

**in good health**

The Norfolk and Waveney Health and Care Partnership



**Great Yarmouth and Waveney  
North Norfolk, South Norfolk  
Norwich, West Norfolk**

Clinical Commissioning Groups

# Primary Care Apprenticeship Courses in Norfolk and Waveney

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A GUIDE FOR PRACTICE MANAGERS AND APPRENTICES

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## Introduction

This booklet is designed to help simplify the various apprenticeship courses suitable for primary care across Norfolk and Waveney into one simple, easy to navigate document.

This booklet is designed in mind for practice managers looking to upskill their workforce, and also for apprentices trying to find a course suitable to them.

### **What is an apprenticeship?**

It's a real job, with hands-on experience, a salary from day one of your training and employment and the chance to train while you work. You're treated just like all the other employees, with a contract of employment and holiday leave.

If you're 16 or over, you can become an apprentice as long as you spend at least 50% of your working hours in England - for the duration of the apprenticeship and you are not in full-time education.

When you're an apprentice:

- You get paid and train at the same time, with at least 20% of your time spent in off the job training, often at a college, university or with a training provider. Some courses have this "blended learning" approach, whilst other courses are solely workplace based learning.
- You train to be fully competent in your chosen occupation.
- You're on a career path - with lots of future potential for you.

Your apprenticeship can take between one and six years to complete, depending on which apprenticeship you choose, what level it's at, and your previous experience.

All apprenticeships make sure you're 'job ready' for the role you have trained for..

### **General enquiries about apprenticeships:**

Richard Taylor, Apprenticeships support lead for Norfolk & Waveney.

[Richard.Taylor29@nhs.net](mailto:Richard.Taylor29@nhs.net)

### **Disclaimer:**

All information provided was accurate at the time of publishing. Third parties e.g. ESFA, HASO and course providers etc. change information relating to courses, costs and procedures regularly and this may not be reflected in this booklet at your time of reading. Any outdated or incorrect information please inform Richard Taylor –

[Richard.Taylor29@nhs.net](mailto:Richard.Taylor29@nhs.net)

## Funding Apprenticeship Courses

The Education and Skills Funding Agency (ESFA) is a Government department which helps fund apprenticeship courses across the country. Course providers need to be ESFA registered in order for you to access the courses alongside government funding. Every course in this booklet is an ESFA registered course – unless otherwise stated.

When an apprentice enrolls on a course, the course provider submits paperwork to ESFA allowing them to collect 95% of the course fees directly from ESFA. The employer is left to pay the remaining 5%. In some instances, employers e.g. a general practice/surgery, do not need to pay anything for the course fees of their apprentice:

- 1) Employers who have less than 49 employees would not pay anything if the apprentice was under 18. And just 5% of the fees if the apprentice was over 18.

Employers who have over 49 employees would pay 5% of the course regardless of age.

Course providers must be ESFA registered in order for practices to only have to pay a 5% contribution.

Alternatively, practices can register on Healthcare Apprenticeships Standards Online (HASO) to be recipient to a Levy Transfer to pay the course fees in full.

### What are Levy pots and can I access them?

Organisations with a staff payroll over £3 million have a proportion of the taxes awarded back to them called a 'Levy pot'. This is for that organisation to spend on apprenticeship course fees, not apprentice wages. However whilst levy pot funds can be transferred to other organisations, such as GP practices, to pay for apprenticeship course fees –ESFA and Levy pot funding routes cannot be co-utilised. When the Levy pot is accessed the full course fees must be drawn from this avenue, therefore we are encouraging users to understand both options; the use of ESFA paying the 5% contribution, or the use of Levy transfers via HASO for those struggling to pay the 5% contribution.

### Healthcare Apprenticeships Standards Online (HASO)

HASO and HEE offer a levy gifting-receiving “[match making service](#)” for organisations with unused Levy funds to those who are non-levy paying organisations, like GP Practices. To register your practice to be a receiver of a levy transfer email [talentforcare@hee.nhs.uk](mailto:talentforcare@hee.nhs.uk) with a completed transfer request form here ->



Levy Trans

### Apprenticeship Service Account

In order to enrol a student on an apprenticeship course, and be able to receive levy funding gifted by other organisations, practices must be registered on the Apprenticeship Service Account. By April 2020, all companies/ organisations will be required to register to the service. A step by step guide to setting up the account can be found here ->



Setting up an Apprenticeship Serv

## Customer Service Practitioner (Level 2) Apprenticeship

### Course Description:

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

### Entry requirements:

- An individual assessment to determine your ability, commitment and potential to complete the apprenticeship.
- An initial assessment of Maths and English skills may be needed to show your ability to work towards level 1 Maths and English.
- This course requires 30 hours per week in work.
- Applicants must have been a resident in the EU for 3+ years and not on any other government funded training programme.

