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Healthcare Apprenticeship Scheme 2019/20

Information Pack for Practices

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# Introduction

Health Education England (HEE) working across Yorkshire and the Humber wishes to invite GP practices to apply to participate in the **Clinical Healthcare Apprenticeship Scheme 2019/20**.

General practice is well aware of the many and varied workforce challenges that it faces; with an increasing workload, GPs retiring early, the reduced popularity of general practice as a career choice and the huge retirement risk due to the high number of experienced nurses aged over 55. Some practices are starting to reshape their workforce by increasing the number of **Healthcare Assistants (HCAs)** to alleviate pressures on already stretched nursing teams. This is part of a wider programme of primary care initiatives being undertaken by HEE that focus on the development of physician associates, advanced clinical practitioners, practice nurses and pharmacists.

HEE is keen to promote an expansion of the HCA workforce within primary care and is running another cohort of this successful scheme; enabling practices to increase their clinical healthcare support workforce through the use of apprenticeships. It is essential that practices have HCAs that are competent and consistently trained. Previously there had not been a dedicated training package available that is tailored to primary care.

# Scheme Description

The scheme aims to promote a **standardised regional programme** to ensure HCAs in general practice have the knowledge and skills required to understand the role they are delegated. The apprenticeship training is designed as an educational development route to support HCAs and has been delivered in partnership with local education providers. It is expected that an apprenticeship will be completed within 18-24months.

Practices that meet a defined set of criteria are eligible to receive bursary funding to support HCAs completing an apprenticeship in clinical healthcare support, primary care specific ‘bolt-on’ modules plus any employer training costs not met by government funding (i.e. the employers levy payment).

This scheme will be locally co-ordinated by the Primary Care Workforce & Training Hub (PCWTH), previously known as the Advanced Training Practice Scheme (ATPS) Hub, to ensure consistent regional access. Their contact details can be found in the Appendices section. Please note that practices will need to **employ** the HCA Apprentice to access the scheme.

## Available Training

Individuals accepted on to the scheme will undertake and gain the following training. The approach taken is considered to minimise time away from the workplace.

The following certificates will be delivered in partnership with a further education provider/local college through a blended learning approach locally and on-site;

* Level 3 Diploma in Healthcare Support
* Care Certificate *(see Appendix A for further information)*
* Level 2 English and Maths *(if not already achieved)*
* Dementia awareness training (Tier 1)

These Individuals will be assigned a college assessor who will support them throughout the programme. They will meet regularly with the HCA and supervisor to support and monitor their progress. Additionally the HCA will need to attend an induction to the qualifications and requirements on commencement. This will include a short English and Mathematics assessment so that any support that is needed can be identified.

In addition primary care specific ‘Bolt-On’ modules will also be provided by other education providers locally:

* Venepuncture
* ECG
* Wound care
* Motivational interviewing and health promotion
* First aid *(Please note: This is different from CPR which is already available within practices)*

Practices are expected to ensure that other key knowledge is covered during the time the apprentice is in practice (which will not be covered by either sets of training) and this should include:

* Requirements and risks when chaperoning patients
* Familiarity with necessary medical terminology
* Practices and procedures around cold chain

# Eligibility for the Scheme

A practice that is potentially interested in this scheme must be able to show evidence of;

* A defined role for the new member of staff to carry out
* Being able to provide a good quality learning environment which involves the whole practice team providing a positive supportive culture of learning
* The ability to allocate a named formal supervisor who is a willing and experienced who has the skills to support and will be allowed the dedicated time to support a guide a new member of staff *(ideally who has a mentorship qualification but this is not required).*
* The ability to allocate a named professional to support the new member of staff and their supervisor
* The ability to provide the new member of staff access to a range of appropriate education/learning experiences in relation to their learning needs and for a career in primary care

These elements will be used to assess potential funding recipient practices suitability for this scheme and acceptance onto the scheme cannot be guaranteed.

