

Apprenticeships – NHS Leadership Academy Programmes

NHS England and NHS Improvement



Background



Health and social care need high quality leaders at every level and in every role to ensure that high quality compassionate care is delivered to the people they serve.

The NHS Leadership Academy has developed leadership programmes aimed at first time, middle and senior leaders which have been purposefully designed to be self-directed, flexible, grounded in reality and applied in the workplace so align perfectly to apprenticeships.

The NHS Leadership Academy are working with education providers to provide access to their leadership development programmes as part of apprenticeships, in line with the People Plan. The aim is to help widen access to leadership development whilst further enabling the health and social care sector to fully utilise the levy and apprenticeships for recruitment and development.

This document highlights the different apprenticeships available and planned to launch with NHS Leadership Academy programmes included with them and who to contact for further information.



NHS Leadership Academy Programmes

Edward Jenner

- This programme is for all colleagues who are new to leadership and are exploring what it means. It also acts as a preliminary learning programme for newly qualified nursing and clinical staff. Whether you're new to health and care or an aspiring leader at the start of your journey, you're the perfect candidate.

Mary Seacole

- The programme is for first time leaders in healthcare. It's for you if you are in a 'formal' position of leadership with responsibilities for people and services, and able to relate what you learn to your workplace.

Elizabeth Garrett Anderson

- The programme is for middle to senior clinical or non-clinical leaders aspiring to lead large and complex programmes, departments, services or systems of care.

How the programmes are included



NHS Leadership Academy Programmes are included in the following apprenticeships in 3 different ways. We would encourage all potential learners to check with the apprenticeship education provider how the leadership programme has been included, in order to fully understand any additional commitment that may be required.

Embedded

- The leadership programme is mapped to the apprenticeship standard in its entirety meaning that completing the programme as part of the apprenticeship requires no additional work or time commitment.

Integrated

- Part of the leadership programme is mapped to the apprenticeship standard meaning that some of the programme falls as part of the apprenticeship but some additional work on top of the apprenticeship is also required.

Optional

- The leadership programme runs along side the apprenticeship with clear links between the apprenticeship and leadership programme highlighted. However the time and work commitment to the leadership programme is on top of the apprenticeship commitments.



Costs



Apprenticeships are funded via your organisations apprenticeship levy. Each apprenticeship standard has a funding band set. The funding band is the maximum amount the education provider can charge. To find a funding band [click here](#) and search for the relevant apprenticeship standard.

NHS Leadership Academy Programmes are included in the following apprenticeships at no additional cost to the employer organisation.

Apprenticeship Pathways

NHS England and NHS Improvement



Pathways



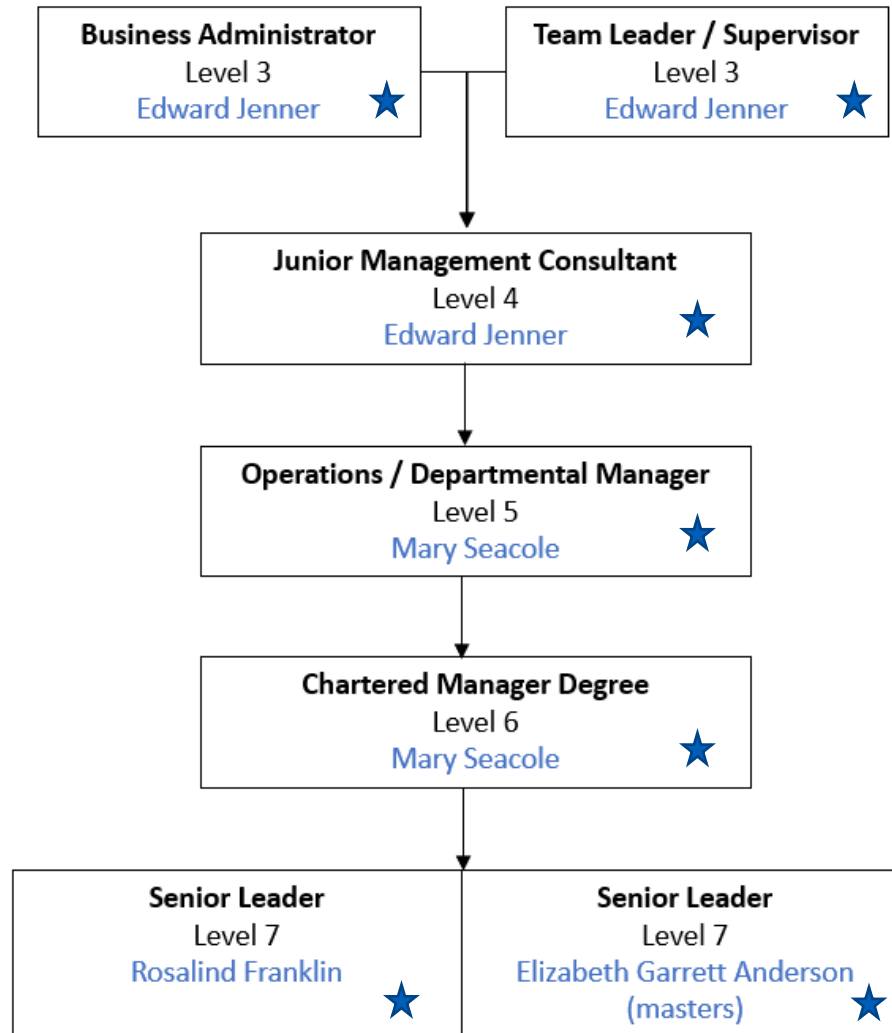
Further information on the proposed apprenticeship pathways can be found by clicking on the pathway name to the right.

