



**University Hospitals
of Leicester**

NHS Trust

**Apprenticeship Education
Programme and Screener
Qualification Work
Development Directory**

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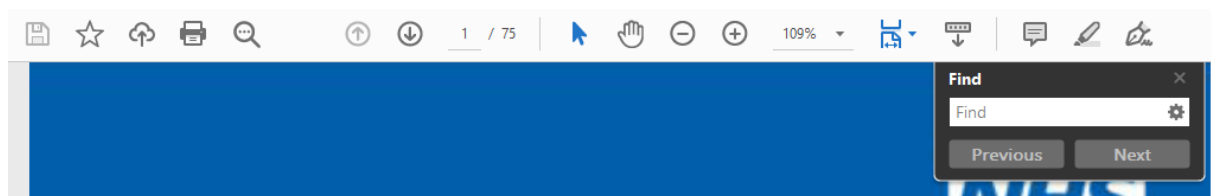
How to Navigate the Centre Development Directory

This is a short guide on how to use the directory, which was put together with ease and simplicity in mind. The directory is broken up into routes that will have a main heading, these are bold in the contents list above. If you know the title of the programme you're looking for, you will find this in the contents, you'll then need to hold down 'ctrl' and then click on the course you'd like to look at. Alternatively, if you know key words that may link to what you are looking for, simply follow the instructions below which will take you straight to your programme of interest.

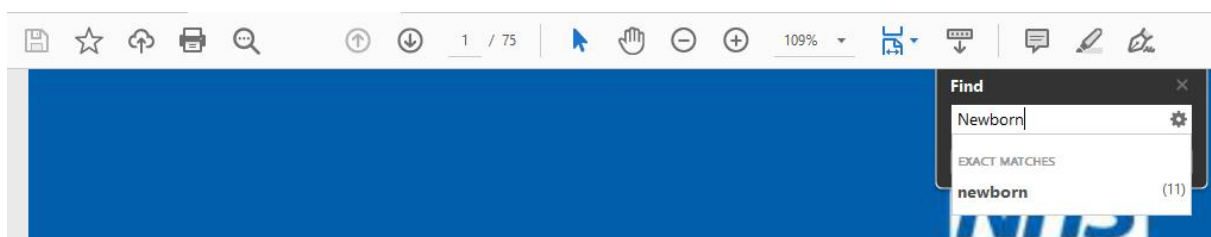
1. To begin your search, click the magnifying glass in the Navigation bar at the top



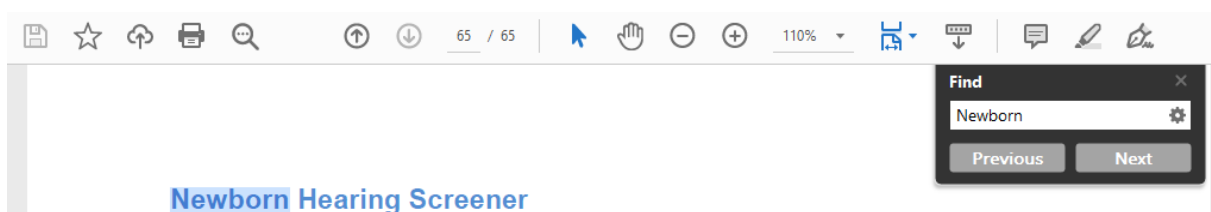
2. On the page a search bar will pop up, prompting you to type in the 'Find' box



3. Type in a **keyword** related to your course such as Newborn, Accounting or Technician



4. This will then bring up the relevant page you are looking for.



Business Administrator

Level: 3

Duration: 18 to 21 Months

Cost: £5000

Entry Requirements: Work in a role that has a range of administration duties. English and math GCSE grade A-C/9-4 or equivalent is preferred. If no prior attainment then Level 2 functional skills English and maths are recommended as supportive learning. Those under 19 at enrolment must however complete these.

