

NHS & Healthcare

Apprenticeships and
CPD Short Courses for
Upskilling and New Staff



EMPLOYER
SERVICES



THE QUEEN'S
ANNIVERSARY PRIZES
FOR HIGHER AND FURTHER EDUCATION
2019

Ofsted
Outstanding
Provider

There's never been a better time for **Apprenticeships**



Dudley College of Technology delivers a highly successful range of Apprenticeships that will support the front and back office functions of your business. These are very popular programmes that will enable you to bring in new talent or to enhance the skills of your existing staff. The knowledge element of these programmes is delivered either in the workplace or using the College's Virtual Learning Environment. This means that Apprentices can learn flexibly in a way that enhances their value to your business.



Cash Payments for 16-18 year old Apprentices

- If you hire an Apprentice aged 16-18 years old and have less than 50 staff the government will fund 100% of the cost of training
- You will also receive a £1,000 incentive payment For each 16-18 year old Apprentice you employ
- If you hire an Apprentice aged 19+ the government will fund 95% of the cost of training.





Fully Funded Apprenticeship Training*

Fully Funded Apprenticeship Training* We are working in partnership with the West Midlands Combined Authority and the Black Country and West Birmingham CCG to support the funding of apprenticeship training if you do not pay the apprenticeship levy. This may add up to free Apprenticeship training. Apprenticeships costs range from £3,500 to £27,000 per Apprentice, so this is quite a bargain.

Please speak to your Dudley College Employer Engagement Manager for more details. *Subject to approval by the WMCA/Black Country & West Birmingham CCG.

Recruit or Upskill – you Choose

Apprenticeships are for all of your staff. An apprenticeship is the prudent way to hire new staff, paying the National Minimum Wage for Apprentices (currently £4.30/hour) and funding training through an Apprenticeship Service Account.

Apprenticeship funding can also be used to upskill your existing staff. Managers completing the CMI Level 5 Operations/Departmental Manager Apprenticeship, for example, become Chartered Managers recognised by the post nominals CMgr.

For example, awards Chartered Manager upon completion.



Heading Strategic Partnership with the CMI

Dudley College of Technology is a strategic partner of the Chartered Management Institute (CMI), the Chartered Body for Management and Leadership. For over 70 years, the CMI has worked with business and education to inspire people to become skilled, confident and successful managers and leaders. Your business can fund the cost of the CMI's world class training through an apprenticeship, as our Business Administration, Team Leader/Supervisor and Operations/Department Manager Apprenticeships are all accredited by the CMI, awarding your staff with post nominals in recognition of their hard work.

If you would like to hire an apprentice or take advantage of our Free Recruitment Service please contact employerservices@dudleycol.ac.uk or call **01384 363 808**

Free Apprentice recruitment service

Meet the Employment Hub Team

The Apprenticeship Hub, based at our Broadway Campus, is open 5 days a week all year-round and offers a bespoke free-of-charge recruitment service tailored to an employer's needs.

In removing the 'recruitment headache' for employers, the team will advertise, short-list, pre-screen, supply applicants and schedule interviews for your business. They work alongside our colleagues in Employer Engagement to provide you with candidates who meet your specific requirements. Every candidate is

interviewed by one of our expert Employment Officers who will identify experience, skills and attitude.

Candidate profiles are created by our Hub team as an amalgamation of the most relevant elements of a CV, the skills and experience from an online application and information shared at the Hub interview. Our profiles allow for a concise, well-crafted and rounded overview of a candidate that you will find really useful.

The college attracts in the region of 1,600 online applications for our Apprenticeship programmes every year through www.dudleycol.ac.uk alone, and we also advertise vacancies on the National Apprenticeship Service website. The team also ensures that full-time learners who are looking to transfer from a full-time programme to an Apprenticeship get that opportunity.

Who's who?

Contact one of our team today!



