



# Your Apprenticeship Programme Catalogue

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# A Message From Our Managing Director

“Hello. We are delighted to welcome you to our apprenticeship opportunities! At Dynamic Training, we celebrate the potential in everyone. Whether you are starting a new chapter in your career, looking to build on your skills, or exploring a lifelong passion, our apprenticeships are designed to empower and inspire you to succeed.

What truly sets us apart is our incredible team. Our skilled and enthusiastic professionals are here to guide, mentor, and support you every step of the way. Their expertise, positivity, and dedication create an environment where everyone can flourish.

This catalogue is filled with exciting opportunities tailored to a wide range of interests and ambitions. Whatever your goals, we are here to help you unlock your potential, achieve your dreams, and shape a future you're proud of.

Let's begin this exciting journey together. We cannot wait to see all that you will achieve!”

**Claire Gardner**  
**Managing Director, Dynamic Training**

# About Dynamic Training

Dynamic Training are an apprenticeship, adult education, and bespoke training specialist. Working with a diverse customer base across a variety of sectors, with a significant presence within the healthcare sector, we believe passionately in providing high-quality and inclusive education at all times, empowering both employers and employees to reach their aspirations.

Dynamic Training have an incredibly passionate and experienced team of coaches, with a diverse range of industry experiences, who aspire to deliver the very best training and support. We stand out from other training providers through our strong commitment to accessible education, as well as our prestige within the healthcare sector.

As a provider of healthcare apprenticeships, we have collaborated closely with NHS England, national task and finish groups, health academies and NHS employers. These connections have shaped our delivery of apprenticeships and training courses, so that they meet the demands of modern healthcare staff.

Dynamic Training have been delivering apprenticeships to the health and social care sector since 2009, and plan to continue this for many more years.



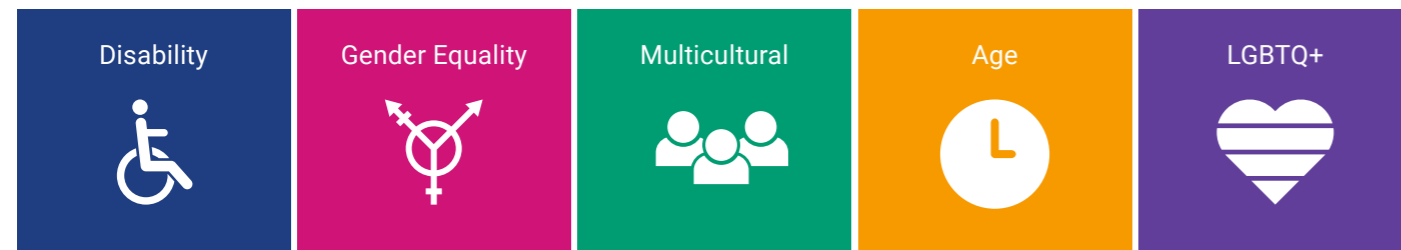
## Our Mission

To deliver high-quality, inclusive education that empowers future healthcare professionals to act with integrity, accountability, and teamwork, ensuring the delivery of compassionate and effective care across a diverse and evolving healthcare landscape.

## Our Values

- Integrity
- Transparency
- Accountability
- Teamwork
- Inclusivity

### *Inclusive Provider*



# What Our Learners Have To Say About Us

“My coach was absolutely amazing and supported me throughout. She always had time for me and was able to adapt information so I would understand more clearly. The apprenticeship has given me more confidence as it shows I can undergo these tasks and be able to complete work to a high standard as expected. They are just brilliant! Very organised, know how to help individuals and groups, make the training simple but enjoyable, and made the apprenticeship a joy to complete.”

**Bethany Green, Herefordshire and Worcestershire Health and Care Trust**

“Dynamic Training were excellent in supporting me during my apprenticeship. My coach offered guidance and advice throughout and was always available to talk to if needed. The apprenticeship has given me more confidence on being able to analyse and adapt to situations if required.

I would absolutely recommend Dynamic Training. The way they offer support and guidance and how the session and work books are offered is very efficient.”

**Chrissie Ellis, Southern Health NHS Trust**

“My coach helped me navigate all the required processes, she’s been my go-to person wherever I encountered difficulty or when seeking clarity. She fostered an open communication opportunity, pushed me to believe in myself, and will forever be indebted to her. I have immensely benefited from her wisdom, and assurance. This has been an amazing journey filled with rich knowledge and exciting activities which were engaging, fun and challenging too. This has enabled me to have full hands on experience of how learning and earning at the same time looks like. This has boosted my confidence in my performance.”

**Killford Munyukwi, Maidstone and Tunbridge Wells NHS Trust**

“This apprenticeship training programme has been incredibly beneficial to helping me achieve my future aspirations. During the training, I was able to practice my computer skills and develop my knowledge that will be useful throughout my career. I also gained a better understanding of the industry and the expectations of my role. The training has helped me develop myself to be a professional healthcare worker, and I am confident that I will be able to apply what I have learned to my future roles. Overall, the training has given me the confidence and skills needed to advance in my career and achieve my goals.”

**Rona Villanueva, Circle Health Group**

“This apprenticeship has given me the knowledge to work independently within my department. It has also proven I can balance learning, completing assignments and working full time should I wish to further my career with further learning. All of the online learning sessions have corresponded to the knowledge and skills booklets and have facilitated learning and discussions well.”

**Anna Turnbull, Sunderland Royal Hospital**



# Explaining Apprenticeships

An apprenticeship is a real job, which includes training as part of the employee's duties. Apprentices earn whilst they learn, gaining valuable skills and knowledge through both their job role and the training provided. Upon successful completion, the apprentice will not only have gained hands-on experience in their job role, but they will also receive a nationally recognised qualification.

Apprenticeships can take anywhere from twelve months to five years to complete, depending on the apprenticeship programme.

There are currently over 600 apprenticeship roles approved for delivery in the United Kingdom. Organisations across all industries can recruit apprentices, either as new staff or as a way of upskilling their existing workforce.



## What Happens During The Apprenticeship Process?

Apprentices are provided their own dedicated skills & development coach. At Dynamic Training, our coaches are passionate and experienced industry professionals who will support and guide the apprentice for the duration of their apprenticeship.

The skills & development coach will meet regularly with the apprentice and their line manager. Between these organised meetings, the apprentice will be learning within their role at their place of work, and completing their portfolio of evidence towards their qualification.

Our apprenticeship programmes are delivered using a mix of both online and face-to-face delivery. As a result, the apprentice requires a good internet connection and a suitable device such as a smart phone, laptop, or tablet. The apprentice also needs access to Microsoft Teams, as this is used for both one-to-one and group sessions.

In order to complete their apprenticeship, the apprentice must achieve their functional skills, off-the-job training and end point assessment. Information on each of these areas is explained on these pages. It is important for all parties to fully consider these requirements before embarking on the apprenticeship journey.

## Functional Skills

Functional skills are a required aspect of every apprenticeship, providing apprentices with essential knowledge and skills in both English and maths. This training is provided as standard as part every apprenticeship programme, unless the apprentice has already achieved these qualifications.