Further details of the elements asked during an assessment can be found in Appendix 2

# Expectations for Successful Recipient Practices

Successful recipient practices are expected to;

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| **Expectations of successful recipient practices** |
| **Pre-employment:**   * Discussion within practice to employ apprentice HCA * Define a clear role within the practice for the HCA apprentice (and communicate this clearly during the recruitment process) * Meet/discuss with PCWTH to discuss the scheme and be party to an initial suitability assessment * Consider who in the practice is best placed to support the apprentice in terms of;   + A named supervisor who will support the apprentice by signing off the apprentice’s training as complete and providing pastoral support   + A named registered professional who will take overall responsibility for the HCA and support the apprentice supervisor * Commit as a practice to enable sufficient time for the HCA apprentice to complete their training * Advertise for an apprentice HCA to work in the practice once funding has been confirmed |

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| --- |
| **Employment Commenced:**   * Provide a local induction for the apprentice HCA including but not limited too;   + Statutory and mandatory training   + Chaperoning – requirements and risks   + Medical terminology   + Practice and procedure around cold chain * Assign a named supervisor and named registered professional * Develop a HCA induction and educational plan which states how the practice will educationally support the HCA within the practice. This is likely to include how additional skills and knowledge will be developed and the allocation of study time. * Share the induction and education plan with the PCWTH when requested. |
| **Overall Responsibility:**   * Employ the HCA for a **minimum of 30 hours per week** for the full duration of their training (18-24 months) and pay them no less than **£5.60** for this period * A commitment to permanent employment at the end of the HCA training period * Engage fully with the PCWTH and any education providers * Keep accurate financial records relating to the scheme * Allow PCWTH/HEE access to all information and requirements related to the scheme including;   + Answering questions/providing evidence relating to the scheme’s suitability assessment   + Supplying the names of HCA supervisor and named professional   + Providing details of the induction and educational plan for the HCA * Actively participate in audits and evaluation of the scheme as and when required * Attend any PCWTH led activities related to HCA staff such as networking, education or information sharing events * Actively participate (if the practice does not currently) with the HEE Yorkshire and the Humber GP Workforce Tool * Actively participate in other widening participation/employability schemes where appropriate |

# Financial Support Available

The following employment bursary is available to support the HCA during their initial training period of 18-24 months.

|  |  |  |
| --- | --- | --- |
| **Timescale** | **Amount** | **Description** |
| After initial 6 week period a one-off payment | £6,800 | ***Employment incentive***  Payable once PCWTH has received the following information;   * Name of HCA, their supervisor and the named professional * Copy of the induction/educational plan for the new apprentice HCA   *£500 from this incentive* ***must be paid*** *to Further Education provider to cover the employers levy contribution cost for the apprenticeship* |
| Within the scheme | Fully funded by HEE | ***Primary care specific ‘Bolt-on’ modules*** |

## Utilisation

The bursary is an incentive for the practice to employ and support an individual to become a skilled and competent HCA at the end of their training period. The bursary **must be used** to fund any employers’ contribution for the apprenticeship training (see FAQs for further information) and the remainder can be utilised to offset against any salary costs for the HCA.

# Frequency Asked Questions (FAQs)

**Benefits**

**Q: How could taking an apprentice through this scheme benefit my practice?**

Apprenticeships provide a quality developmental route for new recruits or existing staff and a cost effective solution to recruitment and employment. They help organisations grow. There are many benefits to investing in apprenticeships. Some of these are listed below:

* *Taking an apprentice will allow you to build capacity and capability within your nursing team and to develop and train HCAs at an affordable cost*
* Through this apprenticeship you are able to access funding/resources to support training and salary costs
* Training apprentices can be more cost effective than hiring skilled staff, leading to lower overall training and recruitment costs
* This bespoke apprenticeship will deliver skills designed around your needs and help you to develop the skilled workers require for the future to achieve organisational objectives
* The apprenticeship route is an ideal training route for current staff to gain competence and confidence to take on additional duties. For example practices can use the apprenticeship route to develop non-clinical practice staff (e.g. receptionists) so that they can take on HCA duties/roles
* Current staff can also share their skills and knowledge through supporting apprentices
* *Investing in apprenticeships can reduce sickness and absenteeism through increased loyalty and motivation, and increase productivity*
* Employers note that apprentices tend to be eager, motivated, flexible and loyal to the organisation that invested in them. Remember, an apprentice is with you because they want to be – they have made an active choice to learn on the job and a commitment to a specific career
* *Help develop home grown talent*

Advertising vacancies as apprenticeship opportunities can attract younger applicants and, as it offers a training and career pathway, can widen the range of applicants applying for vacancies, particularly from within the local community

**Understanding Apprenticeships**

**Q: What is an Apprenticeship?**

An apprenticeship is not a qualification in itself, but a combination of separate qualifications and courses known as a framework. A framework would normally consist of:

* Competence qualification - a work related competence-based qualification assessed in the workplace by a college or training provider.
* Knowledge qualification - Such as BTEC or City and Guilds, relevant to the specific occupation and usually delivered by the training provider.
* Functional skills – qualifications in English, maths and ICT that equip learners with the basic practical skills required in everyday life, education and the workplace.
* Employment rights and responsibilities - to develop knowledge and understanding about the world of employment.