### Qualifications details:

Apprentices will gain a Customer Service Practitioner Standard Level 2 and functional skills Maths and English level 1. In addition you will study towards and take exams for Maths and English at Level 2 prior to End Point Assessment.

### Length of course:

This course is generally 12 months long including end point assessment.

### Course costs:

Government guidance stipulates this course should cost no more than £3,500 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £175.

### Course providers:

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Business Administration (Level 2) Apprenticeship

### Course Description:

This programme is aimed at people who have a keen interest in business and administration. You will broaden your understanding and knowledge of the practice. The Business Administration Diploma consists of 6 Mandatory units optional units tailored to your job role:- Communication in a business environment - Principles of providing administrative services - Principles of business document production and information management - Understanding employer organisations - Manage personal performance and development - Develop working relationships with colleagues. Also includes Health and Safety, team working, organising a workload, communication via telephone and preparing and printing documents using a PC

### Entry requirements:

- Individual assessment prior to course to determine suitability for potential to complete the apprenticeship.
- An initial assessment of Maths and English skills may be needed to show your ability to work towards level 1 Maths and English.
- This course requires 30 hours per week in work.
- Applicants must have been a resident in the EU for 3+ years and not on any other government funded training programme.

### Qualifications details:

Apprentices will gain a Level 2 Diploma in Business Administration and a Level 1 award in Functional Skills for Maths, English and ICT.

### Length of course:

12-18 months based on individual's ability and course provider selected.

### Course costs:

Government guidance stipulates this course should cost no more than £2,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £100.

### Course providers:

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Human Resources Support (Level 3) Apprenticeship

### **Course Description:**

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation. This course equips individuals for handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.

### **Entry requirements:**

- Appropriate job role
- Employer criteria
- Typically 5 GCSEs (or equivalent) at grade C / Grade 4 or higher, including English and Maths

### **Qualifications details:**

Apprentices will gain a CIPD Foundation Level 3 Certificate in Human Resources practice qualification. Successful completion of this standard allows registration with the Chartered Institute of Personnel and Development (CIPD).

### **Length of course:**

18-24 months based on individual's ability and course provider selected.

### **Course costs:**

Government guidance stipulates this course should cost no more than £5,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £250

### **Course providers:**

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Team Leader Supervisor (Level 3) Apprenticeship

### Course Description:

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. This apprenticeship will prepare individuals for key responsibilities required of the role. Including but not limited to; supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Roles/Occupations may include: Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager.

### Entry requirements:

- The employer may have their own selection criteria but will course typically suggests a minimum of five GCSEs at grade C / grade 4 or above.
- Entry level assessment will assess your potential commitment and motivation to achieve the apprenticeship as well as assessing your ability to work towards level 2 Maths and English.
- 30 hrs per week work, EU resident for the past 3 years and not on any other government funding training programme.

### Qualifications details:

Apprentices will gain a Team Leader / Supervisor Level 3 Standard qualification. As well we functional skills qualifications in Maths and English at Level 2. On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

### Length of course:

12-18 months based on individual's ability and course provider selected.

### Course costs:

Government guidance stipulates this course should cost no more than £4,500 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £225.

### Course providers:

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Business and Professional Administration (Level 4) Apprenticeship

### Course Description:

This Level 4 Higher Apprenticeship in Business & Professional Administration has been developed to support those working as Office Managers, Administration Team Leaders, Personal Assistants and Business Development Executives. The ideal role will have responsibility for creating and managing process and functions.

Tasks undertaken by apprentices will vary depending on the level and sector in which they are employed. Tasks may include supporting sustainability within an office environment, assessing, managing and monitoring risk, communicating with colleagues and stakeholders, managing an office facility, managing projects, chairing meetings, overseeing customer service delivery and contributing to innovation.

Tasks are not exhaustive but may also include evaluating and solving business problems, making decisions, preparing, co-ordinating and monitoring operational plans, implementing, monitoring and maintaining administrative services and co-ordinating events.

### Entry requirements:

- Assessment at interview to determine suitability for the course.
- Assessment to demonstrate ability to study towards level 2 Maths and English.
- Must be 18+ years of age.
- Minimum of 30 hours per week in work.
- Applicants must have been a resident in the EU for 3+ years and not on any other government funded training programme.