Please note that only the apprenticeships marked in the pathway with a star have been confirmed. All other apprenticeships are still in the initial scoping phase and if deemed unsuitable to be mapped with a leadership programme will not be released.

If you would like to be added to the expression of interest list for any apprenticeships currently unavailable please email Apprenticeship@leadershipacademy.nhs.uk

- [Management](#)
- [Project Management / Improvement](#)
- [Coaching / Mentoring](#)
- [Digital](#)
- [Sustainability Pathway](#)
- [HR / Learning and Development](#)
- [Finance](#)
- [Hospitality](#)
- [Procurement](#)
- [Facilities](#)
- [Building Services](#)
- [Public / Environmental Health](#)

Management Pathway



Business Administration – Level 3 (with Edward Jenner)

Develop, implement, maintain and improve administrative services. As a Business administrator you will also develop key skills and behaviours to support your own progression towards management responsibilities.

Key Learning Areas: IT, record and document production, decision making, interpersonal skills, communications, quality, planning and organisation, project management and stakeholders.

Duration: 12- 14 months dependent upon prior experience

Awards on completion:

- Business Administration Level 3 Apprenticeship
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible – please speak to the provider

Team Leader / Supervisor – Level 3 (with Edward Jenner)



As a team leader of supervisor you will build your knowledge on management responsibilities including how to support, manage and develop team members as well as maintain key relationships.

Key Learning Areas: Leading and managing people. Building relationships, communication, operational management, project management, finance and decision making.

Duration: 16 months

Awards on completion:

- Team Leader / Supervisor Level 3 Apprenticeship
- CMI Level 3 Diploma in First Line Management
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: BPP

Next cohorts: TBC

To be added to the expression of interest list and receive information when this apprenticeship launches please email: Apprenticeship@leadershipacademy.nhs.uk

Junior Management Consultant – Level 4 (with Edward Jenner)



Help your organisation solve challenges, become more efficient and grow

Key Learning Areas: communication, team working, business analysis, relationship building, personal management, project management, business finances and report writing

Duration: 14 - 18 months dependent upon prior experience

Awards on completion:

- Management Consultant Level 4 Apprenticeship
- Chartered Management Institute (CMI) Membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible – please speak to the provider

Level 5 – Operational / Departmental Manager (with Mary Seacole)

This 15-month apprenticeship will build and enhance the capabilities of learners core management skills.

Key Learning Areas: Personal effectiveness, corporate synergy, modern leadership, dynamic operations, driving organisational performance and financial intelligence

Duration: 15 months

Awards on completion:

- CMI Accredited Level 5 Apprenticeship
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Online

Framework: Salisbury

Provider: BPP

Contact: mikescarr@bpp.com

Next cohorts: May 2022

Chartered Manager Degree – Level 6 (with Mary Seacole)



This two-year accelerated qualification is ideal for health and care professionals whose role involves driving improvements in care quality and managing key delivery challenges. It will develop managers capable of maximising their potential and rapidly improving care outcomes.

