

# NHS

## Forth Valley



# Modern Apprenticeship Programme



# Contents

Welcome to NHS Forth Valley	<a href="#">Page 1</a>
About this Apprenticeship - Summary Information and minimum selection criteria	<a href="#">Page 2</a>
What does an Administrative Assistant do and is it the right role for me?	<a href="#">Page 3</a>
The Selection Process	<a href="#">Page 5</a>
Recruitment and Selection Timetable	<a href="#">Page 6</a>
How to complete your application form	<a href="#">Page 7</a>
Completing the Assessment Questions	<a href="#">Page 8</a>
Apprenticeship Programme Outline	<a href="#">Page 9</a>



# Welcome to NHS Forth Valley



NHS Forth Valley is one of 14 regional health boards and serves a population of more than **306,000 people** in a diverse geographical area which covers the heart of Scotland.

The Board controls an annual budget of approximately **£900 million** and employs around **8000 staff**.



Our modern acute hospital [Forth Valley Royal Hospital](#) in Larbert is supported by a network of four [community hospitals](#), 56 health centres, day centres providing care and support for patients with mental illness and learning disabilities and a wide range of community based services.

We are home to the [Scottish Centre for Clinical Simulation and Human Factors](#), one of the most advanced training facilities of its kind where staff are able to hone their skills using computerised mannequins.

In addition, NHS Forth Valley has been named is one of the top places to be in the UK for medical education and training.

We are committed to encouraging equality and diversity among our workforce and eliminating unlawful discrimination. We aim for our workforce to be truly representative and for each employee to feel respected and able to give their best. To this end, we welcome applications from all sections of society.



# About this Apprenticeship - Summary

The role of the Administrative Assistant is becoming more varied and complex, and the aim of this Apprenticeship is to equip you with the necessary skills and knowledge to support your career development in an administrative role supporting a Corporate Services Team.

This programme is designed as a supported entry route into Administration for those with no previous knowledge or experience of working in administrative roles and we encourage applications from school leavers.

## Who can apply?

- Applicants must be aged between **16 to 24 years old on September 1st, 2026**, (or up to 29 years for Disabled or Care Experienced\* applicants)
- Applicants must have at least two National 5 qualifications (one must be English/ESOL), and a National 4/ SCQF Level 4 in a Maths subject OR other relevant [SCQF](#) Level 5 qualifications including Foundation Apprenticeships and NPA's
- As you will be working towards achieving a SVQ 2 (SCQF Level 5) in Business and Administration we are unable to consider candidates who have already completed this qualification in Business Administration at this level or above.
- In order to meet eligibility criteria for Apprenticeships applicants must be a Scottish resident with the right to live and work in the UK\*\*

## What's the qualification?

This programme links to the SCQF Level 5 [Modern Apprenticeship Business Administration Framework](#) completed over 12 months and in that time, you will work to achieve the following elements:

- [Scottish Vocational Qualification SCQF Level 5 in Business Administration](#)
- [NHS Scotland Mandatory induction Standards for Healthcare Support Workers](#)
- Demonstrate the knowledge, skills and satisfactory progression in the workplace to support your transition into an Administrative Role at Band 3.

During your apprenticeship you will be an Employee of NHS Forth Valley working within our Corporate Services Team. You will be appointed on a Fixed Term Contract basis for 12 Months and start employment, subject to successful completion of pre-employment checks, on Monday 3<sup>rd</sup> August 2026.

You will be paid monthly and appointed to a Band 3 pay scale under [Annexe 21 Terms and Conditions](#) Your salary on appointment will be £25,278 or £13.45 per hour

*\* a child, young person or adult who is/has been, "looked after" at some point before turning 18. This can include kinship care, foster care, residential care, children's homes, List D schools or under a supervision requirement*

\*\*See [www.apprenticeships.scot/faqs](http://www.apprenticeships.scot/faqs) , Potential Apprentices, General



# What does a Corporate Services Assistant do?

Corporate Services Assistants are a vital part of the NHS Team supporting their colleagues in the delivery of services directly and indirectly related to Patient Care. Corporate Services staff provide essential business support to both clinical and non-clinical personnel. These roles ensure the smooth and efficient operation of healthcare services.

The Corporate Services Team provides a comprehensive service to all areas of the NHS Board. The Department handles mail, photocopying, collating papers, switchboard, and reception duties, booking of meetings/ minute taking, ordering of stationery and equipment, co-ordinates routine maintenance of the building supporting the safety and security of the premises and always meets the required standards.