### Qualifications details:

Apprentices will gain a Business and Administration Level 4 Diploma (NVQ).

### Length of course:

18-24 months based on individual's ability and course provider selected.

### Course costs:

Government guidance stipulates this course should cost no more than £4,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £200.

### Course provider:

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Operational and Departmental Managers (Level 5) Apprenticeship

### Course Description:

The Operations and Departmental managers apprenticeship is suitable for someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. The course will prepare individuals to deliver key responsibilities in the service of their role, such skills may include; creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Roles may include: Operations Manager, Regional Manager, Divisional Manager, Department Manager and specialist managers.

### Entry requirements:

- The employer may have their own selection criteria but will course typically suggests a minimum of five GCSEs at grade C/ grade 4 or above.
- Entry level assessment will assess your potential commitment and motivation to achieve the apprenticeship as well as assessing your ability to work towards level 2 Maths and English.
- 30 hrs per week work, EU resident for the past 3 years and not on any other government funding training programme.

### Qualifications details:

Apprentices will gain a Level 5 Standard qualification in Operations / Departmental Managing. As well we functional skills qualifications in Maths and English at Level 2. On completion, apprentices can register as full members with the Chartered Management Institute and/or the Institute of Leadership & Management, and those with 3 years' of management experience can apply for Chartered Manager status through the CMI.

### Length of course:

2-2<sup>1/2</sup> years based on individual's ability and course provider selected.

### Course costs:

Government guidance stipulates this course should cost no more than £7,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £350.

### Course providers and contacts for further information:

Most course providers and feedback can be found on the following government website [here](#). Feedback can be reviewed on here also, please see the section on guidance for selecting an apprenticeship course provider.

## Chartered Manager Degree (Level 6) Apprenticeship

### **Course Description:**

The Chartered Manager Degree Apprenticeship provides apprentices with higher level leadership and management skills, core competencies and desired behaviours to become a more effective manager. Apprentices will receive high quality higher education learning, and will apply their newly acquired knowledge and skills into their working environment. Job roles include Manager, Senior Manager, Head of Department and Operations Manager.

The apprenticeship develops understanding of organisations and their key functions and processes, explores wider environments, organisational strategies, markets and processes, facilitates learning in the workplace as a Chartered Manager Degree Apprentice, and equips apprentices with a wide range of graduate and professional skills, so that they can enhance their performance in the workplace and develop their career.

### **Entry requirements:**

- The employer may have their own selection criteria
- Apprentices are required to have gained functional skills in English and maths level 2 before completing the programme, and should typically have A Levels or a Level 3 or higher qualification before applying

### **Qualifications details:**

Apprentices will gain a Level 6 Degree in Leadership and Management (BA Hons) and full Chartered Manager status, a Level 5 CMI Professional Diploma as well as membership of the CMI, and will have also achieved Level 2 in Functional Skills in Maths and English (if not previously achieved.)

### **Length of course:**

With the Open University, it is typically 3-4 years, but will depend upon previous experience. With City College Norwich, it is 3 years and 6 months.

### **Course costs:**

Government guidance stipulates this course should cost no more than £22,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £1,100

### **Course providers and contacts for further information:**

Most course providers can be found on the following government website [here](#). Feedback can be reviewed on here also, please see the section on guidance for selecting an apprenticeship course provider.

## Senior Leader Master's Degree (Level 7) Apprenticeship

### **Course Description:**

The Senior Leader Master's Degree Apprenticeship provides current and future leaders and senior managers with high-level leadership and management skills, core competencies and desired behaviours to become more effective leaders. This apprenticeship develops inclusive leaders who are responsible for developing ethical, innovative and supportive cultures with the ability to deliver results, manage complexity and instigate change.

### **Entry requirements:**

- Someone who has senior management responsibility, which may include formal governance or director responsibilities. An individual assessment to determine your ability, commitment and potential to complete the apprenticeship.
- A minimum of three years' experience in a managerial, professional or technical role, so that apprentices have a practical business base from which to build their MBA learning.
- Honours degree awarded by a recognised UK university.

### **Qualifications details:**

MBA, delivered by The Open University's triple-accredited Business School

### **Length of course:**

With Open University this course typically lasts 2<sup>1/2</sup> years

### **Course costs:**

Open University course costs are £18,000. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £900.