Key Learning Areas: Developing self and others, strategic and operational thinking, managing changing and innovation, key principles in health and social care, leading and managing people and developing collaborative relationships.

Duration: 24 months

Awards on completion:

- BA (Hons) Business Management Professional Bachelors Degree
- Professional accreditation with the Chartered Management Institute (CMI).
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Regional cohorts - Block delivery, 8 days face to face and 4 days online learning (+ 4 optional online workshops)

Provider: Manchester Metropolitan University

Framework: Salisbury

Contact: apprenticeships@mmu.ac.uk

Next cohort start date: North East and Yorkshire – April 2022, South West – April 2022, Midlands – Sept 2022

Senior Leader – Level 7 (with Elizabeth Garrett Anderson)



This apprenticeship will help to enable senior leaders to provide clear, inclusive and strategic leadership and direction relating to their area of responsibility within an organisation.

Learning Areas: Understanding and developing leadership practice, building foundations for team effectiveness, making sense of organisational values, engagement and service delivery, developing system wide coordinated care and evaluating leadership behaviours and impact

Duration: 24 months

Awards on completion:

- Senior Leader Level 7 Apprenticeship
- MSc in Healthcare Leadership
- NHS Leadership Academy Award in Senior Healthcare Leadership

Delivery Method: Blended Learning

Provider: University of Birmingham and Manchester Business School

Framework: Salisbury

This apprenticeship is currently in the pilot stage and will open for general applications at the end of 2022.

To be added to the expression of interest list and receive information when this apprenticeship launches open cohorts please email Apprenticeship@leadershipacademy.nhs.uk



Senior Leader – Level 7 (with Rosalind Franklin)



This apprenticeship will help to enable senior leaders to provide clear, inclusive and strategic leadership and direction relating to their area of responsibility within an organisation.

Learning Areas: Setting strategic direction, Leading change, Corporate social responsibility, drive culture change, lead and influence people and manage relationships

Duration: 24 months

Awards on completion:

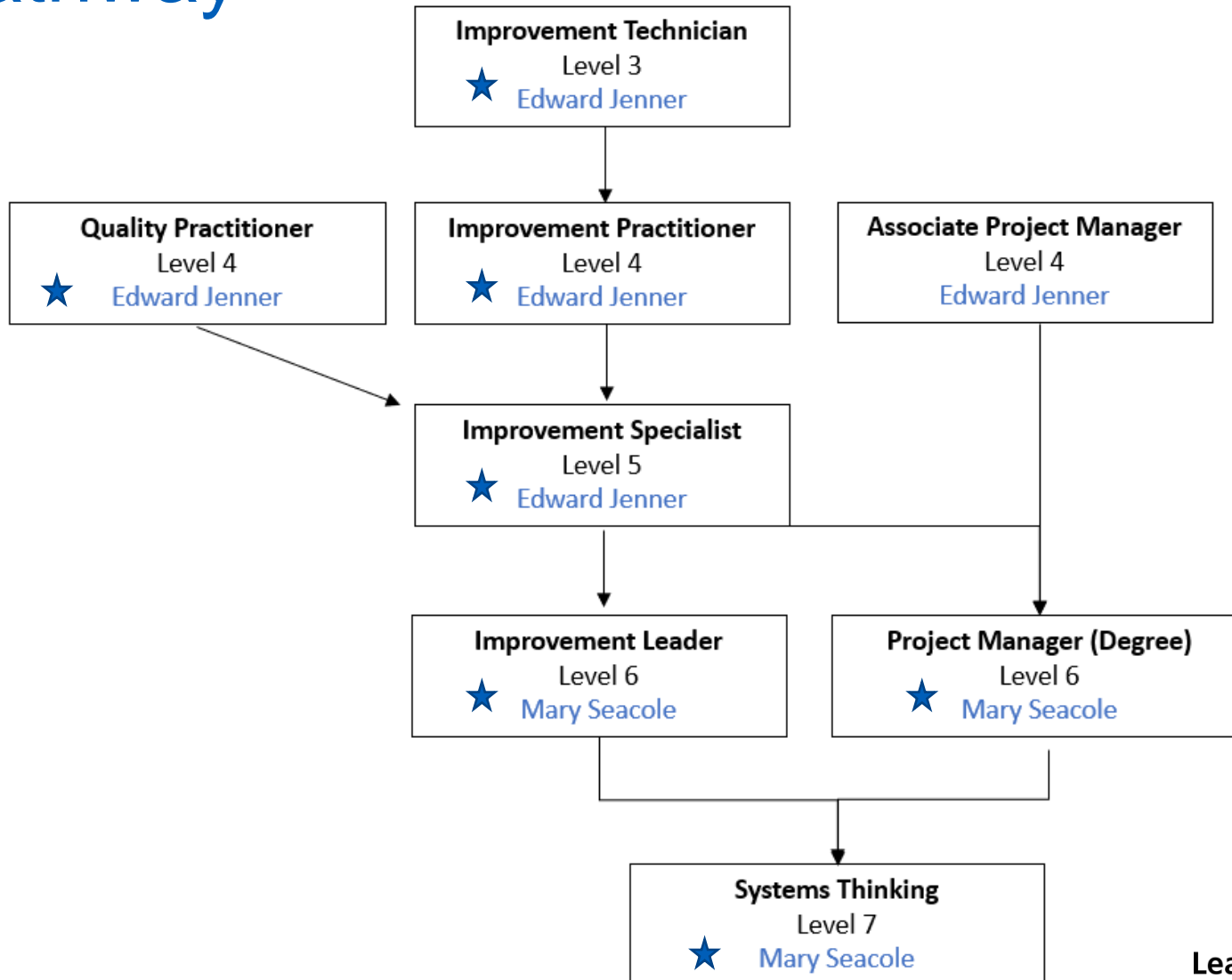
- Senior Leader Level 7 Apprenticeship
- NHS Leadership Academy Award in Senior Healthcare Leadership