Emma Southall

emma.southall@dudleycol.ac.uk

Specialist areas

NHS
Care
Professional Services

Julie Perks

julie.perks@dudleycol.ac.uk

Specialist areas

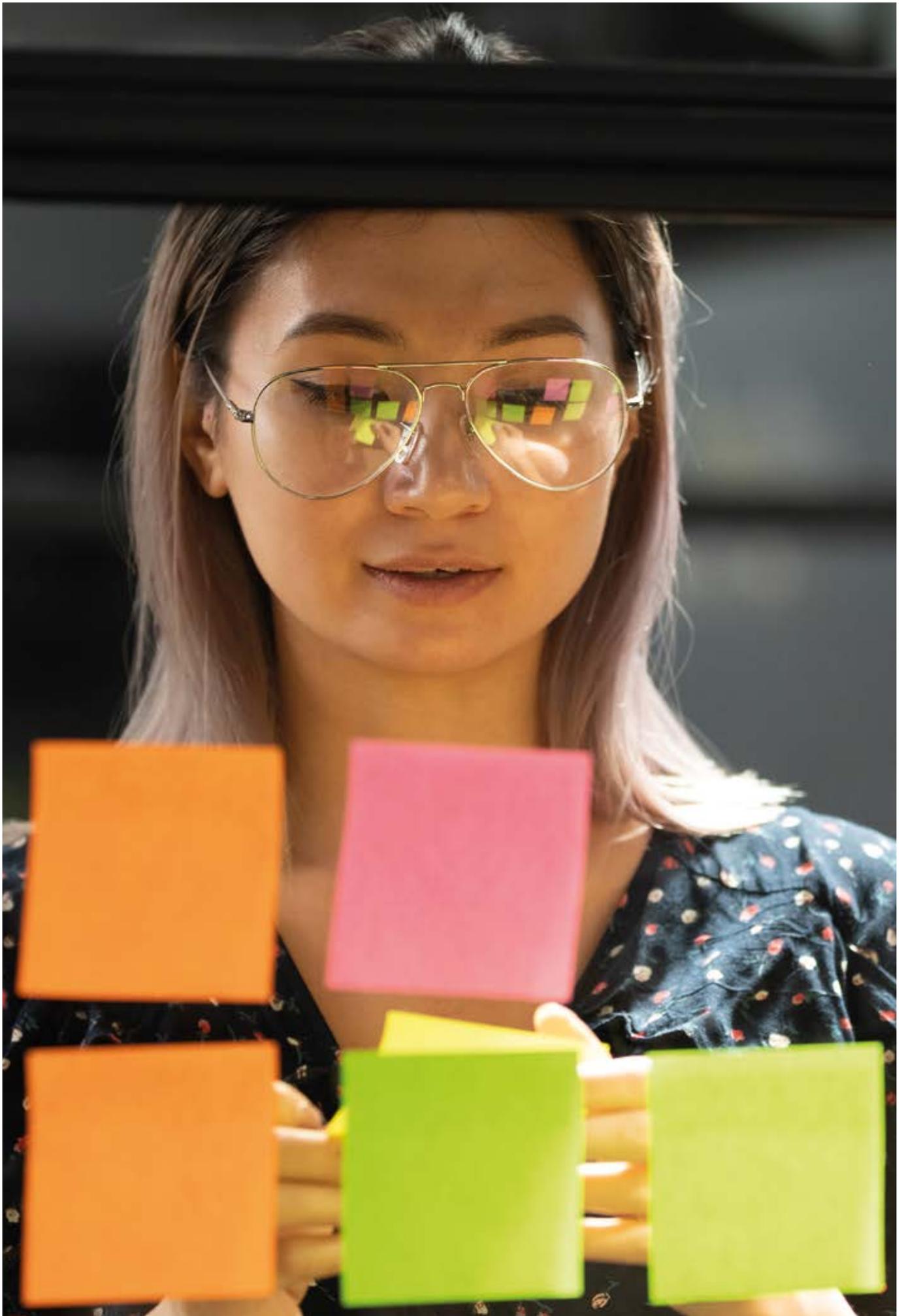
Engineering
Hair & Beauty
Early Years
ICT

Claire Harper

claire.harper@dudleycol.ac.uk

Specialist Areas

Construction & Built Environment
Motor Vehicle



Apprenticeships for new and existing staff

Business Administrator Level 3

Who is this qualification for?