### **Course providers and contacts for further information:**

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

Open University, Business Development Unit – 0300 303 0122,  
[Business@open.ac.uk](mailto:Business@open.ac.uk)

## Pharmacy Assistant (Level 2) Apprenticeship

### Course Description:

The pharmacy services assistant teaches individuals how to effectively and competently serve both patients and customers at chemists and pharmacies. Upon completion individuals will be able to; take in and hand out prescriptions, advise customers about non-prescription items, appreciate doses and forms of medicine, maintain pharmaceutical stock, manage orders for medicines and understand the roles and responsibilities of pharmacy and healthcare professionals.

With West Suffolk College the course features a weekly 1 day release based in Ipswich, IP28 SD – see intake sub heading for more information.

### Entry requirements:

- Set by employer.
- Must be working towards or have completed Maths and English level 1. Please see page 24 “Support with Functional Skills in English and Maths” for those requiring support.

### Intake:

Please see embedded document. This course can technically be started any time during the year but this will require apprentices to travel to Ipswich (IP28 SD) once per week for day release. If you are interested in this course please submit an expression of interest to [Richard.Taylor29@nhs.net](mailto:Richard.Taylor29@nhs.net) – if across Norfolk we can gather a cohort of 15 or more learners, we can have West Suffolk College deliver the day release locally.



Pharmac

### Qualifications details:

On completion apprentices will achieve a Level 2 Pharmacy Services Assistant apprenticeship Standard. If not already completed prior to starting, apprentices will have completed their level 1 English and Maths.

### Length of course:

This apprenticeship course lasts 15 months, including end point assessment.

### Course costs:

Government guidance stipulates this course should cost no more than £5,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £250.

### Contacts for further information:

Course providers and feedback can be found [here](#).

Amy Laflin, Programme and Lead Tutor West Suffolk College [amy.laflin@wsc.ac.uk](mailto:amy.laflin@wsc.ac.uk)

## Pharmacy Technician (Level 3) Apprenticeship

### Course description:

The Level 3 pharmacy technician apprenticeship is suitable if you have already worked in a pharmacy for some time and have completed your level 2 qualification. The 17 units of the service skills NVQ are tailored to your workplace with rotations around the department to learn different aspects of the role. The pharmaceutical science part comprises knowledge-based assignments. There are 14 mandatory units, these include; providing an effective and responsive pharmacy service, answering queries, issuing prescriptions, ordering stock. And 3 optional units, examples of which include; contributing to the effectiveness of teams, providing advice on symptoms and the actions and uses of medicines, conducting basic reviews of an individual's medicines.

### Entry Requirements:

- Demonstrate experience working at level 2 in a pharmacy or chemist setting.
- Have level 2 English and Maths or be working towards.

### Intake:

Please see embedded document. This course starts in September 2019 and will require apprentices to travel to Ipswich (IP28 SD) once per week for day release. If you are interested in this course please submit an expression of interest to [Richard.Taylor29@nhs.net](mailto:Richard.Taylor29@nhs.net) – if across Norfolk we can gather a cohort of 15 or more learners, West Suffolk College can deliver the day release locally.



Pharmac

### Qualification:

On completion apprentices will achieve a Level 3 Health Pharmacy Technician NVQ. As well as being able to register with the General Pharmaceutical Council (GPhC). This qualification is not a Standard, but operates on the Framework based competencies. The Level 3 Pharmacy Technician Standard Apprenticeship is in development. See page 24, "Standards and Frameworks: what's the difference?".

### Length of course:

The length of this course is 2 years.

### Course costs:

This course costs £4,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £200.

### Contacts for further information:

Amy Laflin, Programme and Lead Tutor West Suffolk College [amy.laflin@wsc.ac.uk](mailto:amy.laflin@wsc.ac.uk)

## Adult Care (Level 2) Apprenticeship

### **Course Description:**

Adult Care Workers work with people, and are passionate about supporting and enabling people to live more independent and fulfilling lives - it is a rewarding and worthwhile job that provides excellent career opportunities. Job roles are varied and are typically determined by the type of the service being provided and the individual being supported but provides a great opportunity to give personalised care. Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings.

### **Entry requirements:**

- Set by employer.
- Candidates must undertake a recognised enhanced disclosure and barring service check.

### **Qualifications details:**

On completion apprentices will achieve a Level 2 Diploma in Adult Care, Care Certificate as well as Level 1 functional skills, if completed on the course.

### **Length of course:**

Typically 12 months based on the individual's ability and course provider selected.

### **Course costs:**

Government guidance stipulates this course should cost no more than £3,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £150.

### **Course providers and contacts for further information:**

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Lead Adult Care (Level 3) Apprenticeship

### **Course Description:**

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges.

Lead Adult Care Workers will be expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control. By providing leadership, guidance and direction at the frontline of care delivery they will be instrumental in improving the health and wellbeing of those receiving care and support.