A comprehensive list of all duties and responsibilities is given in the full job description at the end of this pack but some of the main tasks of a Corporate Services Assistant could include:

- Administrative tasks which include frequent use of Microsoft Office Packages
- Data Entry in Database Systems and MS Excel
- Diary Management, scheduling meetings and attending meetings where required
- General office correspondence, scanning and archiving documents
- Helping to maintain records and Committee papers

## Who else works in within the team?

You will work alongside the Corporate Business Manager and other Corporate Services staff within the wider Corporate Governance team. You will also regularly liaise with the Board Secretary and the Director of Strategic Planning and Performance

## What type of person are you hoping to recruit?

As well as demonstrating that you meet the meet the shortlisting criteria you must also demonstrate in your application that you have the [transferrable skills](#) from school, college or employment that can show you have:

- Attention to detail
- Time management and organisational skills
- Ability to work effectively in a fast paced environment
- Ability to work independently and effectively as part of a team

## What are the most important personal qualities required for the role?

Good interpersonal, teamwork and communication skills are essential in providing a professional and efficient service. You will be working as part of a wider team in a busy environment so your application should show us that you are someone who is keen to learn new skills and have an enthusiastic and positive approach to work.



Working within a Corporate Governance function requires good attention to detail and a high level of concentration. You will also need to demonstrate you understand the need for confidentiality in all tasks and to follow NHS Forth Valley, NHS Scotland and legislation regarding Information Governance and Data Protection.

Being able to take instruction and follow procedures is important, as is having a flexible and adaptable manner in order to cope with changing demands on your time. Your application should show us that you can work well in situations which can be time sensitive where quick responses required.

**Please read the guidance notes on page 7 which will help you to complete the Application Form and Page 8 which will help you answer the assessment questions.**

## Is this the right role for you?

We are a busy department with a remit to deliver and support Corporate Governance functions. This is a desk-based role with the majority of your day spent in an office setting working on a computer. Some tasks can be repetitive but all tasks matter and you will need to apply the same attention to detail when completing your duties.

You will primary be based in the Chief Executive's Office at [Carseview House, Castle Business Park, Stirling.](#)

There are lots of other career pathways open to you within the NHS and if you feel that Corporate Services Assistant is not the right fit for you, we encourage you to [explore the other career options available in NHS Scotland](#)



# The Selection Process

This is a competitive process and not all candidates who meet the selection criteria will be invited to attend for interview. In order for you to be considered for interview your Application Form **MUST clearly show us that you meet the following minimum selection criteria:**

- Are aged between **16 to 24 years old on September 1st, 2026**, or up to 29 years for Disabled or Care Experienced\* applicants.
- Have at least two National 5 qualifications (one must be English/ESOL), and a National 4/ SCQF Level 4 in a Maths subject OR other relevant [SCQF](#) Level 5 qualifications including Foundation Apprenticeships and NPA's
- Meet the eligibility requirement as a Scottish resident with the right to live and work in the UK.\*
- Have **completed in full the assessment questions 1, 2 and 3** of the Assessment Questions of the application form
- Can start employment on Monday 3<sup>rd</sup> August 2026 (Subject to length of time required for the successful completion of pre employment checks).

We offer a Guaranteed Interview scheme for Disabled or Care Experienced\* applicants who demonstrate in their application form that they meet the shortlisting requirements for this post. **Please contact [noelle.mackay2@nhs.scot](mailto:noelle.mackay2@nhs.scot) for a confidential discussion on the support available to you through this scheme.**

## I meet the minimum selection criteria, what else do I need to include in my application form?

We want to recruit and train people who demonstrate that they share our values ([Your guide to our core values | NHSScotland Careers](#)) and understand the importance of meeting the needs of our patients and supporting their colleagues in a professional, respectful and dignified manner.

Your application should show us that you are genuinely interested in this Apprenticeship and beginning a career in Administration.

As an Apprentice you will be working as you are learning so we need to know that you are someone who is keen to learn new things with an enthusiastic and positive approach to work.

Being able to take instruction and follow procedures is important, as is having a flexible and adaptable manner to cope with changing demands on your time.

