Apprenticeships in NHS South Central
A guide for employees and employers

- 80 frameworks within clinical and non-clinical areas
- For existing and new employees
- For ages 16 plus
- Development of staff in bands 1-4
- Easy to get started

Find out more at www.nesc.nhs.uk
People are the most important resource that the health service has to offer and, as 60% of our current staff will still be with the NHS in 10 years time, it is important that we invest in the education and training of every NHS employee, whatever their role or profession.

Apprenticeships are both a developmental tool and an excellent way of gaining qualifications and workplace experience to help employees and employers meet the personal development and workforce needs for the future.

Employees earn as they learn whilst gaining practical skills from the workplace and staff benefit by feeling valued and recognised and become more competent and productive in their role leading to better care and patient satisfaction.

In South Central we have capitalised upon the opportunity apprenticeship schemes have to offer in developing both new and existing members of our non-registered workforce across the region.

With over 80 frameworks relevant to occupations within the health service, the majority of roles in bands 1 - 4 can take advantage of the opportunity to achieve a recognised, formal qualification and develop a successful career in the NHS.

Across NHS South Central, we are utilising a broad range of apprenticeship frameworks, including Health and Social Care, Dental Technician, Engineer, Housekeeper, Portering Services, Customer Service and Management.

The benefits of having a motivated, dedicated, home-grown workforce, developed via apprenticeships, are becoming obvious across the health economy.

Examples of where apprenticeships are being used are included in this brochure.

These schemes highlight the very positive and real impact that apprenticeships are having, for the apprentices themselves, the patients they serve and the services they work within.

The Strategic Health Authority is proud to have been able to play our part in developing and supporting apprenticeships throughout NHS South Central, and I would like to thank the very many people who are supporting and participating in this important agenda.

I look forward to working with our partners to build upon our initial success and embed and sustain apprenticeship schemes as part of our workforce and education portfolio for the future.

Allan Jolly
Associate Director of Workforce and Education
South Central SHA
what is an apprenticeship?

An apprenticeship provides on the job training and qualifications for any individual over the age of 16 years old and enables them to gain skills and qualifications as well as earn money at the same time. Employed in their chosen role, they have the opportunity to gain the experience necessary for their career progression.

Apprenticeships are a framework of qualifications suited to particular roles and in the case of the health service can be utilised in over 80 areas of work from administration to management, estates and facilities and in clinical areas such as nursing, pharmacy and dental nursing.

For a full list of apprenticeship frameworks available, visit www.apprenticeships.org.uk.

Delivered in partnership with a college or an approved training provider, these nationally recognised programmes are a combination of learning and developing the competences required for the job whilst in the workplace.

who are they for?

You can use an apprenticeship to train both existing and new employees.

The three ways in which you can offer apprenticeships in your organisation:

1. Existing staff members who are employed within your organisation and for whom an apprenticeship would provide them with a comprehensive range of skills and qualifications.
2. Where you are recruiting to a role, consider whether the role would be suited to an apprenticeship opportunity under Annex U of Agenda for Change.
3. Where you are able to offer opportunities for individuals to complete an apprenticeship and on a fixed-term contract.

why choose one?

Apprenticeships offer a number of benefits to your organisation.

They are a proven way to:

• Develop the skills of local people and involve them in the delivery of local services.
• Fill skills gaps and recruit motivated individuals who are keen to progress within the NHS.
• Train the current workforce, increasing staff morale, productivity and retention.

Overall, apprenticeships will support you in delivering high quality patient care in a cost effective and efficient way.

facts and figures

80% of those employers who employ apprentices agree they make their workplace more productive.

88% of employers who employ apprentices believe that apprenticeships lead to a more motivated and satisfied workforce.

83% of employers who employ apprentices rely on their Apprenticeship Programme to provide the skilled workforce that they need for the future.

1 in 5 employers are hiring more apprentices to help them through the tough economic climate.
how does it work?

There is plenty of support available to help you through the apprenticeship process. If you are considering recruiting an apprentice, talk to your Trust Apprenticeship Lead who will explore the options and guide you through the Trust’s processes.

Generally, once you have decided that you want to offer apprenticeships in your department or team and you have discussed this with your Trust Apprenticeship Lead, one of the NHS South Central Apprenticeship Co-ordinators can support you. They will help identify a local college or training provider who will guide you in deciding which apprenticeship framework is right for the role and will discuss what funding is available to support this.

Details of your local Apprenticeship Co-ordinators can be found on the back page of this brochure.

why should you work with a college or training provider?