Dynamic Training recognise that some learners may need additional support in order to complete their functional skills training. As a result, we provide dedicated functional skills support sessions to ensure that our learners receive the required assistance. There are also new flexibilities around functional skills for individuals with learning difficulties, enabling them to still achieve their career goals. Please contact us if you would like to learn more about this.

## Off-The-Job Training

During the apprentice's normal working hours, they will be required to complete the necessary amount of dedicated training time. This is time specifically allocated by both the apprentice and their line manager for the purpose of learning and development. This time is referred to as off-the-job training.

The required amount of off-the-job training depends on the apprentice's normal working hours...

- **More Than 30 Hours Per Week:** A minimum of 6 hours per week.
- **Less Than 30 Hours Per Week:** 20% of their normal working hours over the course of their apprenticeship programme.

With Dynamic Training, the apprentice's off-the-job training is recorded via our e-portfolio platform, and monitored throughout the duration of the apprenticeship to ensure that they are meeting their required hours.

Here are some examples of activities which can be used as off-the-job training time...

- Workshops and meetings relating to the apprenticeship programme itself.
- Being coached, mentored, or shadowed.
- Shadowing another member of staff.
- Supporting staff in training new staff members.
- Role playing scenarios relevant to the job role.
- Attending work conferences or meetings which aid in learning and development.
- Rotating into a different job role.
- Time spent writing assessments, assignments, or self-study.
- Time spent on the learner's e-learning platform.
- Time spent preparing for end point assessment.
- Completing work projects aimed at improving skills or developing knowledge of the job role.
- Any external training days relevant to the apprenticeship.

## End Point Assessment

The end point assessment is the final step in the apprenticeship journey, where apprentices will be assessed to see if they have achieved the knowledge and skills required to complete their apprenticeship. The assessment is carried out by an independent assessor, who will determine the overall grade. An apprentice can be graded fail, pass, merit or distinction.

Towards the end of the apprenticeship, there will be a meeting between the apprentice, their line manager, and their skills & development coach. The purpose of this meeting is to confirm that all of the mandatory aspects of the apprenticeship have been completed, and that the apprentice is ready to undertake their end point assessment.

## Entry Requirements

To be eligible for an apprenticeship, the apprentice needs to have been residing in the UK, EEA, or EU for the past three years. Their job role must be suitable for the specific apprenticeship programme, and they must be able to commit to the full apprenticeship length. Additional entry requirements may also be needed for apprenticeship programmes at level 3 or above.

Apprentices without a level 1 and/or 2 qualification in English and maths will need to achieve this as part of their functional skills training. For those with an education, health and care plan, or a legacy statement, the minimum requirement is level 3. A British Sign Language (BSL) qualification can be used as an alternative to the English qualification.



Learn More About  
Apprenticeships

Scan Or Search: [bit.ly/3VAOFci](https://bit.ly/3VAOFci)

# A Breakdown Of The Apprenticeship Process

- 1. Choose The Right Course:** Review the full programme details and ensure that it is right for the learner.
- 2. Initial Assessments:** The learner completes English and maths evaluations to determine their starting level.
- 3. Application:** This stage consists of a comprehensive application, which includes providing proof of qualifications and right-to-reside documents.
- 4. Induction:** The learner will be walked through building their portfolio, British values, their Individual Training Plan (ITP), and how to use tools like OneFile and Cognassist.
- 5. Steps To Success:** The Learner will be assessed to identify gaps in knowledge and define their learning goals. They will also be given guidance on plagiarism and referencing, and be taught vital time management and critical thinking skills.
- 6. Planning Meeting:** The learner will meet with their skills and development coach, as well as their line manager, to plan their off-the-job activities and training.
- 7. Programme Orientation Workshop:** This meeting covers safeguarding, using Microsoft Teams, and reflective practices, whilst also diving deeper into plagiarism awareness and using programme tools such as OneFile, Cognassist and Skills Builder.
- 8. Learner Safeguarding Journey:** Our safeguarding programme ensures that learners understand their responsibilities, even as an adult learner.
- 9. On-Programme Phase:** During this phase of the apprenticeship, the learner will meet regularly with their skills & development coach, complete their off-the-job training, take part in relevant workshops, complete relevant assessments and attend progress reviews.
- 10. Assessment Gateway:** The learner meets with their coach and line manager to determine if they are ready for End Point Assessment.
- 11. End Point Assessment:** The learner is assessed by a third-party assessor.
- 12. Achievement & Certification!** The learner will receive their certification within 12 weeks, and will also discuss further progression opportunities.

A full breakdown of the apprenticeship journey for each individual apprenticeship programme can be found later in this catalogue, and also on our website.



Learn More About  
Apprenticeships

Scan Or Search: [bit.ly/3VA0Fci](https://bit.ly/3VA0Fci)

# Accessible Apprenticeships

Accessible apprenticeships are apprenticeships which take into consideration the individual needs of the learner, allowing them to get the most out of their learning. These needs can include language barriers, learning disabilities, physical disabilities, neurodivergence, mental health challenges, and autism.

Dynamic Training do not view these considerations as a hindrance to learning, and are proud to create an apprenticeship experience which empowers the apprentice to reach their full potential.

A key way we ensure accessibility is by making reasonable adjustments to learning. This involves tailoring the coaching and assessment methods towards the needs of the individual.

## Examples Of Reasonable Adjustments In Apprenticeships

- Providing Extra Time for Assessments:** If an apprentice requires more time to complete their assessments or exams, we will arrange for extended time to ensure that they have a fair opportunity to demonstrate their abilities.
- Offering Alternative Assessment Methods:** We will provide assessments in different formats, in order to better suit the apprentice's strengths.
- Giving Mentor Support:** Dynamic Training can assign a mentor to provide additional guidance and support to the apprentice, to address their specific needs.
- Providing Assistive Technology:** We will work with employers to provide tools such as speech-to-text software, screen readers, or ergonomic equipment to aid in completing all learner tasks and activities.
- Using Individual Programmes Of Delivery:** We will tailor the training and learning experience to meet the specific needs of the individual learner. This can include using visual aids, social stories, assistive technology, British sign language interrupters or specific communication strategies.

## Flexible End Point Assessments:

Apprentices only complete their apprenticeship after passing their end point assessment, the final step in the apprenticeship journey. This is where apprentices will be assessed to see if they have achieved the knowledge and skills required to complete their apprenticeship.

Dynamic Training are determined to ensure that the end point assessment is as accessible as possible for every apprentice, ensuring a fair opportunity for them to showcase their knowledge and skills. We work closely with the independent assessment organisations to communicate the needs of the individual, and to make this process as comfortable as possible.

You can find out more about end point assessments, and our commitment to accessibility throughout all stages of the apprenticeship journey, on our website.



About Accessible  
Apprenticeships

Scan Or Search: [bit.ly/4gbZbPC](https://bit.ly/4gbZbPC)

# Our Information Sessions And Webinars

It is important for the potential apprentice, their line manager and the employer to properly consider if the apprenticeship is right for them, and if they can meet their specific duties throughout the apprenticeship. Dynamic Training provide a variety of information sessions and webinars to help all parties make these decisions.

