requirements
Set by employer

Duration
Typically 12 months

What apprentices will learn

- ✓ customer service principles and practices - including customer experience and feedback, internal and external customers, needs and priorities, targets and goals and right first time
- ✓ business principles and practices - including brand promise, core values, complaints process, internal policies and legislation and regulatory requirements
- ✓ customer service skills - including building rapport and trust, conflict management and influencing and reinforcement techniques
- ✓ communications - including interpersonal, tone of voice and verbal and non-verbal communications

Team Leader / Supervisor (Level 3)

Entry requirements
Set by employer. Candidates will usually have 5 GCSEs at grade C (or above)

Duration
Typically 12 months

What apprentices will learn

- ✓ team management principles - including team dynamics, motivation and managing resources and workloads
- ✓ coaching, decision making, role modelling and managing change
- ✓ absence management, conducting appraisals, setting goals and objectives
- ✓ negotiation and networking skills and customer and stakeholder management
- ✓ communications - including active listening, chairing meetings, presentation and digital
- ✓ human resources (HR) and legal requirements - including equality, diversity and inclusion
- ✓ planning and prioritisation, collecting, analysing and using data and risk management
- ✓ controlling budgets, delivering value for money and governance and compliance

Operations / Departmental Manager (Level 5)

Entry requirements
Set by employer. Candidates will usually have 5 GCSEs at grade C (or above)

Duration
Typically 30 months

What apprentices will learn

- ✓ operational management principles - including operational planning, contingency planning and continuous improvement
- ✓ business management principles - including business development, business finance, sales and marketing
- ✓ business change, prioritisation techniques and time, resource and risk management
- ✓ achieving targets, delivering objectives and setting KPIs
- ✓ coaching and mentoring, delegation, decision making, recruitment and problem solving
- ✓ negotiation and networking skills and partner, stakeholder and supplier management
- ✓ interpersonal skills, report writing and digital, verbal, non-verbal and written communication skills

Chartered Manager (Degree) (Level 6)

Entry requirements
Set by employer. Candidates will usually have: * A levels (or equivalents) or existing relevant level 3 qualifications * English, maths and information communications technology (ICT) at level 2 Employers may consider prior relevant experience.

Duration
Typically 48 months

What apprentices will learn

- ✓ operational strategy
- ✓ project management
- ✓ business finance
- ✓ digital business and new technologies
- ✓ leading and developing people and developing collaborative relationships

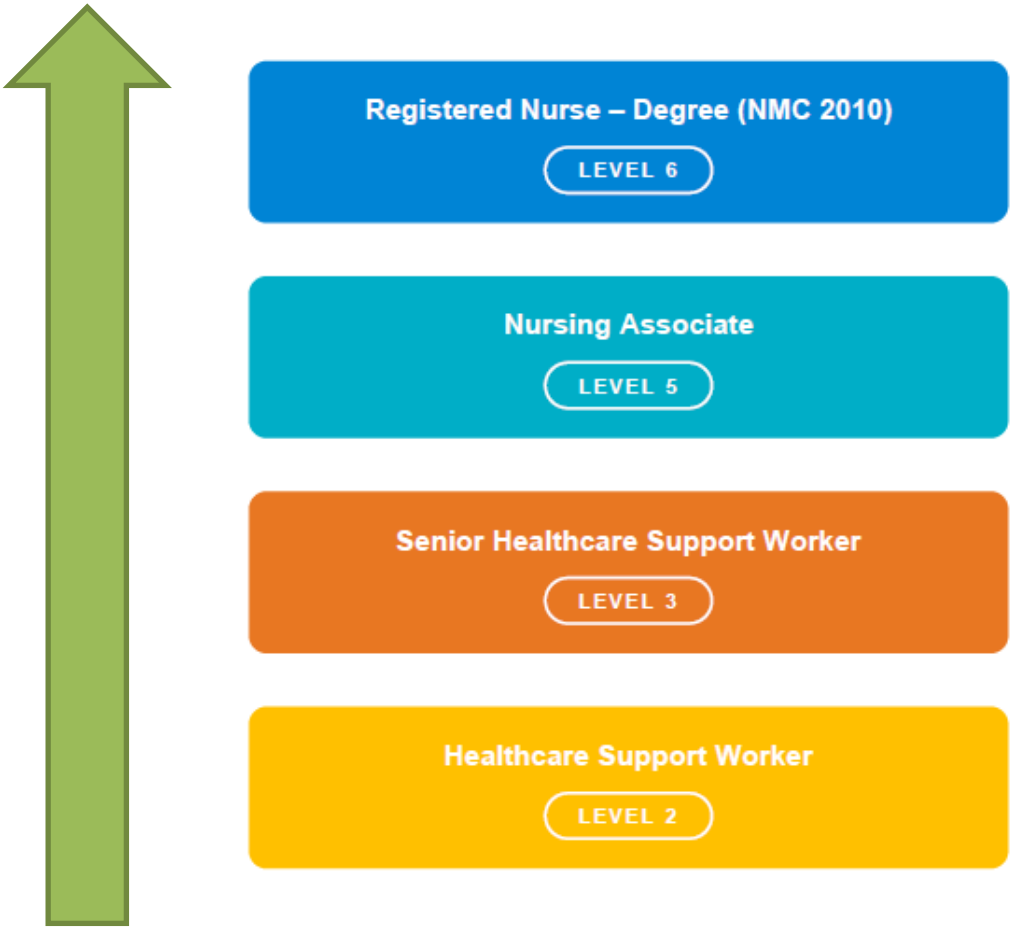
Creating a Career Pathway

We have created a pathways tool that lets you create or view different apprenticeship career routes.

