

NORTH WEST AMBULANCE SERVICE NHS TRUST



NHS

North West
Ambulance Service
NHS Trust



We spoke to Paula Davies, Head of Education, from North West Ambulance Service NHS Trust. The trust offers a diverse range of apprenticeships. Read on to find out more about their experiences.

1. Briefly describe your organisation

North West Ambulance Service NHS Trust provides prehospital emergency and urgent care, patient transport and a 111 first service to the people of the Northwest of England. Our service covers over 5000 square miles and employs over 6000 staff across Cumbria, Lancashire, Cheshire, Merseyside and Greater Manchester.

2. Which apprenticeships do you currently offer?

We offer the Associate Ambulance Practitioner at Level 4 for our EMTI (Emergency Medical Technician) roles, the Level 6 Paramedic (Degree) apprenticeship as part of our in-service conversion, Emergency Services Contact Handler at Level 3 as well as other support service apprenticeships including finance, communications, fleet and business administration.

3. What benefits have apprenticeships brought to your organisation?

Apprenticeships have increased the visibility of all careers in the Ambulance service, even those which have historically been graduate entry. Our apprenticeship model has helped our organisation plan our workforce more effectively as well as enabled a more regulated approach to preparation for some of these roles.

You can access further information about these apprenticeship standards [here](#).

4. What has been your proudest achievements for your apprenticeship programmes?

Seeing individuals realise their potential at all levels using this route. Winning the Apprenticeship Service Macro employer of the year for 2021. In spite of COVID restrictions and the pandemic as a whole, our learners are still reaching distinction level outcomes in terms of their End Point Assessments.

5. What do you hope to achieve in the next 12 months with your apprenticeship programmes?

We would like to continue to improve our learning experience at North West Ambulance Service NHS Trust.

6. What would you say to other organisations considering employing apprentices?

Do it, but ensure you have a model which aligns to your workforce plan and gives vision within your organisation to the apprentice for their future.



What the apprentices say:

Thomas is a Level 4 Associate Ambulance Practitioner apprentice at North West Ambulance Service NHS Trust. He gave us his thoughts on undertaking apprenticeships:

"It's a great way to learn, you get paid and are given support from everyone, from the newest qualified paramedic to the sector manager and everyone in between. No one is ever too busy to help, advise and teach in order to get the best out of you as an apprentice."