## Learner Information Sessions

Our learner information sessions are an essential first step for potential apprentices. In these sessions, we fully explain the apprenticeship programme, the apprenticeship process, the benefits, and the requirements for all parties. These sessions are crucial for learners to understand the scope, structure, and timing of our programmes, ensuring they are well-informed about the opportunities available to them for maximum professional impact.

Recorded information sessions for each of our apprenticeship programmes are available on our website.

## Apprenticeship Q&A Sessions

For individuals who may have specific questions about our apprenticeship programmes, the apprenticeship process or if this is right for them or their staff, we host live Q&A sessions on an ongoing basis. In these sessions, a member of staff will be available to answer any questions and ensure that they have a complete understanding before making the best decisions for them and their workplace.

## Line Manager Information Sessions

Line managers are a crucial part of the learner's apprenticeship. Our line manager information sessions are designed to equip line managers with a comprehensive understanding of our apprenticeship programmes. These sessions will help line managers by providing the insights needed to effectively support their staff through the apprenticeship process.

## Mentoring an Apprentice Workshops

Assigning a workplace mentor to an apprentice is a powerful way for workplaces to aid in the learner's development. We offer a workshop aimed specifically at workplace mentors, providing tips and perspectives on how they can both guide and support apprentices during their apprenticeship journey.

## OneFile Training

Dynamic Training use the online e-portfolio system OneFile for all of our apprenticeship programmes. This workshop provides additional support for supervisors, explaining how they can use their e-portfolio to effectively monitor and support their apprentice throughout the apprenticeship progress.



Find Out More And Book  
Onto A Webinar

Scan Or Search: [bit.ly/41x5FnD](https://bit.ly/41x5FnD)

# Our Commitment To Sustainability

Dynamic Training believe passionately in supporting the environment, and in creating sustainable business practices across the whole organisation. The issue of sustainability is becoming increasingly important, and Dynamic Training consider ourselves as trendsetters in this area.

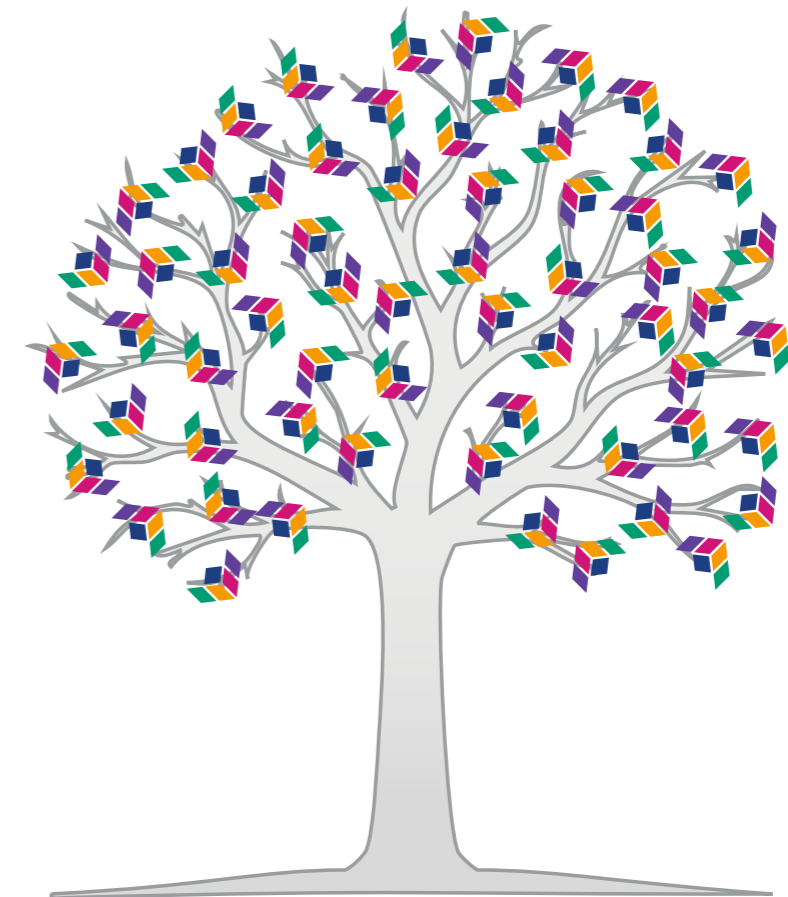
Throughout our training, and across all interactions with our partners, we endeavour to remain eco-friendly and champion sustainable practices at all times.

Here are just some of the ways in which we seek to achieve sustainability as an organisation...

- Offset our carbon footprint with tree-planting.
- Balancing travel with remote observations, in order to reduce petrol consumption.
- Using technology and virtual tools in place of disposable resources.
- Reducing waste and creating innovative power-saving solutions.
- Hosting regular sustainability discussions with all staff.
- Creating strategic sustainable partnerships to further sustainability within the adult education and healthcare sectors.

If you would like to learn more about how we ensure a sustainable approach, or would like advice on how your own workplace can become more sustainable, please do not hesitate to get in touch with us. Join us in our pursuit of a greener world.

**For Every 15 Learners Who Complete Their Apprenticeship With Dynamic Training, We Plant One Tree**





# Section 1: Healthcare Apprenticeships

This section of our catalogue focuses on our healthcare apprenticeships, which cater to the wide variety of roles within the healthcare sector. Each of these apprenticeship programmes has been tailored by industry professionals to help apprentices get the most out of their apprenticeship experience.

Our Senior Healthcare Support Worker Level 3 apprenticeship offers several pathways, each one focusing on a particular area of healthcare support. We also offer apprenticeships covering peer worker, community health and wellbeing, associate continuing healthcare practitioner and adult care roles.

The following pages in this section will guide you through the specifics of each apprenticeship programme.

## Our Healthcare Apprenticeship Offer:

- Healthcare Support Worker Level 2
- Senior Healthcare Support Worker Level 3, with pathways in:
  - Adult Nursing Support
  - Maternity Support
  - Allied Health Support
  - Mental Health Support
  - Children And Young People
  - Digital Imaging Support
  - Theatre Support
- Community Health And Wellbeing Level 3
- Peer Worker Level 3
- Associate Continuing Healthcare Practitioner Level 5
- Adult Care Worker Level 2
- Lead Adult Care Worker Level 3
- Lead Practitioner in Adult Care Level 4
- Leader in Adult Care Level 5

*Please note that the programme content for each apprenticeship standard may change subject to updates from the Institute of Apprenticeships and Technical Education. For the most up to date information on each apprenticeship programme, please check our website.*



View All Programmes

Scan Or Search: [bit.ly/3VCvkY9](https://bit.ly/3VCvkY9)

# Healthcare Support Worker



Level 2



15 Months Total Programme Length

## Apprenticeship Overview

This apprenticeship is perfect for integral team members, supporting therapists, nurses, doctors, midwives, and other healthcare professionals. They are tasked with essential clinical duties which range from monitoring vital signs like blood pressure, temperature, or weight, to assisting patients with fundamental needs such as eating, dressing, or personal hygiene.

The Healthcare Support Worker apprenticeship is designed for those with a passion for delivering high-quality and compassionate care within a healthcare setting, and has been crafted to match the Care Certificate standards.