Lead Adult Care Workers will in some circumstances have delegated responsibility for the standard of care provided and may supervise the work of other care workers. This exercising of autonomy and accountability means leading and supporting others to comply with expected standards and behaviours.

### **Entry requirements:**

- Set by employer.
- Candidates must undertake a recognised enhanced disclosure and barring service check.

### **Qualifications details:**

On completion, the apprentice will achieve Level 3 Diploma in Adult Care, Care Certificate as well as Level 2 functional skills in Maths and English.

### **Length of course:**

Up to 24 months based on the individual's ability and course provider selected.

### **Course costs:**

Government guidance stipulates this course should cost no more than £3,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £150.

### **Course providers and contacts for further information:**

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Senior Healthcare Support Worker (Level 3) Apprenticeship

### **Role profile:**

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. An experienced support worker, would carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. Providing high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of their competence.

Senior Healthcare Support workers may work in a range of services e.g. hospital, community, health or day care unit, birth centre or midwifery led unit, someone's home, operating theatre, nursing or care home, assessment centre, hospice, school, prison, GP surgery, charity or voluntary organisation; working in partnership with individuals, families, carers and other service providers.

### **Entry requirements:**

- Set by employer.
- Candidates usually have previous experience as a support worker. Must have a valid enhanced disclosure and barring service check or take one.

### **Qualifications details:**

On completion, the apprentice will achieve Level 3 Diploma in Healthcare Support, Care Certificate as well as Level 2 functional skills in Maths and English.

### **Length of course:**

Up to 24 months based on the individual's ability and course provider selected.

### **Course costs:**

Government guidance stipulates this course should cost no more than £5,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £250.

### **Course providers and contacts for further information:**

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Care Leadership and Management (Level 5) Apprenticeship

### Course Description:

The Care and Management Level 5 apprenticeship prepares individuals to guide and inspire teams to positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level. They may be responsible for business development, financial control, organisational resilience and continuity as well as for managing risk and leading on organisational change. This course is suitable for those wishing to develop into service, unit, deputy or assistant manager roles.

### Entry requirements:

- Set by employer.
- Must have a valid enhanced disclosure and barring service check or take one.
- Candidates must have had a lead supervisory role within a suitable care organisation, provide evidence of their experience and be observed by your assessor undertaking key tasks. Course providers can provide more information on entry criteria.

### Qualifications details:

On completion, apprentices will achieve a Level 5 Higher Apprenticeship in Care Leadership and Management.

### Length of course:

Typically 12 months based on the individual's ability and course provider selected.

### Course costs:

Government guidance stipulates this course should cost no more than £2,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £100.

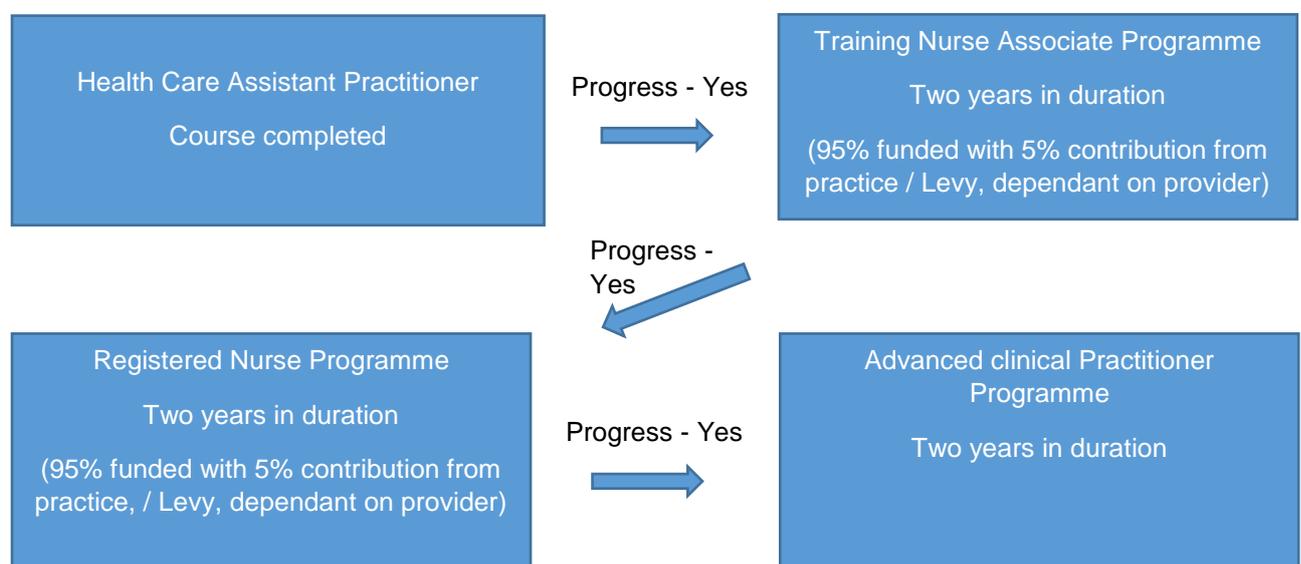
### Course providers and contacts for further information:

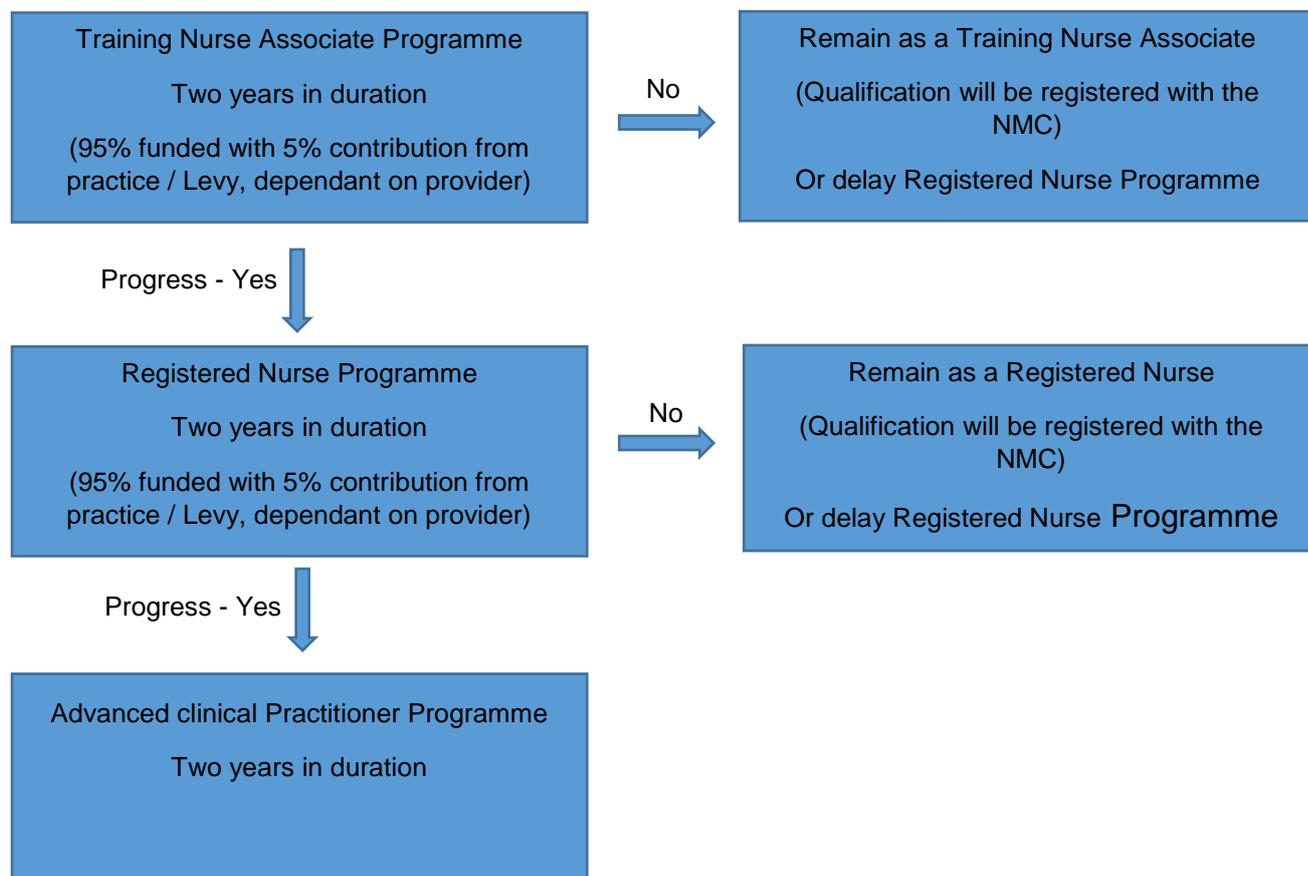
Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Qualification and Career Pathways for HCAs, NAs and Registered Nurses

Apprenticeships are now available for Nurses to take them through a career journey which can span from Healthcare assistant to Advanced Clinical Practice.