The Level 3 Business Administrator Apprenticeship is designed for a wide range of business professionals across all sectors, including public & private. Their role contributes to the efficiency of their organisation, influencing the customer experience & with their focus on adding value, ensures that their highly transferable skills are used effectively.

How long will it take?

The qualification is delivered over an 18-month period (21 months including End Point Assessment), this course is completed in partnership with the Chartered Management Institute (CMI), and leads to Foundation Chartered Manager status, with the post nominals of fCMgr.

Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace.

Topics Covered

The training & delivery will focus on key knowledge, skills & behaviours, including record & document production, decision making, interpersonal skills & project management. There is a strong focus on IT skills & the quality of work outputs.



Medical Secretary Level 3

Who is this qualification for?

Dudley College offers the Level 3 Business Administrator Apprenticeship with specialist medical terminology learning that provides candidates with the knowledge and skills to meet the specialist secretarial needs of a range of health care occupations as found in hospitals, community health, general and private practice.

How long will it take?

The qualification is delivered over an 18-month period (21 months including End Point Assessment), this course is completed in partnership with the Chartered Management Institute (CMI), and leads to Foundation Chartered Manager status, with the post nominals of fCMgr. Specialist medical terminology learning has been developed by City & Guilds in collaboration with AMSPAR (the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists).

Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace. Medical terminology learning is assessed by an externally set and marked short answer test.

Topics Covered

The training & delivery will focus on key knowledge, skills & behaviours, including record & document production, decision making, interpersonal skills & project management. There is a strong focus on IT skills & the quality of work outputs.



Apprenticeships

Team Leader or Supervisor Level 3

Who is this qualification for?

The programme is perfect if you are an existing manager or supervisor seeking to learn new skills, manage projects or if you want to take the first step in your management career. Team Leaders provide direction, instructions and guidance to ensure the achievement of set goals. Working in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Key responsibilities are likely to include supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

Upon completion, you will be eligible to apply for associate membership of the CMI with the postnominal fCMgr.

How long will it take?

The qualification is delivered over a 14-month period (18 months including End Point Assessment). Delivery is via monthly training workshops.

Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator from CMI.

Topics Covered

The course covers topics including the theory and practice of: Interpersonal excellence – this includes modules on leading and managing people, building relationships and communication.

Organisational performance – the study operational management, project management and finance.

Personal effectiveness – looks at self-awareness, management of self and decision making.

Behaviours – taking responsibility, inclusivity, agile thinking and professionalism.

Operations or Department Manager Level 5

Who is this qualification for?

An Operations or Departmental manager is someone who manages teams and/or projects, achieving operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. They are accountable to a more senior manager or business owner. Working in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Upon completion, you will be eligible to apply for membership of the CMI with the prestigious post nominal CMgr.

How long will it take?

The qualification is delivered over a 30-month period (33 months including End Point Assessment). Delivery is via monthly training workshops.

Assessment Methods

The apprenticeship is delivered via on & off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator from CMI.

Topics Covered

The course covers topics including the theory and practice of: Organisational performance: Operational Management, Project Management and Finance.

Interpersonal excellence: Leading people, Managing people, building relationships and Communication.

Personal effectiveness: Self awareness, management of self, decision making.

Behaviours: Taking responsibility, Agility, Inclusion and Professionalism.

Students will put their studies into practice by the completion of a project that forms the centrepiece of the End Point Assessment.

Apprenticeships

Customer Service Practitioner Level 2

Who is this qualification for?

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. These may be delivered from the workplace, digitally, or through going out into the customer's own locality. You may be the first point of contact and work in any sector or organisation type. Your actions will influence the customer experience and their satisfaction with your organisation. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

How long will it take?

The qualification is delivered over a 12 month period plus End Point Assessment.

Assessment Methods

The apprenticeship is delivered via on and off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator.

Topics Covered

The course covers topics including the theory and practice of:

Knowing your customers: This includes modules on understanding who customers are, the difference between internal and external customers and the different needs and priorities of customers and the best way to manage their expectations.