Provider: Arden University

This apprenticeship is due to be launched in September 2022.

To be added to the expression of interest list and receive information when this apprenticeship launches open cohorts please email Apprenticeship@leadershipacademy.nhs.uk

Project Management / Improvement Pathway



Quality Practitioner – Level 4 (with Edward Jenner)



Quality practitioner learners will deploy effective quality practices to ensure their organisation fulfils contractual and regulatory requirements.

Key Learning Areas: Quality planning, quality assurance (providing confidence to stakeholders, ensuring quality standards are maintained), quality control (verify that services are meeting agreed specifications) and continuous improvement.

Duration: 12 -15 Months dependent upon prior experience

Awards on completion:

- Quality Practitioner Apprenticeship Standard L4
- Chartered Quality Institute (CQI) Membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible – please speak to the provider

Level 3 – Improvement Technician (with optional Edward Jenner)



This apprenticeship is designed to build problem solving and process improvement capability. It incorporates principles, methods and tools from key disciplines.

The apprenticeship is aimed at those responsible for delivery and coaching of local improvement activity within an area of responsibility.

Key Learning Areas: Lean, Six Sigma, Project Management, Change Management, Time Management, Communication, Presentation Skills, Team Working and Team Leadership.

Duration: 14-18 months

Awards on completion:

- Level 3 Improvement Technician Apprenticeship
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: Capella

Contact: info@capellaassociates.com

Next cohort start date: May / June 2022

Level 4 – Improvement Practitioner

(with optional Edward Jenner)

This apprenticeship is designed to build higher level problem solving and process improvement capability. It incorporates principles, methods and tools from key disciplines to identify and lead the delivery of change across organisational functions and processes.

The apprenticeship is aimed at those leading small projects or supporting larger projects.

Key Learning Areas: Lean, Six Sigma, Project Management, Change Management, Team Working and Team Leadership.

Duration: 14-18 months

Awards on completion:

- Level 4 Improvement Practitioner Apprenticeship
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: Capella

Contact: info@capellaassociates.com

Next cohort start date: May / June 2022

Level 5 – Improvement Specialist (with optional Mary Seacole)



This apprenticeship is designed to build complex level problem solving and process improvement capability. It incorporates principles, methods and tools from key disciplines to identify and lead the delivery of transformation across organisational functions and processes.