Programme Description: The programme will require learners to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of the business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

Who is it for? Anyone in a role where you are working independently or part of a team, that will involve developing, implementing, maintaining and improving administrative services. It is applicable to Business Administrators operating in all sectors from the public sector, private sector and charitable sector - and all sizes of organisation.

This programme is open to new and existing employees who are in a clinical or non-clinical role and have day to day contact with internal and or external customers, dealing with day-to-day administration, providing information and/or advice where appropriate. Examples of roles could include all Ward Clerks, Receptionists, Personal Assistants, Administrators, Secretaries, Clinic Co-ordinators, UHL Charities staff, Medical Records staff in administrative roles. The programme is also suitable for aspiring team leaders due to the content linked to coaching, finance and projects.

What does the training look like? The learner will typically undertake 14 study days (blended online and attendance as appropriate), These sessions will cover different topics, such as; ICT (Excel Spreadsheets and other software use), Business Fundamentals as well as other administrative related topics, such as Organisational Policies and Effective Communication Skills. The learner will also complete self-directed study, reflective practice sessions and revision sessions – some of these will also require elements of day release from department.

Customer Service Practitioner

Level: 2

Duration: 12 to 15 Months

Cost: £3500

Entry Requirements: Work in a role that has contact with patients or internal/external customers. English and math GCSE grade A-C/9-4 or equivalent is preferred. If no prior attainment then Level 1 functional skills English and maths are recommended as supportive to the learning. Those under 19 at enrolment must however complete these

Programme Description: The programme is designed to support and develop the learner within their health and social care role as an excellent customer service practitioner, covering a range of topics to develop knowledge skills and behaviours. This programme will be invaluable to learners in ensuring internal (e.g. staff) and external (e.g. patients) customers of all levels are dealt with in a positive and professional way. The learner will gain a clearer understanding of the organisation and the products and services it supplies to ensure our patient and customers receive the latest information advice and guidance.

Who is it for? This programme is open to new and existing employees who are in a clinical or non-clinical role and have day to day contact with internal and or external customers and/or patients; this will suit those who are working with patients and or customers either face to face or over the telephone, dealing with day to day administration, customer queries, complaints, and providing information and/or advice where appropriate. Examples of roles could include all Ward Clerks, Receptionists, Personal Assistants, Administrators, Secretaries, Clinic Co-ordinators, UHL Charities staff, Porters, Medical Records staff.

What does the training look like? The learner will typically undertake 10 study days (blended online and attendance as appropriate), self-directed learning and revision sessions – some of these will also require elements of day release from department. Assessment is through workplace observations, professional discussion, written portfolio of assignments and tasks gathered from the workplace during the learning journey and a CPD log.

Diabetic Eye Grader

Level: 3

Duration: 9 to 12 Months

Cost: £5000

Entry Requirements: Working in a role where the learner can develop the technical skills, role-related knowledge, understanding and behaviours required to work in job roles as a Diabetic Eye Grader.

The diploma is the recommended national training programme for new graders and successful completion is required to assure the provider of the graders competence to undertake grading safely, independently and in line with programme standard.

Programme Description: The Pearson Edexcel Level 3 Diploma for Health Screeners is for learners who are carrying out Diabetic Eye Grading in their work area. The qualification gives learners the opportunity to develop the technical skills, role-related knowledge and understanding and behaviours required for the screener role.

Who is it for? Trainee Diabetic Eye Grader

What does the training look like? Competence-based qualifications are work-based qualifications that give learners the opportunity to develop and demonstrate their competence in the area of work or job role to which the diploma relates. The learner will need to meet the requirements before the qualification can be awarded. The course has 12 study days, 17 units with 58 mandatory credits, self-directed learning and workbooks. Assessment is through workplace observations by clinically competent screener grader, professional discussions, written explanations, self-reflective accounts and the learners' portfolio of evidence which has been collated across the duration of the programme.

