



Modern Apprenticeship

Healthcare Support (Clinical) Framework

SCQF Level 7

Candidate Information Pack



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

The Board controls an annual budget of approximately **£670 million**, and employs around **8000** staff.



Our modern acute hospital – [Forth Valley Royal Hospital](#) in Larbert where these Apprenticeships will be based, – is one of the most advanced and well equipped in Europe, and 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 Support Worker in healthcare is becoming more varied and complex, and the aim of this Apprenticeship is to equip you with the necessary skills and knowledge to practice in a 21st century NHS.

This Apprenticeship is part of our Employability (Widening Access) Programme of Actions (Young People) and is designed as a supported entry route into Hospital Based Healthcare. This programme is suitable for those with no previous knowledge or experience of working in Health or Care and we encourage applications from school leavers.

If you already hold a Health or Care qualification or are an experienced Health/Social Care Worker you should consider applying for our other vacancies within the Nursing and Midwifery Service.

Who can apply?

- Applicants must be aged between **16 to 24 years old on October 1st, 2024**, (or up to 29 years for Disabled or Care Experienced* applicants)
- Applicants must have at least two National 5/ SCQF Level 5 qualifications (one must be English/ESOL), and a National 4/ SCQF Level 4 in a Maths subject.
- Applicants must be Scottish residents with the right to live and work in the UK**

This programme links to the Modern Apprenticeship Healthcare Support (Clinical) Framework, completed over 18 months and in that time you will work to achieve the following elements:

- [Scottish Vocational Qualification in Healthcare Support \(Clinical\) at Level 7](#)
- NHS Forth Valley Extended Clinical Skills Training Programme for Healthcare Support Workers
- [NHS Scotland Mandatory induction Standards for Healthcare Support Workers](#)
- Demonstrate the knowledge, skills and satisfactory progression in the workplace to support your transition into a suitable role at Band 3.

This apprenticeship could support you to progress into more complex roles including that of Assistant Practitioner to support registered nursing staff and offer the opportunity to apply to undertake further training and development with a view to becoming a Registered Nurse

During your apprenticeship you will be an Employee of NHS Forth Valley working on our hospital wards and attending Forth Valley College, Falkirk Campus on a day release basis.

You will be appointed on a Fixed Term Contract basis for 18 Months. You will be paid monthly and appointed to a Band 3 pay scale under Annexe 21 Terms and Conditions. Your salary in your first year, adjusted for living wage, will be £21,308 per annum. The quoted salary/living wage rate will be adjusted following confirmation of the 2024/2025 NHS Scotland pay scales.

** a child, young person or adult who is/has been, "looked after" at some point in their childhood. This can include kinship, foster, residential care, or being looked after at home under a Compulsory Supervision Order.*

***See [Frequently Asked Questions | Apprenticeships. Scot](#), Potential Apprentices, General*



What will an MA Healthcare Support Worker do?

Support Workers are a vital part of Nursing Team supporting their colleagues in the delivery of patient care and supporting patients with activities of daily living.

Some of the main tasks of a Support Worker can include:

- Assisting registered nursing staff and the clinical team to deliver patient care including taking urine samples for testing and changing wound dressings.
- Clinical tasks which include venepuncture, catheter care and other appropriate clinical investigations
- Ensuring patients get the care and help they need to eat and drink
- Helping patients with the activities involved in daily living e.g. personal hygiene, dressing and undressing patients, tooth brushing, washing and bathing patients, helping with visits to the toilet, changing of incontinence pads, bedpans etc.
- Making beds and maintaining a clean, tidy and safe environment
- Observing and reporting any changes you see in a patient's condition to the senior nurses on the ward

A comprehensive list of all duties and responsibilities associated with this role is provided in the job description and you can find out more about this role at [Nursing support worker | NHSScotland Careers](#)

Is this the right role for you?

The role of the Support Worker is a rewarding and fulfilling one but applicants should be aware that working in healthcare means you will be working in a physically and emotionally demanding environment and your duties will include supporting patients with their personal care. You will be active for the duration of a shift (except for breaks) and working shifts up to 12.5 hours in length (with breaks) and working to a shift rota that includes days, nights, Weekends and public holidays.

Applicants unwilling to work with older people, challenging behaviour or mental health conditions or be exposed to bodily fluids (urine, vomit, phlegm, faeces etc.) or who are unwilling to support a patient's personal hygiene (bathing and dressing patients, changing incontinence pad etc) would not be suitable for this role

There are lots of other career pathways open to you within the NHS and if you feel that Healthcare Support Worker 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 October 1st, 2024**, or up to 29 years for Disabled or Care Experienced* applicants.
- Have least two National 5/ SCQF Level 5 qualifications, one of which must English/ ESOL, and a National 4/ SCQF Level 4 in a Maths subject. A National 5/SCQF Level 5 qualification in a Science, Care, Healthcare or a Childcare Subject is desirable.
- Are a Scottish resident with the right to live and work in the UK.**
- Have completed in full the assessment questions section of the application form

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.mackay@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 in a professional, respectful and dignified manner.

Your application should show us that you are a caring and empathetic person, with excellent communication and teamwork skills who is genuinely interested in beginning a career in healthcare.

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 6 which will help you to complete the Application Form and Page 7 which will help you answer the assessment questions.