The apprenticeship is aimed at those who lead complex projects and portfolios of larger projects

Key Learning Areas: Lean, Six Sigma, Operational Excellence, Project Management, Change Management, Team Working and Team Leadership.

Duration: 14-18 months

Awards on completion:

- Level 5 Improvement Specialist Apprenticeship
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Online

Framework: Salisbury

Provider: Capella

Contact: info@capellaassociates.com

Next cohort start date: May / June 2022

Level 6 – Improvement Leader (with optional Mary Seacole)



This apprenticeship is designed to build strategic leadership capability in continuous improvement. It incorporates principles, methods and tools from continuous improvement disciplines.

The apprenticeship is aimed at senior managers and change / transformation leaders, especially where there is a drive to build a culture of continuous improvement.

Key Learning Areas: Improvement strategy development, Leadership in improvement, Process and resource development and Leading large scale complex improvement activities.

Duration: 18-24 months

Awards on completion:

- Level 6 Improvement Leader Apprenticeship
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Online

Framework: Salisbury

Provider: Capella

Contact: info@capellaassociates.com

Next cohort start date: May / June 2022

Level 6 – Project Manager Degree (with Mary Seacole option)

During this apprenticeship learners will be provided with everything they need to know to successfully deliver projects in a range of subject areas.

Key Learning Areas: Governance of projects, project planning and control, stakeholder and communications management, schedule development and management, procurement and contract management, scope identification and management, risk identification and management, quality management and leading and managing teams

Duration: 48 months

Awards on completion:

- Level 6 Project Manager Apprenticeship,
- Association for Project Management APM PMQ qualification,
- BSC (Hons) Project Management
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Online

Framework: Salisbury

Provider: University of Cumbria

Contact: steven.wood@cumbria.ac.uk

Next cohort start date: April 2022

Level 7 – Systems Thinking Practitioner (with Mary Seacole)



Systems thinking practitioners support decision-makers in strategic and leadership roles to address complex problems. They deliver expert problem-solving and solutions whether that's within a single organisation, or in a multi-layer and multi-organisational context.

Key Learning Areas: core systems leadership skills, systems leadership in organisations and institutions, system of interest in complexity, working from within the existing system to build on potential, systems innovation, intervention skills and understanding and shaping systems dynamics.

Duration: 24-30 months

Awards on completion:

- Systems Thinking Practitioner Level 7 Apprenticeship
- SCiO Advanced Systems Practitioner Guide
- NHS Leadership Academy Award in Healthcare Leadership

Entry Requirements: Level 6 /Degree qualification or can demonstrate job role at relevant level

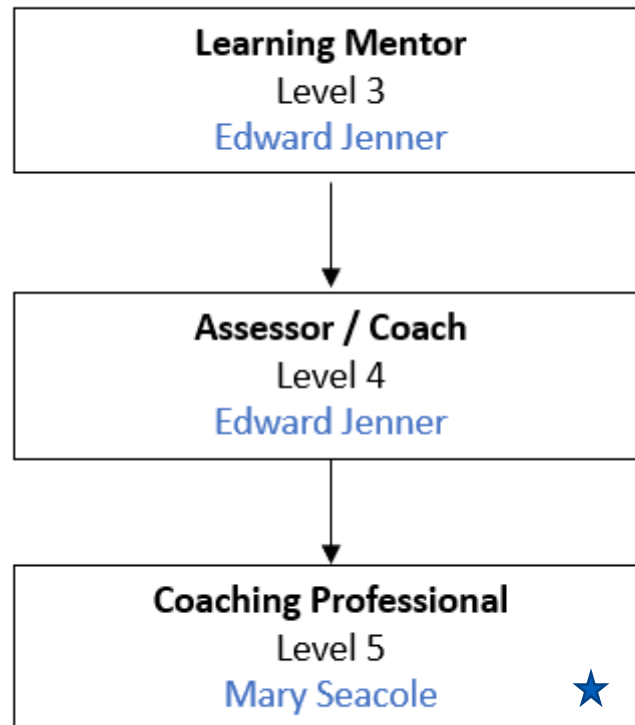
Framework: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Next cohort start date: Flexible – please speak to the provider

Coaching / Mentoring Pathway



Level 5 – Coaching Professional (with Mary Seacole option)



This apprenticeship is for individuals who want to start their coaching journey and leaders who want to further develop their coaching understanding and expertise.