Apprentices will gain a profound understanding of patient care, fostering a supportive environment which contributes to positive patient treatment.

## Upon Successful Completion

- Healthcare Support Worker Apprenticeship: Pass or Distinction
- The Care Certificate
- Level 1 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Senior Healthcare Support Worker Level 3 Apprenticeship

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Communication & Development

Safeguarding, Equality, Diversity, & Inclusion

Health & Wellbeing

Mental Health & Wellbeing

Months 10 - 12

Workplace Safety

Infection and Prevention and Waste Management

Physiological Measurements

Mock End Point Assessment

Gateway

Months 1 - 1

End Point Assessment

Achievement & Progression



Full Programme Details

Scan Or Search: [bit.ly/4iKKjck](https://bit.ly/4iKKjck)

\* Exact programme details subject to change. Visit our website for the latest information.

# Senior Healthcare Support Worker: Maternity Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The maternity pathway of this apprenticeship is perfect for individuals who aspire to provide empathetic and effective support to pregnant individuals, mothers, and newborns. Working under the guidance of registered midwives, apprentices will engage in a range of care responsibilities, from antenatal support right through to postnatal care, ensuring the health and wellbeing of both mother and child.

This apprenticeship is crafted to empower apprentices with the skills necessary to assist with childbirth, provide essential postnatal care, and support new parents in caring for their infants.

The programme ensures that apprentices are well-prepared to make a significant contribution to maternity care, enhancing the experiences of families during this transformative time

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/4gArkjg](https://bit.ly/4gArkjg)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Roles & Responsibilities of a Senior Healthcare Support Worker

Driving Quality Improvement.

Health & Wellbeing

Mental Health & Wellbeing

Service Improvement/Research Project

Months 10 - 18

Teamwork to Ensure Women & Families Are Safeguarded

Working Together to Provide Safe, Effective Care

Healthy Woman/Healthy Newborn

Anatomy & Physiology Of The Child-Bearer

Supporting Women & Their Families

Caring for the Newborn

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Senior Healthcare Support Worker: Theatre Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The theatre support pathway of this apprenticeship offers a specialised route for current healthcare professionals to advance their capabilities in the area of surgical support. Apprentices will be instrumental in delivering comprehensive patient care throughout the surgical journey, benefiting from the guidance and expertise of seasoned theatre nurses and operating department practitioners.

Our apprenticeship is designed to build upon staff's existing skills, empowering them to assist in intricate surgical procedures and aid in patient recuperation. The apprenticeship journey covers both the technicalities of theatre operations, and also the development of interpersonal skills vital for both team and patient interactions.

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/3OPTYB0](https://bit.ly/3OPTYB0)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Roles & Responsibilities of a Senior Healthcare Support Worker

Driving Quality Improvement

Health & Wellbeing

Mental Health & Wellbeing

Service Improvement/Research Project

Months 10 - 18

Provide Support to the Perioperative Team When Preparing Patients for Procedures

Assist in the Delivery of Perioperative Care Support to Individuals

Contribute to the Safe Use of Medical

Devices in the Perioperative Environment

Circulatory, Scrub & Recovery Roles

Measure & Record Individuals' Fluid Balance

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



# Senior Healthcare Support Worker: Allied Health Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The allied health support pathway of this apprenticeship is specialised for staff within healthcare settings who are looking to enhance their capabilities in therapeutic support under the guidance of registered allied health professionals. This varied role covers clinical and therapeutic responsibilities which adapt to meet the unique needs of individuals facing illness, disability, or changes in life circumstances.

The role is instrumental in helping people adapt and manage their conditions, whether through direct intervention or by educating and training carers and families.

This apprenticeship focuses on developing skills primarily in therapeutic areas such as dietetics, occupational therapy, physiotherapy, podiatry, or speech and language therapy.

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/4fh1TSo](https://bit.ly/4fh1TSo)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Roles & Responsibilities of a Senior Healthcare Support Worker

Driving Quality Improvement

Health & Wellbeing

Mental Health & Wellbeing

Service Improvement/Research Project

Months 10 - 18

Roles & Responsibilities: The Wider Context

Task Management: The Local Context

Clinical Presentations - Development & Disorder

Enabling Better Health: Education, Information, & Communication

Resources: Equipment & Environment

Anatomy & Physiology: Disorder Specific

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Senior Healthcare Support Worker: Children & Young People Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The children and young people support pathway of this apprenticeship is tailored for healthcare staff who are committed to specialising in paediatric care. It offers an opportunity to refine the individual's skills in nurturing and supporting the health needs of neonates, infants, children, and young people across various settings. Under the mentorship of registered healthcare practitioners, typically registered nurses, apprentices will learn to deliver person and family-centred care.

This programme is designed to enrich the apprentices understanding of paediatric healthcare needs and enhance their ability to support the developmental stages of younger patients. Apprentices will expand their professional skill set and contribute significantly to the holistic care and support of children and young people, paving the way for a deeply rewarding career.

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/3BEAZpQ](https://bit.ly/3BEAZpQ)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Roles & Responsibilities Of A Senior Healthcare Support Worker

Driving Quality Improvement

Health & Wellbeing

Mental Health & Wellbeing

Service Improvement/Research Project

Months 10 - 18

Child Development: Part 1

Child Development: Part 2

Clinical Tasks

Activities of Daily Living

Patient Centred Care

Mock End Point Assessment

Gateway

Months 1 - 1

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Senior Healthcare Support Worker: Mental Health Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The mental health support pathway of this apprenticeship is ideal for registered practitioners across environments such as hospitals, community centres, residential homes, and specialised facilities like hospices or prisons. They are individuals committed to the field of mental health, aiming to support individuals through various stages of their mental health journey, including treatment, management, and recovery.

This programme is designed to equip senior healthcare support workers specialising in mental health with the skills and knowledge required to excel in this area. By fostering a deep understanding of mental health issues and recovery processes, our apprentices will be empowered to make a profound impact on the lives of patients, whilst also enhancing their own career within the healthcare sector.

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/4isijKN](https://bit.ly/4isijKN)

## Apprenticeship Journey

Months 1 - 9

- Orientation Workshop
- Roles & Responsibilities of a Senior Healthcare Support Worker
- Driving Quality Improvement
- Health & Wellbeing
- Mental Health & Wellbeing
- Service Improvement/Research Project

Months 10 - 18

- Communication And Building Relationships
- Mental Health Legislation
- Care & Support
- Risk Factors/Risk Assessment
- Support Individuals To Manage Their Own Recovery From Mental Health
- Mental Health Promotion, Wellbeing & Mindfulness

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Senior Healthcare Support Worker: Adult Nursing Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The adult nursing support pathway of this apprenticeship is tailored for individuals who are eager to deliver exceptional care to adults across a variety of settings, including community-based environments and hospitals. Under the supervision of registered nurses, apprentices will gain valuable hands-on experience in managing patient needs, from acute injuries to chronic conditions such as asthma, diabetes, cancer, heart disease, dementia, depression, stroke, or arthritis.