**When we say Care Experienced, we mean a child, young person or adult who is, or who has been, “looked after” (either at home or in an accommodated placement) at some point in their childhood. This can include kinship, foster, residential care, or being looked after at home under a Compulsory Supervision Order.*

***See [Frequently Asked Questions | Apprenticeships.scot](#), Potential Apprentices, General*



Recruitment and Selection Timetable

Recruitment Stage	Date
Post opens for Applications	Friday 2nd August
Online Information Sessions <i>Click links to book your space</i>	Tuesday 6th August 3:00 pm Friday 9th August at 6:00 pm
Closing date for application submission	Monday 12 th August
Applications Assessed and selected candidates invited for	By Friday 16 th August
MS Teams - Online Interview Preparation Session	Monday 26 th August
Stage 1 Online Interviews – MS Teams	Tuesday 27 th August
Final Interview – In person selection event	Thursday 29 th August
Anticipated date for applicants to start employment – <i>Subject to successful completion of all required pre-employment checks: Disclosure Scotland (PVG) Screening, Occupational Health Check and satisfactory references</i>	October 2024
Forth Valley College Induction and Apprenticeship Registration with Skills Development Scotland	Date TBC – January 2025

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. If you are including Standard Grades or Intermediate exams please make sure you include the level.
- 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. Nurse, Support Worker in a Care Home, Nursery Nurse etc
- We cannot accept references from family members or your friends
- We wont 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 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 7

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 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 your self 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 what 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, in your role on the ward or will benefit our staff and patients.

How to Answer: You can use examples that show us your personality, organisational, communication or team work skills from your personal experience, school / college subject tasks and projects, 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 a becoming a Apprentice Healthcare Support Worker. We have told you in the supporting information and job description what the job involves so tell us why you think you would be good applicant.

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? Do you have family members or friends who work for the NHS and that's what inspired you to apply? Have you looked after or help to look after someone or been in hospital yourself and this is what's motivated you to choose this career path? Did you take a Health or Care Subject in School and want to progress further in this profession? What NHS Scotland Values do you most relate to and why?

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

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 Healthcare. As a Modern Apprentice Healthcare Support Worker, you will be employed by NHS Forth Valley for the duration of your training and supported to obtain a recognised vocational qualification in Healthcare.

You will complete the [Modern Apprenticeship Healthcare Support \(Clinical\) Framework at Level 7](#), over 18 months and during that time you will work to achieve the following elements

- [Scottish Vocational Qualification in Healthcare Support \(Clinical\) at Level 7](#)
- NHS Forth Valley Extended Clinical Skills Training Programme for Healthcare Support Workers
- [NHS Scotland Mandatory induction Standards for Healthcare Support Workers](#)
- Demonstrate the knowledge, skills and satisfactory progression in the workplace to support your transition into a suitable role at Band 3.

How long will this Apprenticeship last?

This Apprenticeship is for a fixed term for a period of 18 Months and during your Apprenticeship you are expected to attend regular reviews to discuss your progress and development needs and are expected to follow to the agreed training plan. This includes attending internal and external training, and taking responsibility, with support, to collect the evidence required that proves competence in the job role.

What training will I receive?

On appointment and before you are deployed to start on one of our Hospital Wards, you will complete a two-week core training programme delivered from our Training Suite at Stirling Community Hospital.

- NHS Forth Valley Employee Induction
- Underpinning Knowledge and best practice - classroom based workshops
- Underpinning Knowledge and best practice – NHS Education for Scotland Online
- Learning Units (TURAS)
- Fundamental Skills for Healthcare Support Workers – simulation training
- Patient Moving and Handling Training
- Management of Violence and Aggression Training

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

During your apprenticeship you will complete the NHS Forth Valley programme of Extended Clinical Skills Training for Healthcare Support Workers which will include training in:

- Venepuncture
- Cannulation
- ECG Recording
- Arterial Blood Gas Sampling
- Male and Female Catheterisation
- Blood Glucose Monitoring
- Vital Signs Monitoring



Will I be working to a Job Description?

Yes. You will work to a standardised Band 3 Healthcare Support Worker 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 Healthcare Support Worker 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.

How many hours a week will I be working?

The standard working pattern is a 37-hour working week which averages as 13 shifts per month. Our standard shift length is 12.5 hours (including breaks). Your working pattern will include working days, nights, weekends and public holidays on a rotational basis.

As an Apprentice you will have protected study time included in your rota.

Where will I be working?

On appointment you will be assigned to one of our Acute Wards at [Forth Valley Royal Hospital in Larbert](#) where you will complete your training. There may also be opportunities to work in specialist settings.

Throughout your Apprenticeship you will be supported by a mentor, workplace buddies from the extended Healthcare Support Worker Team and the Practice Education (Nursing) Team. In addition to your Workplace Training, you will attend Forth Valley College (Falkirk Campus) on a day release basis.

Regardless of where your training takes place, all our Modern Apprentice Healthcare Support Workers 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 vacancies across the NHS Forth Valley Board Area.

What will I be paid?

You will be appointed to this Modern Apprenticeship at a 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 Scottish Living Wage rate whichever is highest.

In this instance, the Scottish Living Wage would be higher therefore your salary will be :

- Band 3 Annexe 21 adjusted for living wage: £21,308 per year (2023 rate)

The quoted salary/living wage rate will be adjusted accordingly in line with confirmation of the 2024/2025 NHS Scotland pay scales.



What will I be doing at college?

In addition to your Workplace Training, you will attend [Forth Valley College \(Falkirk Campus\)](#) on a day release basis to complete core elements of your SVQ. As well as attending at college, 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 for this qualification?

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 SDS and enrol as a student at Forth Valley College 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 during your apprenticeship is at SCQF Level 7, equivalent to qualifications such as a HNC or Advanced Higher.

How is an SVQ Assessed?

Assessment of your SVQ will be undertaken in your place of work with the support of your Line Manager and the Nursing Practice Education team with at workplace assessment carried out by Forth Valley College Assessors. 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. In addition, assessment will be subject to quality assurance procedures and could require some assessments to be invigilated by the workplace training supervisor.

Any other questions?

If you have questions about this Apprenticeship that we haven't answered here, please contact noelle.mackay2@nhs.scot



