

## Integrated Urgent Care / NHS 111 Workforce Blueprint

# Apprenticeship Scheme



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## Introduction

This document considers apprenticeship training opportunities for all levels of staff. It supports NHS-commissioned organisations to meet their public sector apprenticeship target, in line with the Government mandate to Health Education England to 'Develop the right people with the right skills and the right values'.

Lack of career development, progression and training is often cited as a reason for staff leaving Integrated Urgent Care / NHS 111 services. The current apprenticeship offer has great potential to meet the needs of the Integrated Urgent Care / NHS 111 workforce, and should therefore be fully embraced by provider organisations.

**All integrated Urgent Care/NHS 111 provider organisations should implement apprenticeships across the career framework.**

## Context

A skilled workforce empowers staff and has a positive impact on retention and on the patient experience.

Introducing, implementing and developing an apprenticeship scheme within Integrated Urgent Care / NHS 111 provider organisations is a key component of the Workforce Blueprint. This deliverable is aligned to the [National Service Specification for Integrated Urgent Care Services](#), the [Health Education England Mandate](#), the [Talent for Care and Widening Participation Strategic Framework](#), and the [government public sector target](#) to develop and make the most of a workforce that is strong, capable and proud.

Through the Career Framework and using [apprenticeship standards](#), Integrated Urgent Care / NHS 111 provider organisations will consider apprenticeship training opportunities for all levels of staff. Their apprenticeship scheme will create a viable pathway by which more NHS training and on-going development will be utilised, laying the foundations for a future-proofed, inclusive workforce development strategy.

## What are apprenticeships?

Apprenticeships are work-based training courses, called Apprenticeship Standards. They provide an individual with a path to a successful career, through structured on- and off-the-job learning, while receiving a wage. Any employee with a contract of employment, who has been a UK resident for a minimum three years and finished school at year 11, is eligible. There is no upper age limit.

Training can be delivered all in the workplace or mixed with a training base (college or Higher Education Institution) and takes a minimum of 12 months to complete.

National standards for apprenticeships at appropriate levels within the Integrated Urgent Care environment are [available](#).

These will range from undergraduate to post-graduate and advanced practice posts, and will provide a framework that organisations can apply to make best use of workforce planning and the apprenticeship levy.

Each apprenticeship standard has a [funding band](#), i.e. a maximum an employer will pay to a training provider to deliver the apprenticeship.

Apprenticeship programmes can be a cost-effective way to create a skilled, flexible and motivated workforce and can help employees keep pace with developments in technology and working practices within healthcare. These programmes can also help improve the diversity of the workforce and open up employment opportunities to people from local communities.

## The Apprenticeship Levy

Since April 2017 employers with a pay bill in excess of £3,000,000 are subject to a national apprenticeship levy of 0.5% of their pay bill. Levy-paying organisations will pay from their digital levy account through HMRC; [this is how it works](#).

In order to get the maximum benefit from the apprenticeship levy, NHS and other provider organisations will need to look at how they can utilise apprenticeships to grow and develop a workforce with the skills needed for the future.



## 'Grow your own'

It is acknowledged and agreed that a development pathway which promotes the apprenticeship framework and enables employees in a variety of clinical and non-clinical roles to progress will provide the system with:

- A reduction in turn-over rate
- A more skilled workforce
- A sustainable recruitment pool

Such a development pathway will encourage practitioners to remain within the local system. It will also provide a system-wide development programme which will support an individual's progress from an entry level apprenticeship towards higher and degree level apprenticeship.

Targeted Widening Participation activities which promote the service as a career of choice will also improve recruitment and increase the number of apprenticeships offered by the Integrated Urgent Care system.

Our workforce should reflect the makeup and background of the patients it treats. There are significant changes on the horizon within the health sector, including the introduction of new roles and changes to how training will be funded. Many provider organisations are looking at apprenticeships as a way of meeting the challenges that lie ahead. NHS England and Health Education England recommend a full adoption and spread of this initiative.

Opening up employment opportunities for young people is of particular benefit, given the ageing NHS workforce and concerns around certain skill shortages.

Widening the pool of people employed within the NHS also links to the [equality and diversity](#) and [widening participation](#) agendas. Apprenticeships can help recruit a diverse workforce, supporting the government's 2020 vision; there is a focus on increasing the proportion of black, Asian and minority ethnic group apprentices by 20 per cent during the current parliament.

The Learning and Work Institute has developed an employer toolkit for those wanting to develop a more [inclusive and accessible apprenticeship offer](#). It provides practical information, sources of support and inspirational case studies from employers who have benefited from hiring and supporting disabled apprentices.