The programme recognises that many adults may live with multiple health issues simultaneously, and the training is structured to prepare workers to address these complex care requirements with sensitivity. Apprentices will not only elevate their clinical knowledge and understanding, but also enhance their capacity for compassionate care, positioning themselves for a rewarding career within the adult nursing sector.

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/3ZCNs5k](https://bit.ly/3ZCNs5k)

## Apprenticeship Journey

Months 1 - 9

- Orientation Workshop
- Roles & Responsibilities of a Senior Healthcare Support Worker
- Driving Quality Improvement
- Health & Wellbeing
- Mental Health & Wellbeing
- Service Improvement/Research Project

Months 10 - 18

- Skin Integrity, Wound Care, Frailty, End of Life Care & Nutrition
- Clinical Tasks
- Activities of Daily Living
- Long Term Conditions & Discharge
- Mock End Point Assessment
- Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Senior Healthcare Support Worker: Diagnostic Imaging Support



Level 3



21 Months Total Programme Length

## Apprenticeship Overview

The diagnostic imaging support pathway of this apprenticeship equips apprentices with the essential skills to conduct imaging procedures with an unwavering commitment to safety, quality, and patient wellbeing. Apprentices will learn about imaging equipment, differentiate between types of radiation, and ensure that patient care is optimised through procedural adherence.

This apprenticeship emphasises practical skills, critical thinking, and a patient-centred approach. Apprentices will become well-rounded healthcare support workers proficient in both the technical and compassionate aspects of patient imaging support, ready to take on enhanced roles and contribute to improved patient care within their healthcare role.

## Upon Successful Completion

- Senior Healthcare Support Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)
- Level 3 Diploma in Healthcare Support

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/4gAs5c6](https://bit.ly/4gAs5c6)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Roles & Responsibilities Of A Senior Healthcare Support Worker

Driving Quality Improvement

Health & Wellbeing

Mental Health & Wellbeing

Service Improvement/Research Project

Months 10 - 18

Ensuring Safety, Quality, & Patient Wellbeing

Ensuring Safe Medication Practices & Procedural Excellence

Advancing Proficiency in Diagnostic Imaging Support

Local Systems, Risk Management, & Wellbeing Considerations

Anatomy & Physiology

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Community Health And Wellbeing



Level 3



15 Months Total Programme Length

## Apprenticeship Overview

This apprenticeship is aimed at individuals looking to devise and implement public health strategies, prevent disease, and address the disparities in health outcomes. Apprentices will gain expertise in collaborating closely with individuals, families, and groups, promoting health literacy and proactive initiatives for improved community wellbeing.

This apprenticeship provides a blend of practical experience across diverse environments, supported by key stakeholders including local authorities, healthcare institutions, and voluntary sectors. The curriculum is focused on actionable techniques for health advocacy and community interventions, positioning apprentices as catalysts for positive change. Apprentices will not only advance their careers but also play a significant role in the overarching mission to cultivate healthier, more sustainable communities.

## Upon Successful Completion

- Community Health and Wellbeing Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Further healthcare apprenticeships
- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/3VFas2sX](https://bit.ly/3VFas2sX)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Developing Skills & Knowledge of the Apprenticeship Standards

Personal, People & Quality Improvement

Social Determinants of Health & Wellbeing

Inclusive Community Development & Health Strategies

Community Development: Improving Health & Wellbeing

Enhancing Information Management & Service Delivery

Months 10 - 12

Navigating Information Governance & Health Evaluation in Health Care Practice

Mental Health & Wellbeing

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



# Peer Worker



Level 3



18 Months Total Programme Length

## Apprenticeship Overview

Peer workers leverage their personal experiences to offer support and guidance to individuals undergoing significant life changes or challenges. The peer worker role is grounded in the principle of mutual understanding and the shared experiences which foster connections and trust with those they are supporting. By sharing their own journey, they create a space for open communication, helping individuals to access various forms of support.

The peer worker apprenticeship offers a blend of experience-based learning and formal training, tailored specifically for individuals with lived experience in areas such as mental health, addiction, or social adversity. This programme is designed to enhance the existing skills of peer workers by providing structured learning opportunities which complement their real-world expertise.

## Upon Successful Completion

- Peer Worker Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/4iC3WU4](https://bit.ly/4iC3WU4)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Sharing Lived Experience

History Of Peer Support, Values and Principles and The Peer Relationship

Social, Psychological and Lived Experience Perspectives and Equality and Diversity

Peer Support Groups and Community, Rights and Advocacy

Peer Mentoring and Coaching

Months 10 - 12

Lived Experience Community Support Work

Peer Support Service Development and Peer Training

Team Working and Service Improvement

Safeguarding and Peer Approaches to Risk

Effective Communication and Record Keeping

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Associate Continuing Healthcare Practitioner



Level 5



24 Months Total Programme Length

## Apprenticeship Overview

This apprenticeship prepares individuals for managing the complex health and social care needs of those affected by disability, accident, or illness. Apprentices will be trained to assess these needs, and to both plan and commission tailored services, ensuring that individuals receive the comprehensive care which they require.

This apprenticeship programme will equip practitioners with the skills needed to serve as the first point of contact for patients and their carers, providing essential support, care, and advice. The blend of in-work experience and academic learning ensures that apprentices are well-prepared to make a meaningful impact in various settings, including clinical commissioning groups, social services, and community healthcare services.

## Upon Successful Completion

- Associate Continuing Healthcare Practitioner Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- The Bridging Programme (Providing UCAS points)



Full Programme Details

Scan Or Search: [bit.ly/4iAQm3l](https://bit.ly/4iAQm3l)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Personalisation & Social Prescribing, Collaborative Approach & Partnership

Communication Skills, Conflict Resolution & Managing Difficult Conversations

Referral & Screening Process

Months 10 - 21

Anatomy and Physiology

Assessment of Eligibility Using Decision Support Tools

CHC Decision Making, Commissioning Care & Packages of Care PHB Delivering Safe Practice

Care Plan Reviews, Safeguarding & DoLs

Leadership Knowledge, Skills, Behaviours, Supervision & Feedback

Disputes, Appeals & Advocacy

Case Discussions & Ethical Dilemmas

Mock End Point Assessment

Gateway

Months 22 - 24

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Adult Care Worker



Level 2



15 Months Total Programme Length

## Apprenticeship Overview

Adult care workers are the front-line staff who help adults with their care and support needs. They can work in a care home, hospital, out in the community or visit people at home.

This adult care worker apprenticeship is a ideal for individuals entering the care profession, providing the foundational skills and knowledge necessary to deliver compassionate and high-quality support to adults. On this programme, apprentices will learn how to assist individuals facing physical, social, emotional, or intellectual challenges, helping them to achieve their personal goals and maintain as much independence and safety as possible. This apprenticeship combines both practical, hands-on training with theoretical learning.