Diabetic Eye Screener

Level: 3

Duration: 12 Months

Costs: £5000

Entry Requirements: Working in a role where you can develop the technical skills, role-related knowledge and understanding and behaviours required to work in job roles as a Diabetic Eye Screener. The diploma is the recommended national training programme for new screeners and successful completion is required to assure the provider of the screener's competence to undertake screening safely, independently and in line with programme standard.

Programme Description: The Pearson Edexcel Level 3 Diploma for Health Screeners is for learners who are carrying out Diabetic Eye Screening in their work area. The qualification gives learners the opportunity to develop the technical skills, role-related knowledge and understanding and behaviours required to work in the screener role.

Who is it for? Trainee Diabetic Eye Screener

What does the training look like? Competence-based qualifications are work-based qualifications that give learners the opportunity to develop and demonstrate their competence in the area of work or job role to which the diploma relates. The learner will need to meet the requirements before the qualification can be awarded. The course has 12 study days, 18 units 59 mandatory credits, self-directed learning and workbooks. Assessment is through workplace observations by a clinically competent screener grader, professional discussions, written explanations, self-reflective accounts, and the learners' portfolio of evidence which has been collated across the duration of the programme.

Diabetic Eye Screener Grader

Level: 3

Duration: 9 to 12 Months

Cost: £5000

Entry Requirements: Working in a role where you can develop the technical skills, role-related knowledge and understanding and behaviours required to work in job roles as a Diabetic Eye Screener.

The diploma is the recommended national training programme for new screeners and successful completion is required to assure the provider of the screener's competence to undertake screening safely, independently and in line with programme standard.

Programme Description: The Pearson Edexcel Level 3 Diploma for Health Screeners is for learners who are carrying out Diabetic Eye Screening in their work area. The qualification gives learners the opportunity to develop the technical skills, role-related knowledge and understanding and behaviours required to work in the screener role.

Who is it for? Trainee Diabetic Eye Screen Grader

What does the training look like? Competence-based qualifications are work-based qualifications that give learners the opportunity to develop and demonstrate their competence in the area of work or job role to which the diploma relates. The learner will need to meet the requirements before the qualification can be awarded. The course has 12 study days, 19 units with 67 mandatory credits, self-directed learning and workbooks. Assessment is through workplace observations by clinically competent screener grader, professional discussions, written explanations, self-reflective accounts and the learners' portfolio of evidence which has been collated across the duration of the programme

Healthcare Support Worker

Level: 2

Duration: 12 to 15 Months

Cost: £3000

Entry Requirements: Work in a role that has contact with patients in a clinical capacity. English and math GCSE grade A-C/9-4 or equivalent are preferred. If no prior attainment then Level 1 functional skills English and maths must be passed before the gateway and level 2 attempted.

Programme Description: The programme has been designed to develop core clinical knowledge, skills and behaviours in context of those required within the learners own health and social care workplace to enable delivery of high quality person-centred care. The programme covers a range of duties and topics to develop knowledge, skills and behaviours including communication, equality & diversity, roles and responsibilities of working as a team and providing a quality service, adhering to organisational values. Many of these are transferable skills that ensure our patients, colleagues and relatives are dealt with in a confident, competent and professional manner.

Who is it for? The content of the programme is tailored to our local healthcare needs and would be suitable for those who work in a clinical role with patients, deal with person centred care, communication, equality and diversity, safeguarding or complaints. Examples of role could include Health Care Assistant, Maternity Support Worker, Health Care Support Worker, Health Care Assistant, Clinical Apprentice, Theatre Assistant, and Mental Health Support Worker.

What does the training look like? The learner will typically undertake 8 study days (blended online and attendance as appropriate), self-directed learning and consolidation of research/learning – some of these will also require day release from department. The learner will also have or be working towards the Care Certificate and functional skills at the required level. Assessment is through workplace observations, professional discussions, written reports, and reflections, plus a portfolio of evidence gathered from the learners' workplace and a CPD log.

