

Healthcare

Apprenticeships

# Apprenticeship Tips

6 tips for the first few days  
of your apprenticeship

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# Welcome to the team

**The multi-disciplinary team is at the heart of healthcare. You will work in partnership with people doing a range of different jobs.**

Some people offer direct patient care whilst others are in administrative or clerical roles, like finance or HR, or in the many other services provided such as in the canteens, libraries, logistics, facilities, cleaning, laboratories or providing education and training. Working together they enable healthcare services to run smoothly and efficiently.

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There may be other apprentices in your team who you can learn with and from.

## Tip 2



# At the heart of it all

## The Patient

Healthcare services focus on the needs of patients. They deserve the best experience possible and should feel safe and well-supported. Even if your own job is not patient-facing, it is still important because directly or indirectly you help to provide world-class care to those that need it most.



## Health and Safety

Wherever you work, you will need to go through the essential health and safety training for that organisation, service or area. This normally includes things like fire training, moving and handling, infection prevention and control, and information governance.



## Mandatory training

Most hospitals and services also expect their staff to go through other mandatory training that covers things like equality, diversity and human rights, preventing radicalisation, and (depending where you work) basic life support or resuscitation training.

## Tip 3

## Healthcare Apprenticeships

# Team Standards

## Safeguarding

Everyone has a right to feel safe. At home and at work.

Your training will help you to recognise when people are at risk and give you an understanding of what action to take and when.

You will also learn about personal security, conflict resolution and how to behave in difficult situations.



## Apply to all roles

Many apprentices will do the Care Certificate as part of their apprenticeship and will go through mandatory training for their particular organisation as suits their role. These standards make sure that you are working in line with the legal and statutory requirements. They are designed to keep you, your colleagues and anyone else that you work with, including patients, safe and secure.





### New Employee Onboarding

# Your Role

## What the employer expects from you

All apprentices have a contract of employment with their organisation and also an Apprenticeship Agreement. These set out your role and responsibilities and includes things like how long your apprenticeship is, what pay you will receive and the amount of off-the-job training that will be provided.

Your manager will also give you guidance about what is required of you, such as when you need to be in work, how you should behave while you are there. They will also advise you if there is a uniform or dress code.

For example, often healthcare staff have to wear a uniform, tie their hair back and remove jewellery.



# Your First Day

**These are some of the things you might do on your first day**



## Check in with HR

The HR department may need to see you so that you can sign your contract and training agreement.

You may also have to take in proof of your identity and address.

Sometimes this happens on your first day and sometimes you will be asked to come in before you start to sort this out.



## Meet your manager

Very often your manager will be the first person you meet and they will show you around. Sometimes though it will be their assistant, another colleague, a volunteer, another apprentice or someone who has agreed to be your mentor or buddy.



## Orientation and tour

One of the team will probably give you a tour of the office, department or site where you are working. You will find your own workspace, the toilets and coffee-making facilities. You will also see where other people are working. Perhaps you will pick up any equipment or uniform that you are going to need.



## Team introduction

Usually on your first day you will meet other members of your team.

If you work in a large place there may be a lot of names to remember. Don't worry if you forget some after your initial introduction. You can always ask again when you next meet



## Tip 6



# Your First Week

These are some of the things you might do during your first week

- 1** Meet your manager, mentor, your immediate team and anyone else you may be working closely with
- 2** Familiarise yourself with your workplace, the systems and processes you need to follow and any equipment you need to use
- 3** Find out about your apprenticeship, meet the training provider, read all the apprenticeship papers like the standard and end point assessment plan and start a workbook
- 4** Understand the on and off-the-job learning you will be doing, where you need to go and when
- 5** Begin your statutory and mandatory training and/or care certificate

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**We're so excited  
to have you!**

"Life is better with an apprentice"



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