**Please read the guidance notes on page 7 which will help you to complete the Application Form and Page 8 which will help you answer the assessment questions.**

*\* When we say Care Experienced, we mean a child, young person or adult who is/has been, "looked after" at some point before turning 18. This can include kinship care, foster care, residential care, children's homes, List D schools or under a supervision requirement*



## Recruitment and Selection Timetable

Recruitment Stage	Date
<b>Online information session</b> <a href="https://link.webropolsurveys.com/EP/4F4164CC3F65410C">Click here</a> to book a space or copy and paste this link into https://link.webropolsurveys.com/EP/4F4164CC3F65410C	Tuesday 19th May 2026 at 7:00 PM
Closing date for application submission	Monday 25th May at 12 Noon
Applications Assessed and selected candidates invited for Stage 1 Interview.	By Thursday 28th May
MS Teams - Online Interview Preparation Session	Sunday 31st May at 6pm
Stage 1 Online Interviews – MS Teams	Wednesday 3rd June
Final Interview – In person selection event for selected candidates from Stage 1 interview	Friday 5th June
Start date for Successful candidate to start employment – <i>Subject to successful completion of all required pre-employment checks: Disclosure Scotland Screening, Occupational Health Check and satisfactory references</i>	Monday 3rd August 2026
SVQ Induction and Apprenticeship Registration with Skills Development Scotland	Circa November 2026

*Please note this timetable is indicative and may change. Any variation in dates will be notified to candidates*



# How to complete your Application Form

Plan what information to include in each section of the application form before you type it into the text box in the application form and check your spelling and grammar.

Make sure you save each page as you progress through the application form. You can return to an earlier page if you want to make changes and if you want to save your changes and come back later, click on save and exit.

## When completing your application please make sure that:

- You complete the personal details section in full including contact details
- You provide us with your **full education history that confirms you meet the academic requirements specified for the role**. You can check the level of your qualifications here [Know Your SCQF Level - Scottish Credit and Qualifications Framework](#)
- You provide details of your employment history, if any.
- If you have no employment history, you can include volunteering or work experience placements in employment history section.
- **You complete the three assessment questions in full (see page 7)**

## When completing the references section please make sure that:

- You provide contact details **including an email address for a least 2 referees** that can cover the last 3 years
- If you have employment references please include these. If not please provide suitable education or character referees, such as a community leader or regulated professional e.g. Teacher, Nurse, Support Worker in a Care Home, Nursery Nurse etc
- We cannot accept references from family members
- We won't contact your referees unless we intend to make you a conditional offer of employment but please make sure your referees have agreed to provide a reference
- If you are not sure who you can ask to act as your referee please contact [noelle.mackay2@nhs.scot](mailto:noelle.mackay2@nhs.scot) for guidance.

**Please do not upload any other documents with your application form** e.g. copies of your Identification, certificates, other award letters or CVs . If you are selected for interview, we will let you know what evidence we need you to provide

**To give your application the best possible chance of selection for interview, please make sure you have provided the detail we have asked you for when answering the three assessment questions. See page 8**

You can also find helpful information on completing an application form at the My World of Work website [Everything you need to know about job applications | My World of Work](#)



# Completing the Assessment Questions

To stand the best chance of getting selected for interview you need to fully answer the three assessment questions and **make sure you follow the guidance we give you on how to answer**. This is your opportunity to show us your potential so don't edit yourself out of an interview by not completing these questions in full.

## Question 1 Why do you think you are suitable for this role?

We have told you on pages 3 and 4 about the role and the kind of person we are hoping to recruit so give us examples that show us you have the skills and attributes you will need for this job. Don't just tell us you have a skill or attribute – give us examples of your skill/attribute and tell us how it would help you in this apprenticeship, or your role in the Corporate Services Team or will benefit your colleagues and our staff.

**How to Answer:** Tell us about what kind of person you are and use examples that show us your personality, organisational, communication or team work skills from your personal experience, school/college subject tasks, work, volunteering, hobbies or pastimes, clubs or after school/college groups, or interests that demonstrate you have the skills and personal qualities we are seeking.

## Question 2 Why do you want to work for the NHS?

Tell us why you are interested in becoming an Apprentice Corporate Services Assistant within the Corporate Governance team in NHS Forth Valley. Give us examples that show us you have the values we are looking for [Your guide to our core values | NHSScotland Careers](#).

**How to Answer:** What is it about this Apprenticeship that appeals to you? What NHS Scotland Values do you most relate to and why? Do you have family members or friends who work for the NHS and that's what inspired you to apply? Are you interested in working in a Corporate Head Office Function? Is administration a subject you enjoyed at School and this is what's motivated you to choose this career path and want to progress further in this profession?

## Question 3 Is there any other relevant information that will assist us in shortlisting your application?

Use this question to summarise your application and to tell us a bit more about you. We want to know what interests and motivates you and how other people see you.

**How to Answer:** How do your family, friends, teachers/ employers describe you? Are you the family organiser or the person your friends go to when they need support? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might show you have the motivation, determination and resilience that will help you succeed in this role.



# Apprenticeship Programme Outline

This programme offers you the opportunity to gain the skills, qualifications and experience that will help to start your career in Administration. As a Modern Apprentice Administrative Assistant you will be employed by NHS Forth Valley for the duration of your training and will be supported to obtain a recognised vocational qualification in Administration.