Newborn Hearing Screener Diploma

Level: 3

Duration: 9 to 12 Months

Cost: £5000

Entry Requirements: All personnel carrying out newborn hearing screening in England must register for the level 3 diploma for health screeners (Newborn Hearing) within 4 months of commencing employment as a screener and successfully complete the level 3 Diploma for Health Screeners Newborn Hearing. Working in a role where the learner can develop the technical skills, role-related knowledge, understanding and behaviours required for a Newborn Hearing Screener.

Programme Description: The Pearson Edexcel Level 3 Diploma for Health Screeners is for learners who are carrying out Newborn Hearing Screening in their work area. The qualification gives learners the opportunity to develop the technical skills, role-related knowledge and understanding and behaviours required to work in the screener role.

Who is it for? Trainee Newborn Hearing Screener Diploma

What does the training look like? Competence-based qualifications are work-based qualifications that give learners the opportunity to develop and demonstrate their competence in the area of work or job role to which the diploma relates. The learner will need to meet the requirements before the qualification can be awarded. The course has 12 study days, 18 units with 56 mandatory credits, self-directed learning and workbooks. Assessment is through workplace observations by clinically competent NBH screeners, professional discussions, written explanations, self-reflective accounts and the learners' portfolio of evidence which has been collated across the duration of the programme.

Senior Healthcare Support Worker

Level: 3

Duration: 24 to 27 Months

Cost: £5000

Entry Requirements: Work in a role that has contact with patients in a clinical capacity with prior experience of being a support worker. English and math GCSE grade A-C/9-4 or equivalent are preferred. If no prior attainment then Level 2 functional skills English and maths are recommended. Those under 19 at enrolment must however complete these .

Programme Description: Designed to further develop core clinical knowledge, skills and behaviours in context of those required within the learners own workplace for employees who already have experience in a support worker role. On successful completion the learner will gain an apprenticeship standard and Level 3 Diploma in Healthcare Support qualification. The programme covers a range of topics including communication, and working as a team to maintain/ deliver a quality service, adhering to organisational values. Many of these are transferable skills that ensure our patients, colleagues and others are dealt with in a confident, competent and professional manner.

Who is it for? The content of the programme is tailored to our local healthcare needs and would be suitable for those who work with patients, deal with person centred care, safeguarding or complaints. Examples of role could include Health Care Assistant, Maternity Support Worker, Theatre Assistant, Allied Health- Therapy and Mental Health Support Worker.

What does the training look like? The learner will typically undertake 21 study days (blended online and attendance as appropriate), self-directed learning and revision of learning – some of these will also require day release from the department. The learner will have a Care Certificate or be working towards one. Assessment is through workplace observations, professional discussions, written reports, and reflections plus a portfolio of evidence gathered from the learners' workplace, a CPD log.

Are Apprenticeship Education Programmes Really Free?

Some might say nothing in life is free and in monetary terms, the Apprenticeship Programme costs are covered through the Apprenticeship levy in the majority of cases. Certain learning goals have to be put in place to support the Governments funding rules e.g. Completion of an Apprenticeship Agreement (done as part of your enrolment), in some cases there is a requirement to complete maths and English at a certain level or showing a physical certificate that is approved in accordance with the Governments list and learning off the job as described for the role e.g. a set number of hours allocated to a standard (previously known as 20% off the job) of your paid work time for the duration of the programme (monitored through your assessor and supported by your manager). Outside of the programme costs though there is the investment of time by both you and your manager that has an unseen cost associated with it. You may choose to do additional work above the off the job minimum requirements outside of work so the cost there would be to your free time. As a whole package, if you were to add up all the levy costs and unseen costs of work time it is undoubtedly an amazing investment that is being made in you; our future health and social care workforce.

It should be noted that in rare circumstances a programme may not be funded through the levy e.g. visa funding rules, however we would be able to establish that on enrolment so all parties could agree a way forward.

If there are any travel, exam or book costs as part of a course which are not covered by a training provider these are made clear on the outset. This means that there needs to be an agreement as part of the study leave process on whether the individual or department pay for each element.

