

## Which apprenticeships support the primary care workforce?



Did you know that many apprenticeship qualifications can be used across a range of settings? Apprenticeship standards have been developed to meet the needs of all employers. Below are some examples of different apprenticeships that can be used to recruit new talent and upskill existing primary care staff. (Please note the below apprenticeships are only examples and other apprenticeships can also be used for these roles, please speak to your training provider about your specific workforce requirements).

Explore more apprenticeships [here](#).

### Healthcare Assistant

#### Level 2 Healthcare Support Worker apprenticeship

This apprenticeship standard focuses on the core practical skills and underpinning knowledge and theory to gain competence, under clinical supervision, to be a healthcare practitioner in a GP Practice.

[Access standard here](#)

### Assistant Practice Manager

#### Level 3 Team leader/ Supervisor apprenticeship

This apprenticeship is ideal for those aspiring into a supervisory or management role and who may subsequently move into the full practice management role. It is suitable for new or existing employees who are expected to develop the skills necessary to lead or manage teams.

[Access standard here](#)

## Which apprenticeships support the primary care workforce?



### Community and wellbeing worker

#### Level 3 Community Health & Wellbeing Worker apprenticeship

This apprenticeship can be used to train Social Prescribers, Health & Wellbeing Coaches & Care Co-ordinators. Personalised Care roles are rapidly expanding, and this apprenticeship supports the increased emphasis on a wide range of responsibilities

[Access standard here](#)

### Medical Administrator / GP assistant

#### Level 3 Business Administrator Apprenticeship

This apprenticeship covers all things administration such as communication, organisation, decision-making, interpretation of information and IT skills. The business administration apprenticeship can be contextualised to include specific areas within the primary care environment.

[Access standard here](#)

### Receptionist

#### Level 3 Customer Service Specialist apprenticeship

This apprenticeship offers the opportunity for receptionists, administrators, care navigators to develop their business and customer insight knowledge and skill. They will become 'specialists' in customer support and 'advocates' for excellent customer service, supporting other team members and highlighting service improvements, working with a range of systems and data.

[Access standard here](#)

## Which apprenticeships support the primary care workforce?



### **Senior Healthcare Assistant**

#### **Level 3 Senior Healthcare Support Worker Apprenticeship**

This apprenticeship is ideal for experienced HCSWs who are ready to demonstrate best practice and act as role models in addition to accepting more responsibility and accountability. They may be required to act as a supervisor to other team members.

[Access standard here](#)

### **Dental Practice Manager**

#### **Level 4 Dental Practice Manager Apprenticeship**

This apprenticeship develops Dental Practice Managers who is responsible for all non-clinical aspects within a practice to achieve excellent patient care, quality, cost and delivery performance in line with practice strategy, goals and values by providing support and direction to all practice staff.

[Access standard here](#)

### **Practice Manager**

#### **Level 5 Operations / Departmental Manager apprenticeship**

This apprenticeship is designed for those already working in an established management role but would benefit from developing a wider range of management skills . Other responsibilities may include managing change, financial and resource management, talent management, coaching and mentoring.

[Access standard here.](#)

## Which apprenticeships support the primary care workforce?

### **Senior Manager / Leader** **Level 7 Senior Leader apprenticeship**

This apprenticeship is designed for a leader who has senior management responsibility. They will provide clear, inclusive, and strategic leadership and direction which contribute to the execution and achievement of the strategic objectives set by the organisation.

[Access standard here](#)

The above apprenticeships are only examples. There are other apprenticeships which can also be used for these and other roles in Primary Care. Please speak to your training provider about your specific workforce requirements).

Explore HASO's standards page [here](#) or check out our Job Family [here](#) which groups apprenticeship standards into areas such as Nursing, Public Health or Accounting & Finance.

[Standards](#)

[Funding & Levy](#)

[Job Families](#)

[Quality](#)

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