You will complete the [Modern Apprenticeship Business Administration Framework](#), over 12 months and during that time you will work to achieve the following elements

- [Scottish Vocational Qualification \(SVQ\) 2 in Business Administration at SCQF Level 5](#)
- [NHS Scotland Mandatory induction Standards for Healthcare Support Workers](#)
- Gain the necessary knowledge, skills, experience and demonstrate satisfactory progression in the workplace to support your transition into employment at Band 3.

## How many hours a week will I be working?

The standard working pattern is a 36-hour working week. Our standard working day is 9 am to 5 pm hours (including breaks). Your working pattern will be Monday to Friday.

## Where will I be working?

On appointment you will be assigned to the Corporate Services Team at based [Carseview House, Castle Business Park](#) in Stirling where you will complete your training.

All our Modern Apprentices will be trained to the same nationally recognised standards and on successful completion of all elements of your Apprenticeship you will be supported to transition into suitable roles within the NHS Forth Valley Board Area.

## What will I be paid?

You will be appointed to this Modern Apprenticeship Healthcare Support Worker Role at Band 3 under [Annexe 21 Terms and Conditions](#) which means that during your training you will earn a percentage of the top of the NHS Agenda for Change Band 3 Salary Scale or the Living Wage Scotland, whichever is highest.

In this instance, your salary in your salary on appointment will be

- Band 3 Annexe 21: £25,278 or £13.45 per hour



# Apprenticeship Programme Outline

This Apprenticeship is for a fixed term for a period of 12 Months and during your Apprenticeship you are expected to attend regular reviews to discuss your progress, development needs and follow the agreed training plan. This includes attending internal and external training, and taking responsibility, with support, to collect the evidence required to prove competence in the role.

Throughout your Apprenticeship you will be supported by a mentor, workplace buddies from the extended Corporate Services Team and the Employability Service.

## Will I be working to a Job Description?

Yes. You will work to a standardised Band 3 Administrative Assistant job description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at Band 3 Administrative Assistant level on appointment. You will also receive an outline of the training programme which highlights the key areas which you are expected to complete before your training will end.

## What training will I receive?

On appointment you will complete the NHS Forth Valley Employee Induction and receive training in the use of department systems specific to Corporate Services Assistant e.g. Pentana Risk Management System.

In your first 3 months in post, you will be supported to complete the [NHS Scotland Mandatory Induction Standards for Healthcare Support Workers](#)

## Will I be attending college?

No. There is no requirement for you to attend college as you will be assessed at your workplace using observation, professional discussion and work-related evidence. There are no formal written exams and people doing SVQs collect and submit evidence from tasks they have completed in their own workplace.

## Do I need to apply for funding or pay to complete an SVQ?

No. You will be an employee of NHS Forth Valley and as an Apprentice your course fees are funded through [Skills Development Scotland \(SDS\)](#). You will need to sign a training agreement with Skills Development Scotland but there is no cost to you to undertake this qualification.



# What is an SVQ?

Scottish Vocational Qualifications (SVQ's) are designed in collaboration with experts from industry, commerce and education and based on nationally agreed standards of knowledge and skills required by the relevant sector. Each unit of an SVQ defines one aspect of a job or a work role, and what it is required to be considered competent in that aspect of the job. Achieving an SVQ is a guarantee that someone can do their job well and to the national standards for their sector.

All SVQ's are recognised by the Scottish Qualifications Framework and can range in levels from SCQF Level 4 (National 4 Level) up to SCQF Level 11 (Postgraduate/Masters Level). The SVQ you will complete is at Level 5 and this the first level of 3 levels in this SVQ family. You can find out more about SVQ's in Business and Administration at <https://www.sqa.org.uk/sqa/74741.html>

## How is an SVQ Assessed?

Assessment of your SVQ will be undertaken in your place of work with the support of your Line Manager with at workplace assessment carried out by an external Assessor. You will be assessed on the skills you use every day in your job and will assemble a portfolio of evidence.

Your workplace training supervisor will also be involved with some assessments to provide workplace monitoring and feedback.

You will not sit any exams but the work you submit for assessment is subject to quality assurance procedures and could require some assessments to be invigilated by the workplace training supervisor.

## Any other questions?

We encourage you to book into our online information session but if you are unable to attend and have questions about the role that we haven't answered here, please contact Jackie McEwan, Corporate Business Manager [jackie.mcewan@nhs.scot](mailto:jackie.mcewan@nhs.scot) or Noelle Mackay, Employability Manager [noelle.mackay2@nhs.scot](mailto:noelle.mackay2@nhs.scot)