The cost of the End Point Assessment for Apprenticeship standards (soon to be referred to as Apprenticeship Assessment) is included in the training provider's price. Wherever possible, one free retake has also been negotiated. Remember you won't be going through an assessment until both your learning is complete and you have had a Gateway review with your manager and the training provider. This is where you all sign off that you are happy to progress to this stage. If you are unfortunate and need further retakes that have not been covered with the training provider, these will be paid for by your department/employer automatically as part of the enrolment agreement.

If you are a member of staff at a non-levy paying organisation, then a levy transfer model is usually used. This is a model that sees your organisation arrange a levy transfer with a levy paying employer.

What support does the learner receive?

Support will be available through both the assessor and the learner's line manager. Should additional support be required this must be discussed at the Information, Advice and Guidance meeting during enrolment or as the need occurs within the programme. The training provider will also meet the learner and their manager on a quarterly basis to discuss progress, risk assessments or concerns that any party has.

I am worried about my maths and English, I don't have the entry criteria/ have lost my certificate – what do I do?

The rules around maths and English changed in February 2025. This means that whilst you may need to do them for your future career, or you may want to do them personally, most now don't have to do them in order to do an apprenticeship.

Please don't let functional skills concerns stop you from progressing with your enquiry. All under 19's are enrolled onto functional skills if no certificate is in place however these are adult courses, adult curriculums and don't replicate what school was like. Contact us to find out more and to see how you can complete an initial assessment to establish your level – we do this for all learners joining Apprenticeship Education Programmes too, as it helps the training provider know what support, if any, the learner will need when completing the programme.

How will we celebrate your success?

There will be a graduation ceremony each year hosted by Leicester Hub. All learners of UHL Centre - learners from all organisations including UHL learners with external training providers will be invited to this to celebrate their achievements. We encourage regular evaluations and a case study/short film about your experience wherever possible so future learners have the programme brought to life for them.

What is Off the Job learning?

Your training provider and manager will help to support and guide you in what is suitable off the job learning for your role, development needs and the programme. Your manager will help plan this. It doesn't have to be one set day a week. It does have to be in paid time. The learner should record what they have done and what they have learnt from it. You will be given an amount of hours when you enrol which is the legal minimum learning for that qualification. It may change if you have additional learning support needs or prior learning experience. Examples of off the job learning can be found below:

- Shadowing
- E-learning

- Research and completing assignments
- Practical training
- Visits etc.

Some programmes, may require substantially more time to complete the assignments. Some of this may be from your own time once the off the job learning time has been used up however it will be a discussion and agreement between yourself and your manager on how this extra study is completed.

What do the different levels mean?

All education in the UK is awarded a level to enable people to know what amount and depth of learning has occurred. Below is a table that shows what we might typically hear or know of at these levels. So if you were to complete an Apprenticeship Education Programme at Level 2 it would be equivalent study (and count on your future job applications as equivalent to) 5 GCSE's at grade C or above.

| Level | Equivalent to... |
|---------------|-------------------------------|
| 2 | 5 x GCSEs |
| 3 | 2 x A levels |
| 4, 5, 6 and 7 | Foundation Degree and above |
| 6 and 7 | Bachelor's or master's Degree |

Contact Us – Enquiries

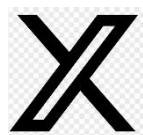
If you are interested in one of the Apprenticeship Education Programmes or Screening qualifications in the directory but want to find out more/ have questions about it, please email us on Apprenticeships@uhl-tr.nhs.uk. We aim to respond to your enquiry as soon as possible. You can also use this email address to tell us a little bit about what you are looking for if you can't find it and we will look for a relevant standard and training provider with you.

Contact Us – To Enrol

If you know exactly what you want and have your manager's approval you might be ready to start the enrolment process. Please email to Apprenticeships@uhl-tr.nhs.uk to start the enrolment process.

Keep in Contact With Us – X (Twitter)

Don't forget to follow us on X (Twitter) to see latest news on Apprenticeship programmes. We have both a dedicated Apprenticeship feed and a learning feed:



@UHLApprentices

@LearningUHL1