## Upon Successful Completion

- Adult Care Apprenticeship: Pass or Distinction
- Level 2 Diploma in Care
- The 15 standards as set out in the Care Certificate
- Level 1 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Lead Adult Care Worker Level 3 Apprenticeship
- Additional healthcare apprenticeships

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Prioritising Health, Safety, & Wellbeing in Care Environments

Safeguarding & Protecting Adults in Care

Keys to Effective Communication in Care

The Path to Continuous Personal Development in Adult Care

Promoting Equality & Inclusion in Care Environments

Understanding & Fulfilling the Duty of Care

Navigating the Responsibilities of a Care Worker

Months 10 - 12

Implementing Approaches in Adult Care

Mastering Information Handling in Care Settings

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



Full Programme Details

Scan Or Search: [bit.ly/3BeNjgE](https://bit.ly/3BeNjgE)

# Lead Adult Care Worker



Level 3



20 Months Total Programme Length

## Apprenticeship Overview

Lead adult care workers not only provide essential support to adults, but also make decisions to help individuals preserve their autonomy, dignity, and control. This role often involves taking on responsibilities to ensure a high standard of care, and may also include supervising other care team members.

This apprenticeship is crafted for individuals who are passionate about making a significant impact on the lives of adults facing a variety of challenges, from physical and practical to emotional and intellectual. It focuses on developing the skills necessary to deliver high-quality care and support, whilst also fostering leadership skills within the care setting.

## Upon Successful Completion

- Lead Adult Care Apprenticeship: Pass or Distinction
- Level 3 Diploma in Care
- The 15 standards as set out in the Care Certificate
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Lead Practitioner in Adult Care Level 4 Apprenticeship
- Additional healthcare apprenticeships

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Ways Of Working & Continuous development

Effective communication & Handling information

Person-Centred Practice For Adult Care

Choice, Independence, Health and Wellbeing

Equality, Diversity, Inclusion and Human Rights

Mental Capacity, Restrictive Practice Duty

Months 10 - 18

Dementia Care

Substance Misuse

Learning Disabilities

Adult Nursing

Mental Health

Team Leading

Mock End Point Assessment

Gateway

Months 19 - 20

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



Full Programme Details

Scan Or Search: [bit.ly/49RYTv3](https://bit.ly/49RYTv3)

# Lead Practitioner In Adult Care



Level 4



18 Months Total Programme  
Length

## Apprenticeship Overview

A lead practitioner in adult care provides direct care to adults, as well as guiding and motivating a team to deliver exceptional service to individuals grappling with a variety of challenges. These challenges can cover anything from the physical and emotional to the psychological and intellectual. They possess advanced knowledge and specialised skills in areas such as assessment, therapy, rehabilitation, and assistive technology.

This apprenticeship aligns perfectly with the responsibilities of a lead practitioner in adult care, enriching the apprentice's expertise to foster further growth and development. Apprentices will develop both as a care provider and as leader, equipped with the tools to mentor colleagues, evaluate care delivery, and drive improvements within the adult care setting, be it a residential home, day centre, or clinical environment.

## Upon Successful Completion

- Lead Practitioner in Adult Care Apprenticeship: Pass or Distinction
- Level 4 Diploma in Adult Care
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Leader In Adult Care Level 5 Apprenticeship
- Additional healthcare apprenticeships



Full Programme Details

Scan Or Search: [bit.ly/3Zx6Twt](https://bit.ly/3Zx6Twt)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Advanced Communication

Leadership In Adult Care

Relationship Management, Partnership Working

Health and Wellbeing

Months 10 - 18

Professional Development and Reflective Practice

Safeguarding and Risk Management

Research and Evidence-Based Practice

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Leader In Adult Care



Level 5



21 Months Total Programme  
Length

## Apprenticeship Overview

Leaders in adult care are at the forefront of managing community or residential care services, demonstrating leadership which impacts every layer of their teams and services. They work to ensure that the delivery of care is safe, effective, caring, responsive, and well-led, addressing the needs of individuals facing a diverse range of challenges. This role demands a strong commitment to regulatory compliance and nurturing a culture which fosters continuous improvement in care standards and professional development.

This apprenticeship programme is designed to equip current care sector staff with the skills and confidence required to excel within this leadership role. The apprenticeship journey has been tailored to provide the apprentice with expertise in leadership within the care setting, and prepare them for the wide variety of challenges they face within their roles.

## Upon Successful Completion

- Leader in Adult Care Apprenticeship: Pass or Distinction
- Level 5 Diploma in Leadership and Management for Adult Care
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Additional healthcare apprenticeships



Full Programme Details

Scan Or Search: [bit.ly/3VC838U](https://bit.ly/3VC838U)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Statutory Frameworks & Compliance

Risk Management & Outcome-Based Practice

Change Management & Quality Standards

Diversity, Equality & Inclusion

Effective Communication Strategies

Safeguarding & Whistleblowing

Months 10 - 19

Monitoring Health & Wellbeing

Principles of Professional Development

Theories of Leadership

Governance And Regulatory Processes

Person-Centred Care & Co-Production

Courageous Leadership & Team Development

Mock End Point Assessment

Gateway

Months 19 - 21

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



# Section 2: Healthcare Science Apprenticeships

Our healthcare science apprenticeships are crafted to meet the ever-evolving demands of the sector. In this section, you can view the apprenticeships and pathways which are designed to equip the apprentice with the knowledge, skills and behaviours specifically attributed to those of a competent healthcare scientist.

We offer both a level 2 and level 4 apprenticeship, each with its own specific pathways which appeal to a broad range of individuals. Certain pathways are delivered in partnership with Moorfields Eye Hospital and Eastwood Park Training.

The following pages in this section will guide you through the specifics of each apprenticeship programme.

## Our Healthcare Science Apprenticeship Offer:

- Healthcare Science Assistant Level 2
  - Common Pathway
  - Pathology Pathway
  - Decontamination Pathway
  - Anatomical Pathway
  - Phlebotomy Pathway
- Healthcare Science Associate Level 4, With Pathways In:
  - Life Sciences
  - General Healthcare Science
  - Decontamination - In Partnership With Eastwood Park Training
  - Cardiac Physiology
  - Sleep Science & Respiratory
  - Ophthalmology - In Partnership With Moorfields Eye Hospital

*Please note the programme content for each apprenticeship standard may change subject to updates from the Institute of Apprenticeships and Technical Education. For the most up to date information on each apprenticeship, please check our website.*



View All Programmes

Scan Or Search: [bit.ly/3VCvkY9](https://bit.ly/3VCvkY9)

# Healthcare Science Assistant



Level 2



18 Months Total Programme Length

## Overview

The healthcare science assistant is responsible for executing a variety of technical and scientific procedures. They ensure that these tasks are performed to meet health and safety guidelines, governance protocols, and ethical standards.

This apprenticeship is structured to elevate the capabilities of healthcare science assistants, developing a deeper understanding and competence in healthcare science. The programme emphasises hands-on experience, with training tailored towards the chosen pathway.

The healthcare science assistant apprenticeship consists of five core pathways. Each pathway is structured to develop learners within a specific healthcare science role, preparing them for a rewarding career.

## Upon Successful Completion

- Healthcare Science Assistant Apprenticeship: Pass, Merit or Distinction
- Level 2 Diploma in Healthcare Science
- Level 1 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Healthcare Science Associate Level 4 Apprenticeship

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Health & Safety In The Healthcare Science Environment

The Role Of The Healthcare Scientist

Quality, Research & Innovation

Principles & Practice Of Patient Care

Months 10 - 12

Chosen Pathway:

• Common Pathway

• Pathology Pathway

• Decontamination Pathway

• Anatomical Pathway

• Phlebotomy Pathway

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression



Full Programme Details

Scan Or Search: [bit.ly/3Vz7Ymk](https://bit.ly/3Vz7Ymk)

\* Exact programme details subject to change. Visit our website for the latest information.