**"Our workforce should reflect the makeup and background of the patients it treats"**



## Benefits of apprenticeships

Apprenticeships bring a number of tangible benefits to NHS and other organisations:

- Apprenticeships can create skilled, motivated and qualified employees and, if used properly, can help to address skills shortages across the workforce.
- Apprenticeships can improve patient care.
- Apprenticeships reduce training and recruitment costs and improve retention.
- Apprentices tend to be loyal to the organisations that invest in them, improving staff retention rates.
- Employer-led apprenticeship reforms are improving the quality of apprenticeships, providing the skills that employers need to secure a talented workforce for the future.
- Apprenticeships provide opportunities and recognition for all staff (clinical and non-clinical) including the development of transferable skills, resulting in increased flexibility of the workforce.
- Apprenticeships provide flexible training programmes and increased organisational efficiency and effectiveness, tailored to the needs and requirements of organisations.
- Learning can be done in the workplace, working alongside experienced staff, gaining job specific skills, minimising disruption and maximising impact.
- Apprenticeships allow organisations to bring new and existing talent through the ranks and train teams with the skills they need to help businesses succeed.

- Apprenticeships can increase the number of young people working in the NHS.
- Apprenticeships can help to retain the skills and experience of staff in their thirties, forties and more, and avoid skill shortages.
- Apprenticeships can help recruit a diverse workforce.

Higher and degree apprenticeships are providing higher level technical skills and are seen as a valid alternative to university. For example, a degree-level nursing apprenticeship standard has been approved which employers can offer to new or existing staff. Further details are available on the [gov.uk website](https://www.gov.uk).

Proposals are in development for a progression pathway to help clinical advisors reach advanced clinical practitioner level.

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## The legacy

Central to all of the above is the rapid advancement of the NHS Apprenticeship agenda and, working with NHS Employers, the development of far-reaching apprenticeship standards that the NHS wants. Not everyone who joins the NHS comes through a 'traditional' route and we should welcome this.

This will ensure that training supports the development of a workforce shaped to meet the changing needs of the NHS.

Adoption and implementation of the apprenticeship scheme within all Integrated Urgent Care / NHS 111 provider organisations is a long-term transformational change, therefore the benefits of this offer for staff and patients will increase over time.



## Tips and case studies

Case studies and tips for developing individual apprenticeship projects are available from:

- [Skills for Health](#) – Search for 'Apprenticeship case studies'
- Learning and Work Institute – [Best practice in designing and delivering public sector apprenticeship programmes](#). You can also read the '[Top Tips](#)' identified through the Institute's case study work for organisations that are planning and developing their apprenticeship programmes.
- NHS Employers – [Apprenticeships case study library](#)
- Health Education England East Midlands – A series of [case studies](#) has been developed showing the stories of apprentices in the East Midlands
- Health Education England London – [Case study: Business and administration in primary care](#)
- The Excellence Gateway (The Education and Training Foundation's resources portal) – [Future Apprenticeships: Provider Toolkit](#). This toolkit is designed to help providers involved in apprenticeship delivery set their apprenticeship agenda and journey, from strategy and planning to implementation and more.
- The Learning and Work Institute has developed an employer toolkit for those wanting to develop a more [inclusive and accessible apprenticeship offer](#). It provides practical information, sources of support and inspirational case studies from employers who have benefited from hiring and supporting disabled apprentices.

## Further Information

### Funding matters

Useful guidance about apprenticeship funding and the apprenticeship levy. <https://www.gov.uk/government/publications/apprenticeship-levy-how-it-will-work/apprenticeship-levy-how-it-will-work>.

This factsheet, from NHS Employers, is another useful source of information: <http://www.nhsemployers.org/case-studies-and-resources/2017/01/apprenticeship-levy-fact-sheet>.

### New and developing standards

Standards are developed by employer groups known as 'Trailblazers'. The standard will show what an apprentice will be doing and the skills required of them, by job role. This site lists which standards are available and their current status, whether in development or approved for delivery.

This site also includes: information about funding bands, i.e. how much the standards will cost each employer; information on training providers; and information on Trailblazers.

<https://www.gov.uk/government/collections/apprenticeship-standards>.

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact 0300 311 22 33 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

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For more information about the Integrated Urgent Care / NHS 111 Workforce Blueprint, click [here](#).

### Skills for Health: Healthcare Apprenticeships online

This site helps employers find the right healthcare apprenticeship standards online. <https://haso.skillsforhealth.org.uk/>.

### Register of apprenticeship training providers

Useful signposting to organisations approved to deliver apprenticeship training for employers using the apprenticeship service. Includes links to the Register of Approved Training providers (RoATP).

<https://www.gov.uk/guidance/register-of-apprenticeship-training-providers>.