Colleges and training providers are able to work closely with you to create the job description and KSF outline and put together a tailored package of learning to include:

• Agreeing a training plan with your apprentice.
• Helping you to recruit an apprentice or support your existing staff into apprenticeships.
• Managing the training and evaluation and ensuring that national quality standards are met.

will apprentices be rewarded a recognised qualification?

The apprenticeship programme will provide the employee with the opportunity to achieve a National Vocational Qualification (NVQ), a technical certificate (which will provide the underpinning knowledge), functional skills such as numeracy, communication and information technology and an understanding of their rights and responsibilities.

QCF

The Qualifications and Credit Framework is a new way of recognising achievement through the award of credit for units and qualifications.

NQOs

NVQs are made up of units of competence, which outline the standards of performance in the occupational area and at the required level. NVQs are endorsed by the relevant skills sector council.

Functional/Key Skills

Apprentices are required to undertake an external test and put together a portfolio in both communications and application of number. If apprentices already have a Grade A-C in English or Maths GCSE, they will be exempt from Key Skills.

Technical Certificate

These are qualifications that assess vocational knowledge and understanding. The programme can be delivered through a number of different routes such as E-learning, work books or attendance at a local college.

The apprenticeship frameworks can be at Level 2 or Advanced at Level 3 and increasingly work is taking place to develop higher level apprenticeships at Level 4.

Learners may be able to progress onto higher education, including foundation degrees and degrees, or higher level NVQs, where available. Upon completion apprentices are issued with an Apprenticeship Completion Certificate, which identifies the sector in which they have achieved.
Apprentice programs in South Central: Renewing skills in the health care sector.

**Renée Lima**

Hampshire Community Healthcare

Renée is from Eastleigh and is a Business Administration Apprentice.

*Renée says:*  
I knew I wanted to work and learn on the job rather than sit in a classroom and study*.  

“I did my GCSEs and then A-Levels and was interested in Mental Health Nursing and so went to Southampton University to study. However during my first year I was not sure that it was the career I wanted to pursue. I spoke to my parents and the university and decided that I would put my university study on hold and get a job in mental health so see if it was the right career for me, and after actually doing the job for a few months I decided that it was not.”

“However whilst I was at school and university I had also been working at a local DIY superstore where I had enjoyed the business and administration and customer care work, starting on the tills and moving on to customer service and processing purchasers orders. I really enjoyed this work and decided that business and administration was a career which I would really like to pursue and started to look for an apprenticeship position as I knew I wanted to work and learn on the job rather than sit in a classroom and study.”

Renée looked through the NHS Jobs website and saw an Apprenticeship Business Administration position at Hampshire Community Health Care, applied and was successful. Renée is enjoying her new role and the Trust has got a very capable and keen new employee who is already impressing her work colleagues.

And what are Renée's plans for the future? “Once I have completed this apprenticeship I hope to go on to do an Advanced Apprenticeship in Business and Administration and on from there.”

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**Kimberley Pointer**

Southampton General Hospital Physiotherapy Apprentice

*Kimberley explained:*  
I am able to challenge myself, it is hard work but I love it!*  

Before working at Southampton General Hospital Kimberley was employed in the private sector. She wanted to do an apprenticeship but this was not possible at the time. Determined to follow her ambition she saw an advert and applied for a post in the Trust and was successful. Within six months Kimberley was given the opportunity to start her apprenticeship, making her the first Advanced Apprentice to be working in the Physiotherapy Department.

“I feel the apprenticeship has given me the opportunity to eventually reach my goal. I have learnt a lot with the support of my colleagues and the NVQ Centre. I now have an in-depth knowledge of policies and legislation that underpins my role. This is a new enterprise for my department. I am able to challenge myself, it is hard work but I love it.”

Kimberley wants to progress her career to eventually study to become a qualified Physiotherapist.

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**Quote from a training provider:**

Jo was recruited in autumn 2006 as part of Cohort 1 of the Estates & Facilities Apprenticeship scheme, a joint project by four Hampshire NHS Trusts Estates and Facilities Departments; Basingstoke and North Hampshire NHS Foundation Trust, Hampshire Partnership Foundation Trust, Southampton University Hospitals Trust and Portsmouth City Teaching PCT. She was one of seven that year across the Trusts, and one of two recruited by Portsmouth City Teaching PCT.

Jo completed 20 weeks basic training with the Provider SETA at their Training Centre in Southampton, working towards an NVQ Level 2 Performing Engineering Operations (electrical-biased) and a Level 2 City & Guilds course (day-release also at SETA). Jo then returned to Portsmouth where she worked on her NVQ 3 in Engineering Maintenance and continued with day-release to SETA to do a Level 3 City & Guilds course. Portsmouth City Teaching PCT have sponsored other training to enhance Jo’s apprenticeship including 17 Edition (C&G 2382) and C&G 2391 (Inspect & Test). Jo has also worked in her own time on other college courses!