Understanding the organisation: This includes the purpose of the business and what 'brand promise' means and knowing your organisation's core values and how they link to the service culture.

Meeting regulations and legislation: Knowing the appropriate legislation and regulatory requirements that affect your business.

Systems and resource: Knowing how to use systems, equipment and technology to meet the needs of your customers

Customer Service Specialist Level 3

Who is this qualification for?

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies.

How long will it take?

The qualification is delivered over an 18 month period plus End Point Assessment.

Assessment Methods

The apprenticeship is delivered via on and off the job training with regular tutor visits to, or contact with, the workplace, culminating in an End Point Assessment with an external Invigilator.

Topics Covered

The course covers topics including the theory and practice of:

Business Knowledge and Understanding: This includes modules on understanding what continuous improvement means in a service environment and how your recommendations for change impact your organisation.

Customer Journey knowledge: This will enable you to understand and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience and how to understand the reasons why customer issues and complex situations sometimes need referral or escalation for specialist attention.

Knowing your customers and their needs/Customer Insight: This includes modules examining knowing your internal and external customers and how their behaviour may require different approaches from you, and understanding how to analyse, use and present a range of information to provide customer insight.

Customer service culture and environment awareness: You will look at how to keep current and maintain knowledge and understanding of regulatory considerations and drivers and impacts in relation to how you deliver for customers

Apprenticeships



Healthcare Support Worker Level 2

Who is this qualification for?

Healthcare support workers (HCSWs) work as part of a team providing high quality and compassionate care to individuals. You will carry out well-defined routine clinical duties like monitoring an individual's conditions (by checking things like blood pressure, temperature or weight), checking on their overall progress, comfort and wellbeing.

How long will it take?

The qualification is delivered over an 15 to 18 month period including End Point Assessment (EPA)

Assessment Methods

At Level 2 the EPA consists of a situational judgment test, portfolio of evidence with interview and an observation.

Topics Covered

The training & delivery will focus on key knowledge, skills & behaviours. As part of the diploma learners/employers can choose from a range of units such as monitoring and maintaining the environments and resources for use during healthcare activities, preparing and taking physiological measurements, obtaining and testing capillary blood samples and obtaining and testing specimens from individuals.

Senior Healthcare Support Worker Level 3

Who is this qualification for?

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. As an experienced support worker, you carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner.

How long will it take?

The qualification is delivered over an 18 to 20 month period including End Point Assessment (EPA)

Assessment Methods

At Level 3 the EPA consists of a situational judgment test, professional discussion and an observation.

Topics Covered

The training & delivery will focus on key knowledge, skills & behaviours. As part of the diploma learners/employers can choose from a range of units such as supporting individuals who are substance users, providing support to manage pain and discomfort, moving and positioning individuals in accordance with their plan of care, preparing environments and resources for use during healthcare activities and preparing for and carrying out extended feeding techniques.

Apprenticeships

Community Health and Wellbeing Worker

Level 3

Who is this qualification for?

Typical Job Roles include Social Prescribers / Care Coordinators / Health & Wellbeing. Community Health and Wellbeing Workers are a rapidly expanding workforce supporting the increasing emphasis on improving the health of local people and communities by preventing poor health and tackling inequalities. To do this, Community Health and Wellbeing Workers need to address the causes of poor health and wellbeing in the broadest sense (causes of the causes). They do this by taking an holistic 'whole person' approach regarding physical, mental, emotional and social health and wellbeing and resilience. They work with individuals, groups and communities to identify what matters to them, building on their strengths to improve health and wellbeing. They seek to understand the local and accessible services and resources available, to which people in the community can be signposted to support their health and wellbeing needs. They identify gaps in available services and resources preventing individuals and communities from achieving optimal health and wellbeing, and they build relationships with local organisations and groups.

How long will it take?

The qualification is delivered over an 18 month period plus End Point Assessment. Learners will also gain PCI Accreditation in either Social Prescribing, Care Coordination or Health and Well being.

Assessment Methods

The End Point Assessment comprises a multiple-choice test, demonstration of practice and a professional discussion underpinned by a portfolio of evidence.