This scheme uses an apprenticeship framework as the key learning component alongside additional training ‘bolt-ons’ to enable the achievement of primary care specific skills. Using the existing national framework has a number of advantages:

* The qualifications in the framework have been developed by Skills for Health. Based on national occupational standards the apprenticeship supports the requirements of The Care Certificate and is aligned to the Code of Conduct for HCAs.
* HCAs will achieve transferable and nationally recognised vocational qualifications on a par with HCAs in other settings.
* National Government funding can be accessed to support sustainability and reduce costs.

Quality assurance processes for the delivery and assessment of the apprenticeship are established.

**Q: Who Can Do An Apprenticeship?**

This scheme requires a **minimum age of 18**.

Government funding priorities for apprenticeships tend to favour younger people and those who would benefit from gaining higher national qualifications. In the NHS we are keen to recruit staff to posts that have the qualities, values and potential needed in the workforce, therefore funding is available to support apprenticeship training where individuals do not meet Government funding eligibilities. This scheme is open both to employed staff who may be taking on new roles as a development opportunity and new staff, of any age, to increase the workforce. To undertake this apprenticeship the HCA should be in paid employment for a **minimum of 30hrs per week**.

It is important to note that candidates who have already undertaken a previous apprenticeship or level 4 qualifications may incur a financial employer contribution to the FE provider – this would need to be paid from the £6,800 grant. This should be discussed with the PCWTH and FE provider during the recruitment process.

**Q: How Much Do Apprenticeships Cost?**

Further education providers will determine the cost of the apprenticeship and may require a small employer contribution in terms of the national employer levy payment. The HEE bursary funding provides a grant to cover employer contributions. **Practices will need to pay this directly to the further education provider.**

**Q: What Are The Different Levels of Apprenticeships?**

**Q: Why Has the Level 3 (Advanced Apprenticeship) Been Chosen as the Apprenticeship for this Scheme?**

There are three levels of apprenticeships:

* Intermediate apprenticeships (broadly equivalent to achieving 5 GCSEs A\* - C)
* Advanced apprenticeships (broadly equivalent to achieving 2 A Levels)
* Higher apprenticeships (broadly equivalent to a Certificate of Higher Education)

Although the level 2 apprenticeship is often chosen as the entry level for HCAs, the advanced (level 3) **apprenticeship in clinical healthcare support** is the framework that has been agreed for the HEE working across Yorkshire and the Humber standardised scheme. Because it best meets the needs of the HCA role in general practice settings, and will equip those new to the role with the required knowledge and skills to meet the RCGP Competency Framework and District Nursing and General Practice Education and Career Framework and to carry out the role they are delegated safely and competently.

**Recruitment**

**Q. What is the Process for Recruitment?**

Through this initiative practices will be responsible for recruiting to their own HCA vacancies, but will be supported through the process. Exact details of how this will be managed will be agreed locally once practice involvement in the scheme has been confirmed. PCWTH will be responsible for supporting apprentice recruitment where necessary and FE providers will be utilised to support elements of the process but ultimately this is the practices’ responsibility.

A generic job description and person specification are available for practices to use. There is a requirement for all apprenticeship vacancy adverts to be advertised on the government “Find an Apprenticeship Service” free of charge.

To attract as many potential applicants as possible, a range of advertisement channels should be utilised. These will be agreed locally so as to appeal to any specific target groups practices may be looking for.

**Q: How Much Should We Pay Our HCA?**

All apprentices must be employed, have a contract of employment and receive a minimum wage from their employer. Practices engaging with this scheme will be required to pay the HCA at least £5.60 for the first 12 months of training, followed by the age-related National Minimum Wage (NMW) for the remaining months. Please see the following link for the current rates.

<https://www.gov.uk/national-minimum-wage-rates>

This wage reflects the clinical and challenging nature of the role whilst also recognising the training opportunity being offered. The decision to set this minimum scheme wage was made after regional scoping and discussions with practices, and has been tested with stakeholders from across the region. The intention is for the scheme to attract high calibre candidates who will successfully complete training and provide quality care to patients. It is felt that offering a wage slightly higher than the minimum apprentice wage will help to achieve this.

**Q. What Is Meant By The Apprentice Supervisor?**

Practices engaging with this initiative will be required to designate an apprentice supervisor. The person undertaking this role will be involved with recruitment and will have overall responsibility for the apprentice HCA.