- Health Care Assistants (HCA's) can undertake a 2 year Training Nurse Associate programme and then progress to a further 2 years to qualify as a Registered Nurse.
- Advanced Clinical Practice apprenticeships are also available for Registered Nurses to continue their development if required. There are also options to cease their training on completion of any of the courses.





## Healthcare Assistant Practitioner (Level 5) Higher Apprenticeship

### **Course Description:**

The Healthcare Assistant Practitioner Level 5 apprenticeship prepares individuals to provide, supervise and coordinate high-quality and compassionate health and social care for a wide range of people. The course's modules align to the healthcare assistant practitioner higher apprenticeship standard. Modules include: biological, physical, social etc., concepts relevant to apprentices healthcare practice, holistic person-centred care and working with diverse patient groups, understanding political, strategic and contemporary contexts in which care takes place, the physiology and functioning of the human body, evidence based practice, theories, concepts and professional principles of healthcare practice, research to inform and improve quality of care. Lastly students choose from a range of modules to top up their educational experience.

### **Entry requirements:**

- Set by employer.
- Must have a valid enhanced disclosure and barring service check or take one.
- Candidates must have had a lead supervisory role within a suitable care organisation, provide evidence of their experience and be observed by your assessor undertaking key tasks. Course providers can provide more information on entry criteria.

### **Qualifications details:**

On completion, apprentices will achieve a Level 5 Foundation Degree in Healthcare Practice, Care Certificate as well as Functional Skills in English and Maths level 2, if not previously achieved.

### **Length of course:**

Typically 2-2.5 years based on the individual's ability and course provider selected.

### **Course costs:**

Government guidance stipulates this course should cost no more than £12,000 per apprentice. This is inclusive of course costs, materials and end-point assessment. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £600.

### **Course providers and contacts for further information:**

Most course providers and feedback can be found on the following government website [here](#). Please see the section on guidance for selecting an apprenticeship course provider.

## Nursing Associate Higher (Level 5) Apprenticeship

### Course Description:

The nursing Associate Higher Apprenticeship supports employers to attract people into the nursing profession or develop their healthcare support workers (HCSWs) as nursing associates. This programme will help you to develop knowledge and understanding of contemporary issues in health and social care. Trainee nursing associates will experience a wide range of learning opportunities and contexts, with placements in each of the three health and care settings; at home, close to home (another local practice) and hospital, giving a breadth of knowledge and a flexible, transferable skill set to serve the health needs of local communities, covering pre-conception to end-of-life care, across a range of settings.

### Entry requirements:

- Be a healthcare support worker or a Healthcare Assistant
- Demonstrate ability to work at Level 2 English and Maths at point of entry, or achieve them during the first year of the apprenticeship.

### Qualifications details:

- Upon completion apprentices will gain a Foundation Degree in Nursing Associate practice, apprenticeship award and eligibility to register as a Nursing Associate with the Nursing and Midwifery Council (NMC).

### Length of course:

With the Open University, the course lasts approximately 2 years and 4 months, including preparation for and end-point assessment.

The UEA course, which is delivered by City College Norwich, lasts 2 years.

### Course costs

The funding and costs are different depending on the course provider. The course costs £15,000.

*Open University* - 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £750.

*UEA* only interacts with levy paying organisations or those in receipt of a levy transfer. See (HASO, [talentforcare@hee.nhs.uk](mailto:talentforcare@hee.nhs.uk) and Digital Apprenticeship Service notes) bottom of page 3.

### Course providers and contacts for further information:

*Open University*

Learners general enquiries: 0300 303 0529, [general-enquiries@open.ac.uk](mailto:general-enquiries@open.ac.uk).

Employer enquiries: Angela Gill, Apprenticeship Development Manager

[Angela.Gill@open.ac.uk](mailto:Angela.Gill@open.ac.uk)

*UEA*

Queries to Rosie Doy [R.Doy@uea.ac.uk](mailto:R.Doy@uea.ac.uk) or Gareth Partington

[G.Partington@uea.ac.uk](mailto:G.Partington@uea.ac.uk)

## Registered Nurse Degree (Level 6) Apprenticeship

### Course Description:

The Registered Nurse Degree Apprenticeship supports employers to develop their existing healthcare support workers (HCSWs), as well as externally recruited nursing apprentices, towards registration with the Nursing and Midwifery Council (NMC), as either adult or mental health nurses. The programme is a balance of theory and practice delivered through practice-based and tutor-supported blended learning, to develop safe and effective evidence-based practice and underpinning knowledge in an inter-professional and interdisciplinary environment. As apprentices study flexibly alongside work, they will put their newly acquired knowledge and skills into practice immediately, improving care for patients and service users.