This tool is ideal to use with staff and/or for career development. There are several ways to use this tool, such as in an appraisal, for career and CPD planning or to download and provide at career events.

Everybody's journey is different due to the different qualifications and experience they hold. This may mean that they can skip a level or that they need to achieve additional academic qualifications prior to applying. Always check the employer and university entry requirements.

*You can find the pathways tool **HERE.***



"I was able to complete my studies at a suitable time to fit in with my work and personal life"

Case Study

Surgery takes innovative approach to upskilling primary care workforce

West Heath Surgery works closely with the local GP provider organisation South Doc Services to deliver quality services across the area. It has found an innovative response to evolving patient needs by training a HCA to Band 4 in many of the functions that were formally carried out only by doctors and nurses. This has led to a redesign of the workforce across many of the services in both organisations.

Why they did it

Several years ago, a change in NHS commissioning arrangements meant that health practices were given funds to procure their own phlebotomists, rather than being provided with one centrally. The West Heath team decided that instead of hiring a specialist to work just 8 hours a week, they would see what other skills this position could be equipped with and package it into a role to be based at their main surgery.

There was no specific NHS guidance, but West Heath Surgery discovered that non-registered staff can be trained to carry out almost all primary care routine procedures (the exceptions were baby immunisation, travel vaccinations and cervical cytology). They decided to train a Health Care Assistant, who already had basic skills such as phlebotomy, to undertake more specialist functions such as ECGs, spirometry and ear syringing.

The HCA is now trained in diverse functions such as B12 injections, chronic disease review examinations of patients, dressings, ECGs, ear syringing, flu, pneumococcal and shingles vaccinations, supporting further clinics such as anticoagulation, and monitoring. She also does NHS and new patient health checks.

The results

The surgery now has a full-time Band 4 HCA who can take on many of the duties formerly carried out by registered staff. This has had a positive effect on the nurses and doctors, who are enabled to offer more complex and specialised support to their patients.

Patients are getting an improved experience, as they receive appointments and treatments more quickly, particularly for chronic issues such as diabetes, hypertension, and chronic kidney disease. The surgery is now also open 7 days a week, and a HCA is always available for routine procedures.

Primary care such as anticoagulation monitoring and hearing checks for audiology can be given at the surgery instead of in hospitals. The practice used to have 37 hours of nursing time per week and a part-time HCA. They now employ a full-time HCA and only require 16 hours of nursing time.

> “I started with a job on reception but now I have a vocation.”

Case Study

Residential Care Provider uses apprentices to grow ‘new to care’ staff and existing staff

A large Norfolk’s largest residential care provider, which provides care and support for over 1,400 people in residential care homes and housing with care schemes. Employing over 1,700 staff in Norfolk they provide specialist care for people living with dementia, reablement services to help older people return home following time in hospital and long-term residential and respite services for adults with physical disabilities.

What they did:

They have been recruiting apprentices for over two years, recruiting only a few at first but now those numbers are increasing, and they are also using apprenticeships to further upskill existing workforce under apprenticeship or diploma programmes. They are using the new standards for adult care for levels 2, 3, 4 and 5. They also use levels 3 business administrations programmes.

20% off the job:

20% off the job has been easily implemented, they support staff through active classroom development, online e-provision, resource library access/self-directed learning, shadowing and mentoring as well as care home rotations to watch best practice in action. By actively promoting a learning culture throughout the organisation they have been able to evidence existing opportunities for staff, which satisfies the 20% off-the-job learning requirement.

The impact:

Apprentices have been good for business, helping to attract ‘new to care’ staff. They have also upskilled and developed the quality or their existing staff, supporting talent and succession planning. Benefits have included:

- Improved quality performance in care
- Built leadership capability and provided the next generation of deputies and managers who fully support and encourage their staff in all training and development activity
- Enhanced staff retention levels and therefore improved reputation as a good employer
- Staff performance has also improved within the homes by following standardised programmes
- Improved health and safety statistics, lower fall rates and improved general knowledge in all areas relating to care and compliance to process and standard operating practices being adopted.

Take a look at the **Skills for Care**, meet the apprentices series which shows real apprentices talking about their apprenticeship in adult care

For more information

Where can I find other information about apprenticeships?

We have useful links to resources that will help you to find the right apprenticeship for you. For an electronic copy of this booklet, access to other apprenticeship stories and further information on recruiting an apprentice or placing an existing member of staff on an apprenticeship qualification visit: **Healthcare Apprenticeship Standards online (HASO)**

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