They will be:

* A member of practice staff who has the skills and qualities to provide guidance to the HCA apprentice within the workplace
* A familiar face, that helps make the apprentice feel at home, advises them about what to look out for and supports them in the workplace
* Someone who can help the apprentice with issues they may have and who will be there for the apprentice to go to on a day to day basis.
* A person who is familiar with the practice environment and HCA role
* Someone who is willing to provide constructive feedback to both the apprentice and those providing assessment on day to day progress
* Suitable practice staff such as experienced HCAs looking for developmental opportunities and/or their first experience of supervising others

The intention is that the role is formally recognised in the practice; no previous mentorship/supervisory qualifications are necessary. In addition to the apprentice supervisor, the practice should identify a named registered professional to have overall professional responsibility for the HCA and support the supervisor with any issues.

**Education and Training**

**Q: When Does The Education Begin?**

The education is designed to begin October therefore recruitment will have already needed to have taken place and the new member of staff in post at this time.

**Q: How Long Does The Level 3 (Advanced) Apprenticeship in Clinical Healthcare Support Take?**

As a guide this apprenticeship usually takes 18-24 months, with a minimum of 18 months. It is likely that due to the additional primary care specific elements, this scheme will require the full 18 months. It is therefore suggested that practices offer at least a fixed term apprenticeship contract for 24 months to allow the staff member adequate time to complete all components of the proposed programme. If the apprentice completes the learning programme before the eighteen month period the employer can offer substantive or permanent employment at that point.

**Q: How Will the Training on This Scheme be Organised and Delivered?**

The training for the scheme is delivered by a range of providers via a collaborative approach. HEEYH source the training providers and work with employers and practices (via PCWTH) to agree a model for delivery that best meets the need of the local community of practices.

Further education providers i.e. colleges will work with employers to provide quality assured training in line with the pathway defined by the scheme. They will have responsibility to deliver the national apprenticeship framework and will undertake the assessment of learners in the workplace to achieve this. Providers with primary care specific expertise will provide ‘bolt-on’ training enabling the HCAs to gain primary care specific knowledge and skills required for their role and to support the practice nursing team.

Employers will be required to provide the HCA with opportunities to learn with other healthcare professionals and commit to specified regular time for them to complete the apprenticeship qualification and ‘bolt-on’ training.

Most of the training is ‘on the job’; however, there will be as part of the programme day-release or block release training meaning that apprentices will be required to be out of the workplace on occasions. This will be arranged at a local venue to minimise travel and will be agreed in advance and arranged through consultation with the group of practices so that it best meets employer requirements. Where possible a blended learning approach will be promoted.

The training will require venues to be sourced; it is expected that practices who are successful in joining the scheme offer the use of their available rooms where possible – no extra funding will be provided for this.

**Q: What is The Care Certificate?**

The Care Certificate is an identified set of induction standards that health and social care workers adhere to in their daily working life. Developed as a result of the Cavendish recommendations, all non-regulated healthcare support workers are now required to demonstrate 15 standards that cover the requirements of a caring role.

The standards that make up The Care Certificate are based on occupational standards and units in apprenticeships and as a result all HCAs on this scheme will automatically gain The Care Certificate within their first 12 weeks. This provides assurance for practices that these HCAs have the same introductory skills, knowledge, behaviours and confidence to provide compassionate safe high quality care and support to patients.

For more information on the Care Certificate standards see:

<http://www.skillsforhealth.org.uk/standards/item/216-the-care-certificate>

**Q: What Are the RCGP Competencies for HCAs and How Do They Fit in with the Proposed Apprenticeship?**

The Royal College of General Practitioners (RGCP) Competency Framework for HCAs in General Practice provides a competence model that articulates the role of HCAs working in general practice environments. As the framework was devised using current quality training and standards for healthcare support workers it has been used to design the content of this scheme.

A copy of the framework document can be accessed from:

<http://www.rcgp.org.uk/membership/practice-team-resources/~/media/Files/Practice-teams/HCA%20Competencies_02.ashx>

This scheme also maps to the HEE District Nursing and General Practice Education and Career Framework. This can be accessed here:

<https://www.hee.nhs.uk/sites/default/files/documents/Interactive%20version%20of%20the%20framework_1.pdf>

# Appendices

## APPENDIX 1: Certification Standards

**Care Certificate Standards**

The Care Certificate is an induction programme based on 15 standards which link to National Occupational Standards and units in qualifications. This scheme will be delivered to ensure that apprentice HCAs in primary care undertaking this route can demonstrate that they have achieved the introductory skills, knowledge and behaviours to provide passionate, safe high quality care and support to patients and service users. They will do this by completing all 15 standards (detailed below).