# Healthcare Science Associate



Level 4



24 Months Total Programme Length

## Apprenticeship Overview

Healthcare science associates are pivotal to the healthcare science workforce, bridging the gap between healthcare science practitioners and clinical scientists. They perform a diverse range of diagnostic, therapeutic, and monitoring activities, ensuring expert patient care from the beginning to the end of life.

This apprenticeship programme is tailored to build upon the existing skills of staff members within these roles. Apprentices will develop a high level of proficiency in a variety of technical and scientific procedures, equipping associates with the skills to contribute effectively within their team.

## Upon Successful Completion

- Healthcare Science Assistant Apprenticeship: Pass, Merit or Distinction
- Level 4 Diploma in Healthcare Science
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- The Bridging Programme (Providing UCAS points)

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Effective Communication And The Legal & Ethical Context

Health, Safety & Security

Quality, Audit, Research & Development

Working In A Technical Environment

Months 10 - 12

Teaching, Training & Assessing

Leadership, Teamwork & Mentoring

Chosen Pathway:

- Life Sciences Pathway
- General Healthcare Science Pathway
- Decontamination Pathway
- Cardiac Physiology Pathway
- Sleep Science & Respiratory Pathway
- Ophthalmology Pathway

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



Full Programme Details

Scan Or Search: [bit.ly/41tHtTf](https://bit.ly/41tHtTf)

# Section 3: Healthcare Support Services Apprenticeships

This section is dedicated to a range of healthcare support services apprenticeships, which are tailored to suit the variety of positions that are crucial for healthcare facilities to function effectively. From customer service and reception roles, to facilities managers and departmental educators, these programmes are designed to enhance the skills of the non-clinical workforce.

These apprenticeships equip individuals with the necessary tools to lead and drive innovation within their place of work, helping to foster environments which enhance patient care. Covering a range of positions, these apprenticeships are an effective way to both train new staff into their roles, or upskill existing staff.

The following pages in this section will guide you through the specifics of each apprenticeship programme.

## Our Healthcare Support Services Apprenticeships Offer:

- Business Administrator (Medical Administrator) Level 3
- Customer Service Practitioner Level 2
- Facilities Operative Level 2
- Facilities Management Supervisor Level 3
- Associate Project Manager Level 4
- Corporate Responsibility And Sustainability Practitioner Level 4

Each page that follows will guide you through the specifics of these transformative programmes.

*Please note the programme content for each apprenticeship standard may change subject to updates from the Institute of Apprenticeships and Technical Education. For the most up to date information on each apprenticeship, please check our website.*



View All Programmes

Scan Or Search: [bit.ly/3VCvkY9](https://bit.ly/3VCvkY9)

# Business Administrator (Medical Administrator)



Level 3



15 Months Total Programme Length

## Overview

Business Administrators are crucial to the healthcare sector, ensuring that operations flow seamlessly and effectively. They can be found across various healthcare environments, from the corridors of hospitals to private practices.

This apprenticeship has been crafted to empower these vital members of the healthcare team. Apprentices will be trained to interact effectively across different departments, delivering support and the enhancing customer relations. Apprentices will develop their communication skills, explore ethical approaches to their duties, and set the stage for a rewarding career within the healthcare setting.

## Upon Successful Completion

- Business Administrator Apprenticeship: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Associate Project Manager Level 4 Apprenticeship

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

The Organisation Value of Skills

Communication & Personal Development

External Factors

Relevant Regulations, Policies & Processes

Quality, Planning & Organising, Decision Making & Business Fundamentals

Months 10 - 12

Medical Terminology Awareness (optional)

Communication in the Workplace (optional)

Stakeholder Management

Project Management

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression

# Customer Service Practitioner



Level 2



15 Months Total Programme Length

## Apprenticeship Overview

Customer service practitioners are the face and voice of any healthcare setting, playing a key role in the patient's experience. They are responsible for delivering high-quality service, both digitally and face-to-face. The ability of these practitioners to exceed expectations is a fundamental aspect of their role, directly influencing customer satisfaction and the overall image of the organisation they represent.

The customer service practitioner apprenticeship has been designed to enhance the skills of these individuals, enabling them to provide outstanding customer service within their organisation. Apprentices will learn to approach their duties with both friendliness and professionalism, and acquire full knowledge of their products or services. Through this apprenticeship, customer service practitioners will develop their ability to truly meet customer needs.

## Upon Successful Completion

- Customer Service Apprenticeship Standard: Pass or Distinction
- Level 1 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Business Administrator Level 3 Apprenticeship

## Apprenticeship Journey

Months 1 - 9

Orientation Workshop

Customer Services Tools

Know Your Organisation

Your Role & Responsibilities

Knowing Your Customers

Meeting Regulations & Legislation

Months 10 - 12

Communication

Product & Service Knowledge/Systems & Resources

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression



Full Programme Details

Scan Or Search: [bit.ly/49lkqjJ](https://bit.ly/49lkqjJ)

\* Exact programme details subject to change. Visit our website for the latest information.



Full Programme Details

Scan Or Search: [bit.ly/3ZzXNzh](https://bit.ly/3ZzXNzh)

\* Exact programme details subject to change. Visit our website for the latest information.



# Facilities Services Operative



Level 2



15 Months Total Programme Length

## Apprenticeship Overview

Facilities services operatives are tasked with a variety of responsibilities, including maintaining building security, contributing to maintenance and engineering efforts, and providing key services like cleaning, catering, and logistics. Facilities services operatives ensure that all facilities remain safe and effective at all times.

The facilities services operative apprenticeship is tailored to develop the skill set required of an individual with this job role. Apprentices will be trained to work effectively with departments such as finance and procurement, and will learn to work efficiently with technical experts, as well as with facilities management teams. This apprenticeship focuses on operational efficiency, as well as preparing apprentices to uphold and protect the professional image of their organisation in customer-facing situations.

## Upon Successful Completion

- Apprenticeship in Facilities Operative: Pass or Merit
- Level 2 Facilities Service Principles qualification
- Level 1 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Facilities Management Supervisor Level 3 Apprenticeship

## Apprenticeship Journey

Months 1 - 11

Orientation Workshop

Introduction to Facilities Services

Health & Safety in Facilities Services

Customers and others in Facilities Services

CSR & Sustainability in Facilities Services

Workplace Improvements (The Facilities Management Life Cycle)

Maintaining Competence In The Facilities Sector

Months 12 - 13

Maintaining Competence in the Facilities Sector

Mock End Point Assessment

Gateway

Months 13 - 15

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



Full Programme Details

Scan Or Search: [bit.ly/3ZRa5od](https://bit.ly/3ZRa5od)

# Facilities Management Supervisor



Level 3



18 Months Total Programme Length

## Apprenticeship Overview

Facilities management supervisors play a key role in maintaining a functioning and effective working environment. They are responsible for carrying out and reviewing risk assessment plans, supporting and reviewing the budget and adhering to appropriate building governance and compliance standards.