Key Learning Areas: Principles of coaching, building your coaching toolkit, developing client capability and coaching philosophy

Duration: 12 months

Awards on completion:

- Level 5 Coaching Professional Apprenticeship
- NHS Leadership Academy Award in Healthcare Leadership
- EMCC Accreditation (additional cost of £185)

Delivery Method: Online

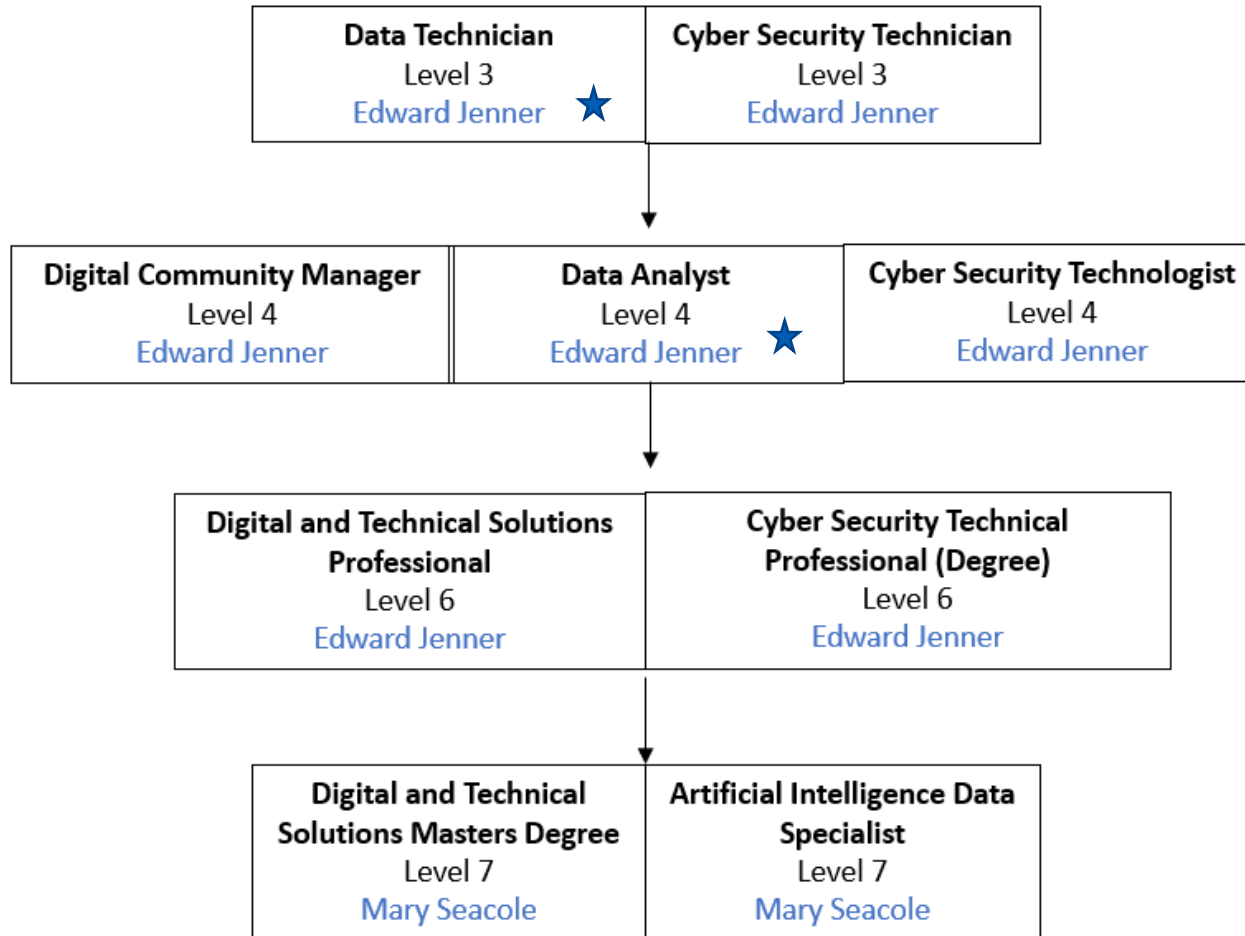
Framework: Salisbury

Provider: BPP

Contact: mikescarr@bpp.com

Next cohort start date: Spring 2022

Digital Pathway



Level 3 – Data Citizen (Technician)(with Edward Jenner)



This apprenticeship (funded by the Level 3 Data Technician standard) will empower learners to develop a strong understanding of the value and opportunities that are possible with the use of smart data and feel more able to deal with daily challenges, lead services and provide leadership for those around them.

