

# Mental Health Transformation Theme

## Apprenticeships Newsletter

No.4, 16<sup>th</sup> December 2016

### Priority Area – Trailblazer Development

#### Customer Service Level 2 and Level 3

Customer service apprenticeships can be utilised within the NHS for any customer/patient facing roles within your organisation. These have been traditionally applied in areas such as reception, security, portering, and volunteering. With the recent changes to whom can undertake an apprenticeship, the customer service apprenticeship job standards could now be used in any role, including registered roles, which has patient facing responsibilities in order to fulfil our MECC aspirations.

The level 2 Customer Service practitioner is ready for delivery and you can find the standard and assessment plan [here](#).

The Level 3 Customer Service Specialist has been published and the first draft Assessment plan for your review and feedback to [Dean.Ashton@icsmail.co.uk](mailto:Dean.Ashton@icsmail.co.uk). Please click here for the job standard

- The link to the Level 3 Standard <https://www.gov.uk/government/publications/apprenticeship-standard-customer-service-specialist>

#### *In Other News...*

##### Medical Secretary/Medical Associate/Medical Assistant

An employer stakeholder meeting was held in London at Skills for Health to discuss the viability of proceeding with an expression of interest for a job standard for an administration role with both discreet healthcare and leadership responsibilities i.e. medical secretary or medical assistant or medical associate role.

Medical Associate or Medical Assistant role is one which is intended to be utilised in primary care (GP surgeries) and will be one which will support the GP in administration duties but could potentially also be a career pathway to practice manager. In Trusts this role may be called a medical secretary which would support the medic and/or multidisciplinary team, once again potentially having some supervisory responsibilities for other administration staff.

Please find attached the presentation given at this initial stakeholder group and the minutes of the meeting.

There is only a small number of employers represented in the West Midlands, and more specifically requires increase representation from Trust. **Could you please approach your senior administration staff** to see if they are interested in joining this potential trailblazer to assist in the development of this job standard? Please ask anyone who is interested in contacting Sarah Appleby at Health Education England ([sarah.appleby@wm.hee.nhs.uk](mailto:sarah.appleby@wm.hee.nhs.uk)).

### Healthcare Jobs Standards

Please click [here](#) for listing of all Funding Bands for respective Apprenticeship Job Standards and SASE Apprenticeship Frameworks.

### Nursing Job Standard

The Nursing Job Standards has now been approved with options for:

- Adult
- Children
- Learning Disabilities
- Mental Health

The standard is not yet ready for use. The End Point Assessment is currently being developed. Please [click here](#) to see a copy of the standard.

If you are interested in developing a job standard, please first check to see if a relevant job standard has already been already [approved for delivery](#) or is currently [in development](#). It's vital you avoid wasted time and duplication of effort. Skills for Health and Talent for Care are striving to find an approach to standards development in the health sector, in order for NHS providers to become better connected.

If you would still like to proceed to find out how to develop a job standard then please contact:

- Talent for Care Team ([catrionacurry@nhs.net](mailto:catrionacurry@nhs.net)) to register your interest
- Sarah Appleby ([sarah.appleby@wm.hee.nhs.uk](mailto:sarah.appleby@wm.hee.nhs.uk))
- If the job standard is related directly to the health sector, please also contact [Healthcare.Trailblazer@skillsforhealth.org.uk](mailto:Healthcare.Trailblazer@skillsforhealth.org.uk) . For more information please go to [www.skillsforhealth.org.uk/trailblazer](http://www.skillsforhealth.org.uk/trailblazer)

Further to this if you are already involved in the development of a job standard could you please forward to [sarah.appleby@wm.hee.nhs.uk](mailto:sarah.appleby@wm.hee.nhs.uk) and [Audrey.Foster@hee.nhs.uk](mailto:Audrey.Foster@hee.nhs.uk) information about the development of the job standard and the trailblazer group using this [form](#).

### Useful Information

Skills for Health produced a information document [Apprenticeship funding from May 2017 and the implications for the NHS in England](#) (please see attached PDF) this month which is a comprehensive document outlining all the changes to apprenticeship reforms, job standard development, Learning Provider/Employer-provider/Provider changes and the apprenticeship levy. It is advised to distribute this document widely to the following within your organisations:

- **Trust Executives including Finance, HR and Nursing Directors**
- **Widening Participation/Learning and Development/ Workforce Development and Planning Leads**
- **Education facilitators**
- **HR Business Partners**
- **Business Development Leads**
- **Directorate/Service Leads**

### Employer-Provider FAQs

A number of Employer-Provider events have been held in the West Midlands over the last 2 weeks. For those organisations who are considering an application to the Register of Apprenticeship Training Providers (RoATP) in the future (deadline for applying this year ended today, 25 November) as either a Provider or as an Employer Provider please read these FAQs below.



RoATP  
Questions.docx

### Conferences and Events

#### Webinars for Employers – update

The Department for Education's Apprenticeship Funding Unit will be running a set of webinars for interested stakeholders on the latest information on the funding reforms. Please note that if you have been to a recent SFA employer event or webinar then these webinars will cover the same areas.

There are still places available at the session below:

Thursday 15th December, 10:00 - 11:00

<https://attendee.gotowebinar.com/rt/2516219544376016385>

After registering, you will receive a confirmation email containing information about joining the webinar.

### Funding Opportunity

#### 2017/18 Children and Young Peoples' Education & Training Fund -Vulnerable Groups (formerly Innovation Fund) – up to £2m

*HEE intends to carry out a procurement exercise to commission a range of providers to deliver initiatives that support workforce transformation, development and training intended to improve the mental health outcomes for vulnerable children and young people.*

A Prior Information Notice has now been published on contracts finder and can be viewed via:

<https://www.contractsfinder.service.gov.uk/Notice/b8659cc3-0c34-4620-a13e-1e299105b431>

As part of this exercise, HEE will be holding a Market Engagement Event in London (**The Auditorium, Stewart House, 32 Russell Square, WC1B 5DN on the 9th of December 2016 from 10 -12.30pm**). This will provide an opportunity for potential providers to find out more about the aims of the tender, the process involved and networking opportunities. HEE will use this forum to gather intelligence from attendees to inform the tender process.

Please register your interest for the Market Engagement Event by emailing [hee.cypmh@nhs.net](mailto:hee.cypmh@nhs.net) the name, title and contact details of attendees (a maximum of two attendees per organisation) by **Monday 5th December 2016**