Topics covered

These include:

- The wider social determinants of health and their impact on the physical, mental and emotional wellbeing of individuals, families and communities
- The causes of mental, emotional, and physical ill-health, long-term conditions, disability and premature death in the local community, their risk factors, and the opportunities for prevention and management
- The nature and boundaries of the role when representing the interests of people using the service
- How to manage relationships in a referral pathway, the expectations of the referrer, and the person being referred.

Short Courses and CPD

Basic Life Support and Safe Use of an Automated External Defibrillator

Level 2

Who is this qualification for?

This qualification is aimed at individuals wishing to take further training or to develop their knowledge and skills in this basic life support. It is recommended for first-aiders in the workplace and is also suitable for schoolchildren, as recommended by The Resuscitation Council (UK).

What does it Cost?

Free if you are aged 19+ and live in the West Midlands Combined Authority area.

How long will it take?

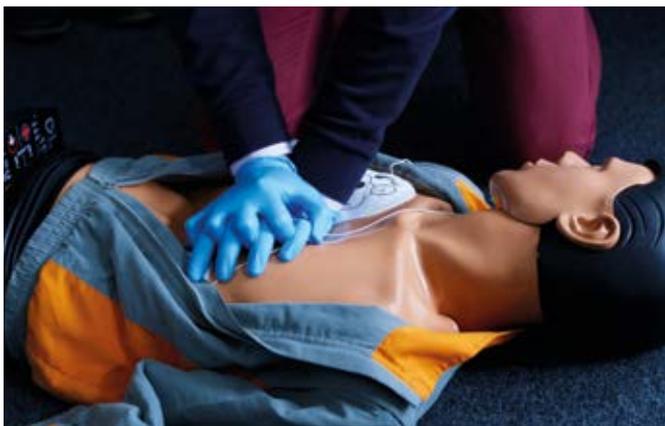
To complete this qualification learners should expect to undertake approximately 5 hours of learning, with a minimum contact time of 4 hours. Delivery is a face to face within classroom.

Topics covered

These include how to manage an unresponsive casualty who is breathing normally, how to manage an unresponsive casualty who is not breathing normally, and safe use of an automated external defibrillator.

Assessment method

This qualification is assessed by a practical demonstration and a multiple-choice theory test.



Paediatric First Aid

Level 3

Who is this qualification for?

The objective of this qualification is to support learners wishing to become a paediatric first aider in the workplace with a responsibility for the welfare of infants and children. This qualification is intended for learners already working or preparing to work in industry.

Learners gaining this qualification will know that first aid is the responsibility of everyone involved in the working environment. Topics within this course are regarded by the Early Years Foundation Stage as being important to maintaining good practice in the safe, prompt and effective treatment of injuries and ill health of infants and children who are under the care of trained personnel.

This qualification meets the requirements for Paediatric First Aid outlined in the Early Years Foundation Stage.

The qualification is valid for a period of 3 years, after which point learners will need to retake the course. In addition to this it is recommended that learners refresh their knowledge annually.

What does it Cost?

Free if you are aged 19+ and live in the West Midlands Combined Authority area.

How long will it take?

Delivery is over 12 hours (2 days) in a classroom environment or combining time spent face to face or by distance. (TBC)

Assessment method

This qualification is assessed by a practical demonstration and a multiple-choice theory test.

Topics covered

Emergency Paediatric First Aid and Managing paediatric illness, injuries and emergencies.

Learners must achieve a pass in each element in order to pass the qualification.



Certificate in Understanding Mental Health in the Early Years

Level 2

Who is this qualification for?

This qualification is designed for learners who wish to understand mental health in young children in the early years (from birth to 5 years old) and the role of the Early Years Practitioner to support children's mental health and wellbeing. This is a knowledge based qualification. Through achieving this qualification, learners will develop knowledge which would support progression to further qualifications and into relevant employment in the health and social care or education sectors.

The objectives of this qualification are to:

- understand key issues surrounding young children's mental health in the early years
- understand the significance of attachment and adverse childhood experiences for young children in the early years
- understand the role of the Early Years Practitioner supporting mental health and wellbeing for young children in the early years.