Jo is now coming to the end of her Advanced Apprenticeship with her NVQ due to complete very soon, and Portsmouth City Teaching PCT are very pleased with her progress through the apprenticeship route.

**Support Services**

6 November 2009 saw the commencement of the first ever NHS Hospitals Portering Apprenticeship at the Royal Berkshire Foundation Trust.

12 porters signed up to this apprenticeship scheme under the support and guidance of the facilities manager.

“I enjoy all the different aspects of the job; my favourite part is the moving of patients, it gives me a chance to get to know the patient and represent the Trust because in many ways we are the face of the Organisation.”

James Caruthers RBH Porter
The Widening Participation in Learning Centre

The Widening Participation in Learning Centre operates within IDEAL Education and Development for Southampton University NHS Hospital Trust, working to widen participation in learning and training amongst employees in pay bands 1 – 4 in roles such as portering, administration, housekeeping and healthcare assistants.

The Centre has been providing clinically based NVQs since 1991 and has evolved to offer the apprenticeships in a wide variety of clinical and non-clinical settings, both within the Trust itself and with local employers.

We specialise in clinical apprenticeships, with access to subject specialists and in-house trained work based assessors to teach on training days and deliver training to small cohorts, such as Clinical Laboratory Support Level 2. This approach allows for a flexible programme for workforce development.

Working effectively in partnership with local colleges, we are able to offer non-clinical apprenticeships such as Customer Service or Business Administration and Support Service frameworks.

Oxford Healthcare Apprenticeship Programme

The programme was originally developed in 2000 to take local people who have the sensitivity and skill to become nurses through a nursing related access course that encompasses the needs in the Making a Difference report. The apprenticeship was designed to provide vocational training and a two year clinical placement, in order for apprentices to feel academically and vocationally prepared to enter nursing training.

Over time the programme has evolved and is currently delivering Advanced Apprenticeships in Health and Social Care with additional units in healthcare theory adding more credibility to this qualification and which will enable the apprentices to gain the entry criteria to move into higher education

The 17 apprentices currently on the programme are of varying ages from 20 to 40, from a variety of NHS employers in the Oxford area, which includes Oxford Radcliffe Hospitals NHS Trust, Oxfordshire Primary Care Trust, Oxford and Buckinghamshire Mental Health Foundation Trust and Social Care sector?

Delivery is supported by clinical teachers who are employed by their Trusts as clinical support workers and are supported to move onto university, normally Oxford Brookes University.

This programme has had great success and supports the NHS South Central widening participation agenda. It includes a range of partners including NHS trusts and PCTs, private nursing homes and local colleges and universities.

who to contact

who to contact in your area

• County based NHS Apprenticeship Leads per Trust
• Area Apprenticeship Coordinators
• NAS
• Skills Broker – For your wider workforce development requirements

Who to contact?

Apprenticeship Coordinator
Thames Valley
Ian Weller
07876 230923
ian.weller@skillsforhealth.org.uk

Hampshire and IoW
Robert Smith
07826 918803
Robert.smith@skillsforhealth.org.uk

Hampshire & IoW
Basingstoke & North Hampshire NHS Foundation Trust
01256 314874

Hampshire Partnership Trust
02380 874006

Hampshire Community Health Care
02380 874282

Portsmouth Hospitals NHS Trust
02392 322003

Southampton University Hospitals Trust
02380 796989

South Central Ambulance Service NHS Trust
01962 898075

Winchester and Eastleigh Healthcare NHS Trust
01962 824741

Isle of Wight PCT
01983 822099 ext 5700

Solent Healthcare
02380 608867

Training and Development leads in the following:

Thames Valley
Berkshire East PCT
0118 982 2761
Berkshire Healthcare NHS Foundation Trust
01344 415600
Royal Berkshire NHS Foundation Trust
0118 322 8032
Heatherwood and Wexham Park NHS Foundation Trust
01753 633000
Buckinghamshire Hospitals Trust
01494 734685
Milton Keynes NHS Foundation Trust
01908 243789
Milton Keynes PCT
01908 243426
Buckinghamshire Hospitals Trust
01494 734685
Nuffield Orthopaedic Centre NHS Trust
01865 737698
Oxford Radcliffe NHS Trust
01295 229023
Oxfordshire PCT
01865 336812
Oxford and Bucks Mental Health Foundation Trust
08452 191128
Ridgeway Partnership NHS Trust
01865 228065

where do I start

start?