The facilities management supervisor apprenticeship is designed to equip these individuals with the leadership skills necessary to manage teams, meet contractual commitments, and achieve or surpass service delivery objectives.

This programme has been crafted to enhance a supervisor's ability to guarantee top-tier service delivery by their team. It aims to furnish apprentices with the customer service prowess required to tackle and resolve issues efficiently, ensuring that both client and customer satisfaction remains high at all times.

## Upon Successful Completion

- Apprenticeship in Facilities Management Supervisor: Pass or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)

## Progression Opportunities

- Facilities Manager Level 4 Apprenticeship

## Apprenticeship Journey

Months 1 - 14

Orientation Workshop

Intro & Overview Of Facilities Management

Customer & Stakeholder Relationships in Facilities Management

Corporate Social Responsibility & Sustainability in Facilities Management

Specification & Procurement of Facilities Supplies & Services

Health & Safety Responsibilities in Facilities Management

Budget Management of Facilities Management Operations

Leadership, Management, & Personal Development

Facilities Operations Management

Months 15 - 16

Mock End Point Assessment

Gateway

Months 16 - 18

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.



Full Programme Details

Scan Or Search: [bit.ly/3DbfflT](https://bit.ly/3DbfflT)

# Associate Project Manager



Level 4



18 Months Total Programme Length

## Apprenticeship Overview

In their daily work, associate project managers deliver oversight and direction in a variety of projects and settings. They will interact with a range of internal stakeholders, including members of their own team and other departments such as IT, legal, finance, HR or senior management. They can also interact with a range of external stakeholders.

This apprenticeship programme has been crafted to develop associate project managers within their role, enabling them to manage projects of varying magnitudes and sectors, demonstrate strong planning skills, show strategic leadership, and engage in transparent communication.

This programme will equip apprentices with a complete skill set, enhanced confidence, and the expertise necessary to navigate and deliver complex projects effectively.

## Upon Successful Completion

- Apprenticeship in Associate Project Management: Pass, Merit or Distinction
- An APM Project Management Qualification
- Level 2 English and maths (if not exempt, flexibilities are available)



Full Programme Details

Scan Or Search: [bit.ly/3ZRBeaE](https://bit.ly/3ZRBeaE)

## Apprenticeship Journey

Months 1 - 14

Orientation Workshop

Project Governance

Project Stakeholder & Communication Management

Budgeting & Procurement Management

Project Management Tools

Consolidated Planning & Schedule Management

Quality & Resource Management

Project Scope & Context

Risk & Issue Management

Months 15 - 16

Mock End Point Assessment

Gateway

Months 16 - 18

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Corporate Responsibility And Sustainability Practitioner



Level 4



23 Months Total Programme Length

## Apprenticeship Overview

Corporate responsibility and sustainability practitioners are ambitious drivers of social and environmental change within organisations. They are passionate about ethical behaviours and values within the workplace, and work with both internal and external stakeholders to deliver effective strategies.

This apprenticeship is perfect for practitioners who want to become drivers of change within organisations. With an emphasis on a hands-on learning approach, apprentices will learn about communication, strategy planning, managing risk, quality and finance. Apprentices will be ready to produce meaningful change and innovation within the workplace, and pave the way for a rewarding career path.

## Upon Successful Completion

- Apprenticeship in Corporate Responsibility & Sustainability - Pass, Merit, or Distinction
- Level 2 English and maths (if not exempt, flexibilities are available)



Full Programme Details

Scan Or Search: [bit.ly/4iDbbLJ](https://bit.ly/4iDbbLJ)

## Apprenticeship Journey

Months 1 - 18

Orientation Workshop

CSR Strategy

Stakeholders And Communication

Fundraising, Events & Outreach

Marketing

Managing CSR Data

Managing Quality

Managing Risk

Professional Competence

Managing CSR Finance

Industry Recognition

Months 19 - 20

Mock End Point Assessment

Gateway

Months 21 - 23

End Point Assessment

Achievement & Progression

\* Exact programme details subject to change. Visit our website for the latest information.

# Our Accredited & Short Courses

Alongside our apprenticeship programmes, Dynamic Training also offer a range of short training courses, providing workplaces with a range of education and training opportunities to develop and upskill staff across a variety of healthcare sectors.

## Our Accredited Courses

These courses provide healthcare staff with recognised qualifications as part of the training.

Level 3 Award In Assessing Competence In The Work Environment

Level 3 Pearson Diploma In Healthcare Support (BTEC)

Level 3 Certificate In Peer Support: Theory And Practice

The Bridging Programme: Improves Study Skills And Awards UCAS Points, helping individuals to gain admission into university.

The Bridging Plus Programme: Improves Study Skills And Awards UCAS Points, helping individuals to gain admission into university. Also includes science units.

Level 2 Certificate In Facilities Services Principles

Level 3 Award In Facilities Management

Level 3 Certificate In Facilities Management

Level 3 Diploma in Adult Care

Level 4 Diploma in Adult Care

## Healthcare Short Courses

Our healthcare short courses are a perfect opportunity for healthcare workplaces to upskill staff in a variety of areas.

The Oliver McGowan Mandatory Training On Disabilities And Autism Tier 1

The Oliver McGowan Mandatory Training On Disabilities And Autism Tier 2

Train the Facilitating Trainer: Oliver McGowan Mandatory Training on Learning Disability and Autism Tier 2

Medical Terminology Awareness

The Female Reproductive System & Embryology

Healthcare Bridging Course Refresher Day

## Healthcare Science Short Courses

Tailored to empower healthcare science staff with the latest advancements and techniques in medical science.

Overnight Oximetry Workshop: 1 Day

Point Of Care Testing (POCT)

Spirometry Workshop: 2 Day Workshop Or 1 Day, Interpretation Only

## Facilities Management Short Courses

Offers essential training for those providing invaluable support services in healthcare settings.

Understanding Quality Management In Facilities Management

Understanding Support Services Operations In An Organisation

Understanding Risk Management In Facilities Management

Project Management Within Facilities Management Operations

Contribute To Disaster Recovery And Contingency Planning

Specification & Procurement Of Facilities Supplies And Services

Understanding Property & Asset Management For Facilities Managers

Understanding Health And Safety In Facilities Management

Corporate Social Responsibility And Sustainability In Facilities Management

Customer And Stakeholder Relations In Facilities Management

Understanding Facilities Management Strategy



View All Training Courses

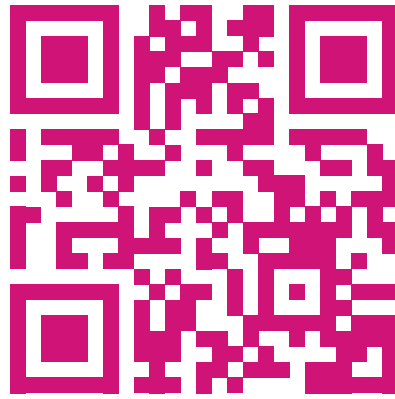
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