The programme will update your skills and understanding of mental health issues surrounding children in the early years, which is a vital aspect of an early years practitioner's toolkit in today's society. When this qualification is complete you could progress onto the Level 3 Certificate in Understanding Mental Health.

Mental Health Awareness

Level 1

Who is this qualification for?

This qualification aims to:

- raise awareness of the issues surrounding mental health difficulties
- dispel some of the myths and misconceptions frequently linked to mental health issues
- develop learners' knowledge of the rights of those with mental health issues.

What does it Cost?

Free if you are aged 19+ and live in the West Midlands Combined Authority area.

Who is it suitable for?

You must be at least 18 years old and employed in a suitable role within a school or college.

Who is it suitable for?

You must be at least 18 years old and employed in a suitable role within a school or college.

How long does it take to complete?

1 Year. Delivery is a combination of face to face support and distance learning. (TBC)

What does it Cost?

Free if you are aged 19+ and live in the West Midlands Combined Authority area.

Do you need to be working to take this qualification?

This qualification would support learners to progress to, or within, employment within the early years or school sector.

How long will it take?

Length of programme – This is a distance learning programme with set assignment drop in sessions. Course material and guidance will be organised so you can access via personal technology.

This is a knowledge only qualification. Work/industry placement experience is not required.

Units of study

Understand mental health for young children in the early years.

Understand the significance of attachment and adverse childhood experiences for young children in the early years.

Understand the role of the Early Years Practitioner supporting mental health and wellbeing for young children in the early years.

Short Courses and CPD

Access to Higher Education Health Professionals Pathway Level 3 Diploma

Who is this qualification for?

If you've always thought about becoming a nurse or midwife but life simply got in the way, or nursing has recently appealed to you as a career option but you don't have the desired qualifications, you can still make this career switch. Traditionally, universities were quite strict on what they accepted as adequate qualifications to meet the entry requirements of their courses. This has limited many would-be students from pursuing higher education to reach their career goals, like becoming a registered nurse or midwife. However, more recently many universities are welcoming students with Functional Skills or Access to Higher Education Diplomas. So, if you don't have GCSEs or A levels, all is not lost.

What does it Cost?

Free if you are aged 19+ and live in the West Midlands Combined Authority area.

How long does it take to complete?

9 months. Delivery is 100% online and there are no exams.

Scan the codes for progression opportunities



Higher Apprenticeships



HNC (L4) & HND (L5)