Key Learning Areas: Value of data, fundamental statistics, excel for data analysis, reporting on insights, data quality, validation and visualisation, storytelling and presenting with data, data compliance and security, risk and opportunities of emerging technologies and data integration

Duration: 13 months

Awards on completion:

- Cambridge Spark Data Essentials Certificate
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: Cambridge Spark

Contact: contact@cambridgespark.com

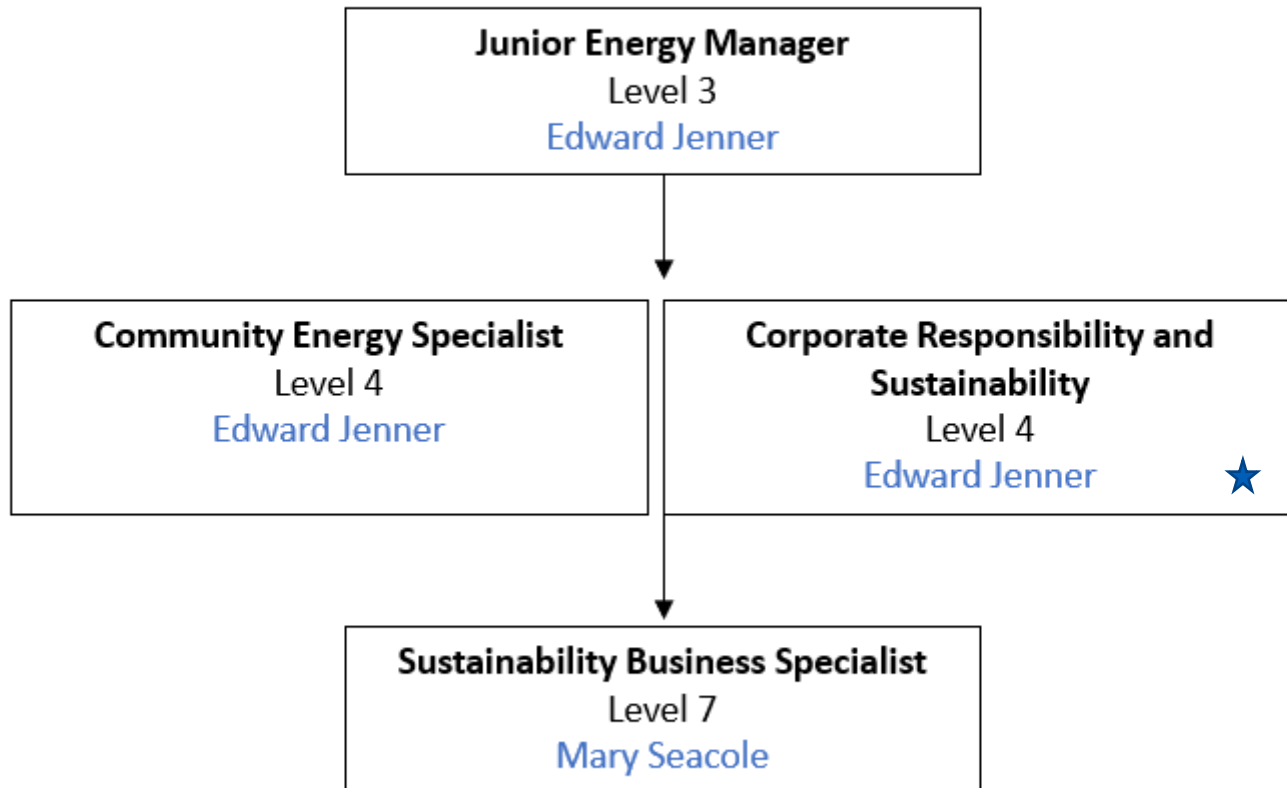
Next cohort start date: May 2022

Full details can be found here: [NHS Data Citizen programme \(cambridgespark.com\)](https://www.cambridgespark.com/nhs-data-citizen-programme)



Leadership Academy

Sustainability Pathway



Corporate Responsibility and Sustainability – Level 4 (with Edward Jenner)

Help innovate and drive ambitions for social and environmental change. Make these a reality that are embedded and implemented across your organisation by owning and delivering action plans and campaigns, that contribute to the Corporate Responsibility & Sustainability (CR&S) strategy.