|  |  |
| --- | --- |
| * Understand your role * Awareness of mental health, dementia and learning disability * Your personal development * Safeguarding adults * Duty of care * Safeguarding children * Equality and diversity | * Basic life support\* * Work in a person centred way * Health and safety * Communication * Handling information * Privacy and dignity * Infection prevention and control * Fluids and nutrition |

\* *Please note that some further education providers are unable to provide basic life support training; where this is the case the training will be provided externally and funded by HEE via ‘Bolt-on’ modules from other education providers.*

Additional information on The Care Certificate and how this applies to employers can be obtained from the Skills for Health website: http://www.skillsforhealth.org.uk/standards/item/216-the-care-certificate

**Level 3 Diploma in Clinical Healthcare Support**

This qualification is the main constituent of the scheme and develops the knowledge and skills for all those working in a support role within clinical healthcare workforce settings.

The qualification is made up of the following units, to ensure a consistent qualification across the region:

* Health and wellbeing
* Duty of care and candour, safeguarding, equality and diversity
* Person centred care, treatment and support
* Communication
* Personal, people and quality improvement
* Health, safety and security
* Assisting with clinical tasks/delegated tasks
* Supporting individuals

Further details of the related tasks within each unit can be found via the following link;

https://haso.skillsforhealth.org.uk/wp-content/uploads/2017/04/L3-Senior-HCSW-Standard.pdf

## APPENDIX 2: Suitability Assessment

Evidence/demonstration of the following will be required as part of the practices suitability assessment for the scheme.

* Care Quality Commission (CQC) registration
* A philosophy of care/mission statement and appropriate policies, procedures and guidelines
* Education/training intention present within its ethos
* Team are committed to working effectively together and respects each other’s values and contribution to patient care
* Participation in the scheme is supported by the full practice team
* Intended supported position is linked to current vacancy or workforce plan
* Suitable supervisor/preceptor has been identified (who can sign off the training completion and provide pastoral support)
* Suitable named registered professional has been identified (who will have overall responsibility for the new member of staff and support the supervisor/preceptor)
* Can ensure that sufficient learning/education opportunities will be available to meet the learning needs of the learner including opportunities to learn with other healthcare professionals

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## APPENDIX 3: Other Roles Within the Scheme

**PCWTH**

* Act as first point of contact for the scheme, including promoting and marketing the scheme to potential practices and on-going supporting practices involved in the scheme
* Undertake a suitability assessment for potential new recipient practices which includes undertaking at least one visit to all non PCWTH spokes/non GP training practices
* Ensuring a Learning and Development Agreement is in place with the practice
* Co-ordinate local delivery of education, working with providers of apprenticeship and ‘bolt-ons’
* Distribute funding to successful practices
* Monitor and identifying overall delivery of the programme
* Liaise with education providers where appropriate
* Ensuring all information requests are submitted to HEE in a timely manner

**Further Education Providers**

* Promote scheme, advertise vacancies and assess suitability of candidates
* Register learners onto apprenticeship scheme
* Undertake and complete pre-employment assessment of functional skills for short-listed candidates

## 

## APPENDIX 4: EOI Form

**EXPRESSION OF INTEREST FORM**

**CLINICAL HEALTHCARE APPRENTICESHIP SCHEME**

|  |  |
| --- | --- |
| **Practice Name** |  |
| **Address** |  |
| **CCG Area** |  |
| **Practice size** (population) |  |
| **Contact Name** |  |
| **Contact Telephone** |  |
| **Email** |  |

|  |  |  |
| --- | --- | --- |
| **Please confirm the following;** | **YES** | **NO** |
| * Is your practice a GMC registered training practice? |  |  |
| * Are you a hub or spoke on the Primary Care Workforce & Training Hub? |  |  |
| * Are you using the HEE Yorkshire and the Humber GP workforce tool? |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Previously** | **Currently** | **No** |
| * Have you had an apprentice in your practice? |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Please supply details of your current practice nurse/HCA workforce and whether any hold a mentor qualification?** | |  |
| **Please provide evidence below of your practice’s commitment to education, training and development of your practice staff?** | |  |
| **In what ways do you think this role will enhance the quality of your patient care?** | |  |
| **How would you support a new HCA apprentice in your practice?** |  | |
| *This scheme is intended to increase the pool of HCAs employed in primary care*  **Please describe your long term plans for this post and/or the link to workforce plans** |  | |

**Declaration**

**I confirm that I have read and understood all the information contained within this information pack including the responsibilities of a successful recipient practice and I can meet these.**

|  |  |  |
| --- | --- | --- |
| **Signed** | **Print** | **Date** |
|  |  |  |