Scan the codes for more information on your career choices



Child's Nurse



Adult Nurse



Midwifery

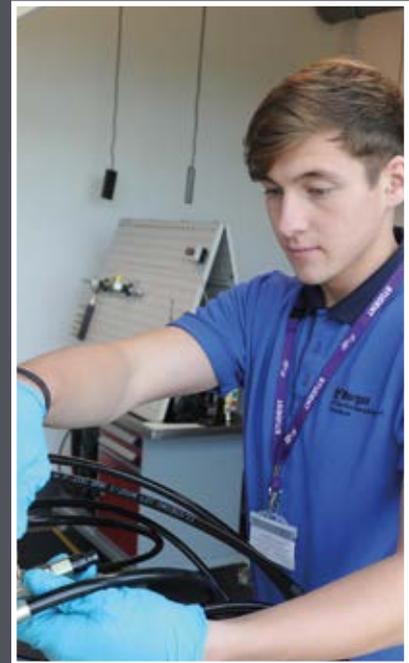


Fully-funded Maths and English qualifications, delivered in the workplace

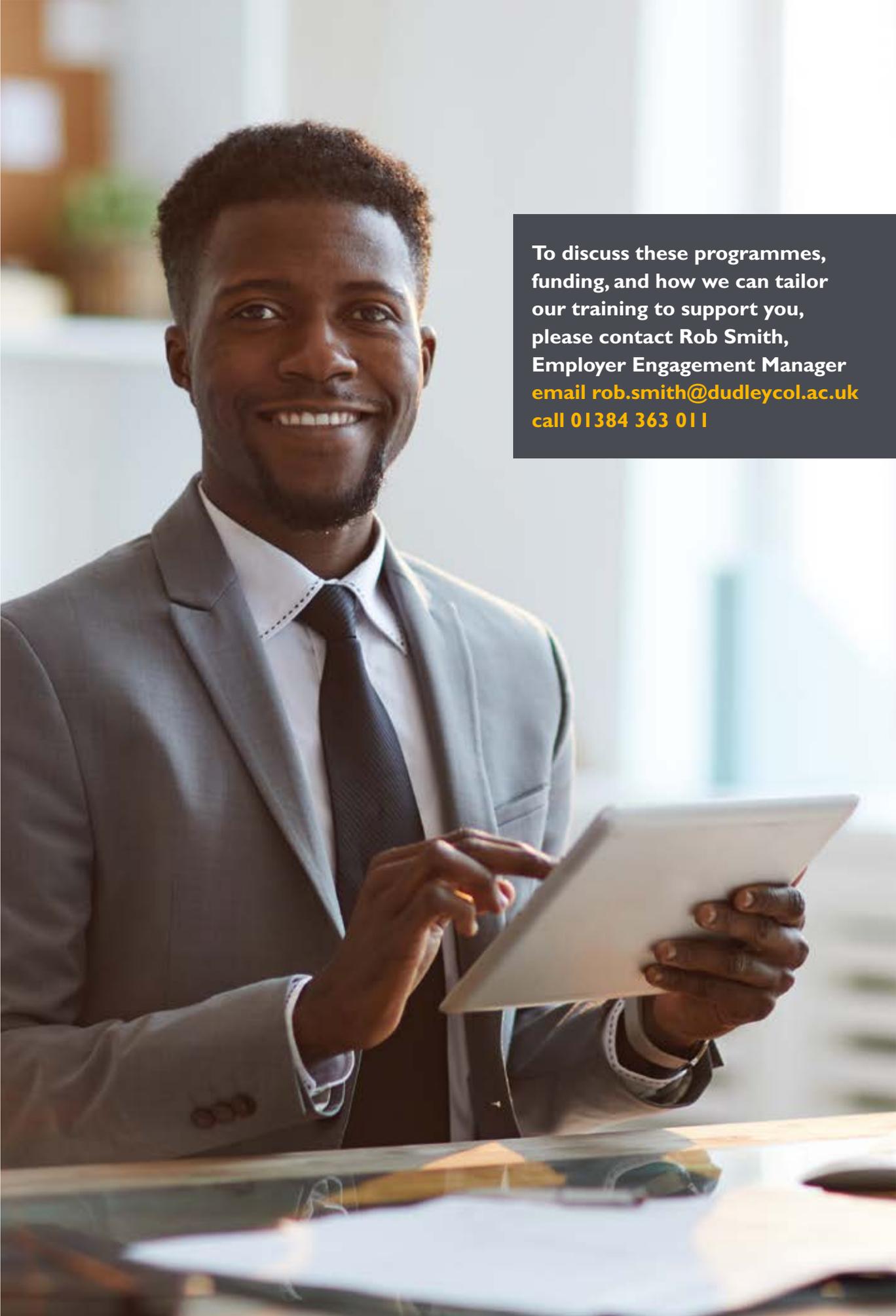
English and mathematics are basic skills that people require to be able to do their jobs.

We can improve your employee's English speaking, reading and writing skills by offering specialised English language lessons in your workplace. Designed with your business in mind, our courses focus on the situations that relate to everyday working life, using your own literature and work practices to develop real life resources that will enrich your business and improve your employee's skills. Delivered in-company, over a three month period, we will offer the opportunity for your workers to obtain an accredited qualification through Edexcel at no charge to your business.

If you would like to learn more please contact rob.smith@dudleycol.ac.uk or call 01384 363 011



If you would like to hire learn more about Kickstart please contact rob.smith@dudleycol.ac.uk or call 01384 363 011



To discuss these programmes,
funding, and how we can tailor
our training to support you,
please contact Rob Smith,
Employer Engagement Manager
email rob.smith@dudleycol.ac.uk
call 01384 363 011

Get in touch!



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hands-on
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Since 1862