



WHAT IS IT LIKE TO BE AN APPRENTICESHIP LEAD

We spoke with
**Claudia Trick, the
clinical
apprenticeship lead
at Royal Devon And
Exeter NHS
Foundation Trust**

NHS
Royal Devon and Exeter
NHS Foundation Trust

1. What is your organisation's approach to apprenticeships?

We cover a range of apprenticeships: Senior Healthcare Support at level 3, Assistant Practitioner and Nursing Associate at level 5 and Registered Nurse Degree Apprenticeship at level 6. We also cover a range of non-clinical apprenticeships for new and existing staff in Business Administration, Leadership and Management, Engineering, Catering and more. At operational level decisions are made about the range of staff required over the next 5 years and allocation of apprenticeship numbers are then agreed utilising workforce planning information. This is then signed off at executive level. This all sits alongside discussions with the Talent team about the availability of apprenticeship funds. All this information is then fed back to the various departments and the Professional Development team.

2. Which apprenticeships do you deliver?

We currently deliver the Senior Healthcare Support Worker at level 3, Assistant Practitioner at level 5 and Team Leader/Supervisor at level 3 standards and the Medical Administration framework at level 3. We also support University of Plymouth Nursing Associate and Nursing Degree apprenticeships. As well as working with local colleges for non-clinical apprenticeships.

3. Which providers and EPAOs are you partnering with?

Our current partners are Swatpro, South Devon College, University of Plymouth, University of Exeter, PETROC, PGL, Exeter College and HIT Training. Our EPA is Innovate.

4. What steps have you taken towards setting up the apprenticeship?

We are currently a subcontractor for Swatpro but have also registered as a main provider. As an employer provider for apprenticeships we have had to review how we function. This has meant adjusting our process and delivery from Employer to Provider to meet OFSTED requirements. We have also had to be constantly aware of the changes made to the funding rules by the Education and Skills Funding Agency to ensure that these are being met.

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We adopted the apprenticeship standards at the outset which has enabled us to develop robust systems to support our learners and the funding rules. The only change being to the apprenticeship standards and adjusting the end point assessment to meet this.

We have supported both current Trust staff and newly recruited staff to undertake apprenticeships. We have had many 16-18 year old's who have needed additional support. We have been able to provide this through our Apprentice Learning Facilitators who visit the apprentices weekly in the workplace. We have developed a strong programme of study where the apprentices attend for classroom delivery on alternate weeks. The other week is for independent study and reflection, where they can continue to research and complete written work or they can arrange to visit or work with areas that link with their department so that they gain a better understanding of the patient pathway.



5. What are your apprentice numbers looking like?

Last September, we submitted our return for 2017/18 as 2.07% with 170 apprentices across the Trust. For 2018/19, we have submitted a return of 286 apprentices across the Trust equating to 3.3% of our workforce. Across a range of clinical and non-clinical programmes.

6. How many cohorts have you had going through the system?

Since the introduction of the levy we have had 13 cohorts across the clinical programmes, 10 cohorts of leadership and management programmes, and many individual apprenticeship starts.

7. What has been the hardest part?

20% off the job training for current staff, coordination of the end point assessment observation and professional discussion.

8. What has been the best part?

The opportunities and career pathways made available for these learners.

9. Do you have any tips for other apprenticeship leads?

- Keep managers informed and prepared,
- Work with service managers/executives to ensure they are leading and identifying where apprentices are needed in the long term across all posts.
- Adequate pay for apprentices, particularly those that work shifts.
- Ensure teaching/support staff are fully prepared, Our team have completed mental health first aid course and certificate in Specific Learning Difficulty.
- Close links with the safeguarding team and make sure you have a good knowledge of where to go for advice.

- Good preparation and planning for end point assessment.

- Shop around for you End Point Assessment Organisation.

10. What are the next steps for you?

Our next steps are to look at how we can link with colleges for T levels and the lead into apprenticeships from this. We are also looking at the opportunities for Occupational Therapist and Physiotherapist apprenticeship degrees. We plan to consider delivery of other apprenticeships either in partnership with external training providers or in house e.g. hospitality and catering, CMI and business administration.

Resources available

HASO standards

Toolkit

Pathways tool

Calculator tool

T Levels