### Entry requirements:

- Healthcare Support Workers (such as nursing associates) who have demonstrated the capabilities and commitment to develop towards registered nurse status
- Assistant practitioners may enrol on this course provided they have achieved enough credits through foundation degrees or QCF/ RQF qualifications.
- Must have Functional Skills Level 2 in English and Maths at point of entry.
- Disclosure and Barring Service (DBS) check upon conditional offer.

### Qualifications details:

- Upon completion apprentices will gain a BSc (Honours) Adult Nursing or BSc (Honours) Mental Health Nursing, depending on the chosen field of practice.

### Length of course:

With the Open University, typical course length is four years. Based on an apprentice working a minimum of 30 hours per week. If fewer hours are worked, the programme is extended on pro rate basis – this is reviewed on a part time basis.

### Course costs:

With Open University this course costs £15,000. 95% of this is paid for via ESFA funding. The total cost to practice is 5% of the course fees, totalling £750. With UEA, this course is levy funded only – see page 2 'Funding Apprenticeship Courses' for more information on Levy funds.

### Course providers and contacts for further information:

Open University, Business Development Unit – 0300 303 0122,

[Business@open.ac.uk](mailto:Business@open.ac.uk)

UEA - Rosie Doy [R.Doy@uea.ac.uk](mailto:R.Doy@uea.ac.uk)

## Everything you need to know

### Guidance of choosing a course provider

Once an appropriate course has been chosen go to:

<https://findapprenticeshiptraining.sfa.bis.gov.uk/> and enter a keyword or the name of the course into the search field. Choose the appropriate course at the appropriate standard/ framework level e.g. level 2, 3, 4. Enter your postcode to see local providers and study the fields such as Employer Satisfaction, Learner Satisfaction and Achievement Rate scores – do not ignore these.

### What does good look like?

Ofsted reports can be viewed [here](#). Individuals should also consider the achievement/ success rates in comparison to national averages.

Questions to consider asking:

- How is the course suitable/ adapted for primary care?
- Can I speak to the trainer? (if possible, try not to just speak to sales persons for the company / organisation).
- How are the core competencies of the apprenticeship standard assessed and maintained throughout the course duration?
- How is the apprentice supported throughout the course to prepare them for their end-stage assessment? (Poor course planning can lead to a mad rush at the end to get the apprentice ready, which is a negative experience for all)
- What support will I and my apprentice receive throughout the course?
- Do you have feedback from previous learners and or practices?
- What size cohorts have you supported in previous years on this course?

**Please email [Richard.Taylor29@nhs.net](mailto:Richard.Taylor29@nhs.net) to tell us if you have enrolled an apprentice on a course. We work closely with apprenticeship course providers to closely monitor the standard and quality of apprenticeship courses to ensure they are supporting practices and apprentices to the best standards possible.**

## Standards and Frameworks: what's the difference?

More information can be found [here](#). The important parts to know is that by 2020 all frameworks are to be replaced by standards.

Why? Because frameworks are primarily **qualification-focussed**. This inspires a “tick-box” fashion of training and assessing competencies. Such that, in some circumstances, apprentices can finish the course but not actually be prepared to carry out their role.

Apprenticeship standards are **occupation-focussed**; they are not qualification-led. The learning happens throughout the apprenticeship. And the apprentice is assessed at the end to ensure they are ‘job ready’ against nationally agreed competency criteria. Apprentices must prove they can carry out all aspects of their role.

Standards have been developed in conjunction with employers so that the courses optimally meet the demands of the environment, improving outcomes patients, learners and organisations – in this instance, your practice.

## A guide to apprenticeship Standard levels

Apprenticeships have equivalent education levels:

Name	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

Some apprenticeships may also give you an additional qualification, such as a diploma.

## Support with Functional Skills in English and Maths

Support is available to apprentices to help them gain their Level 1 Functional Skills in English and Maths. This may need to be gained prior to starting the course, or can be done alongside the study and completed before the end point assessment.

This is free and the courses can be accessed [here](#).

## Glossary of key terms

ESFA – Education and Skills Funding Agency.

CIPD – Chartered Institute of Personnel and Development.

HCA – Healthcare Assistant.

TNA – Trainee Nursing Associate

HCSWs - Healthcare Support Workers

NMC - Nursing and Midwifery Council