Key Learning Areas: developing strategies, identify and building relationships, corporate responsibility and sustainability data, quality assurance and risks.

Duration: 24 – 30 Months dependent upon prior experience

Awards on completion:

- Corporate Responsibility and Sustainability Practitioner Apprenticeship Standard L4
- Institute of Corporate Responsibility and Sustainability (ICRS) Membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

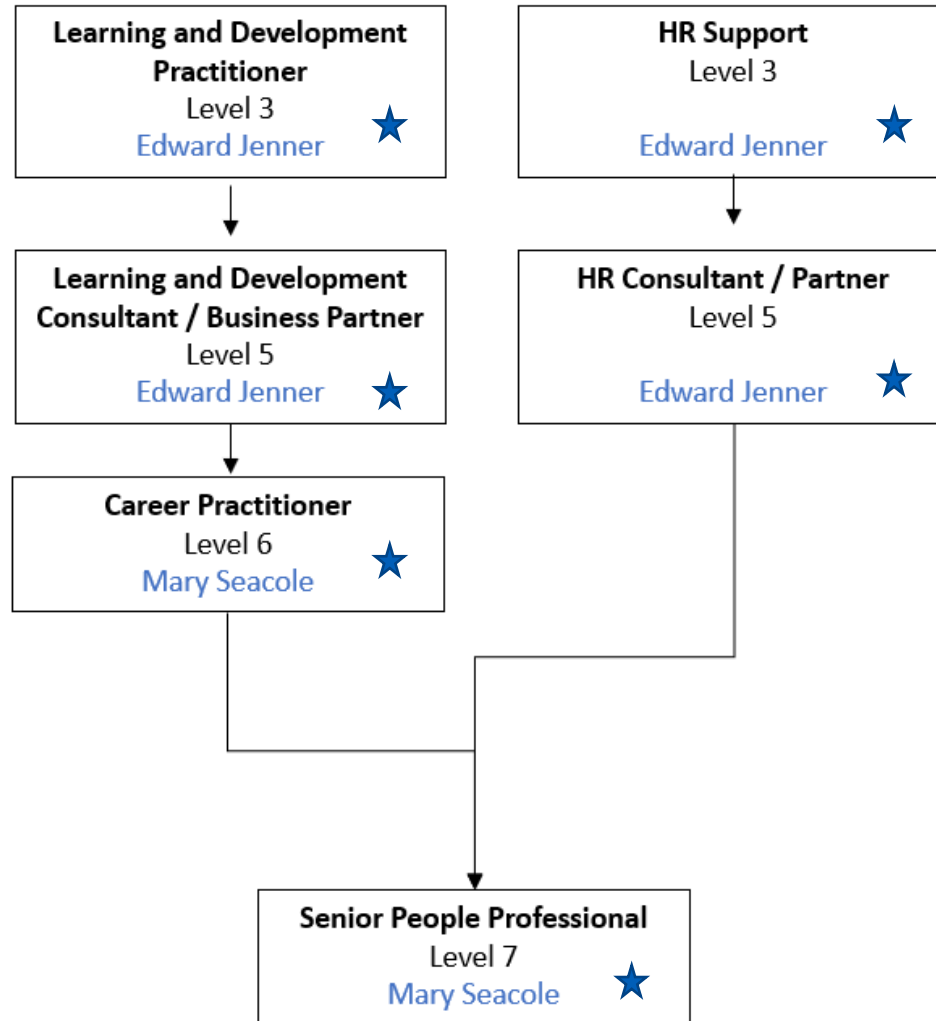
Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible – please speak to the provider

HR / Learning and Development Pathway



Learning and Development Practitioner – Level 3 (with Edward Jenner)



Learning and Development Practitioners will assist individuals or organisations with identifying learning and training needs as well as being responsible for developing and sourcing training solutions.

Key Learning Areas: Business and commercial understanding, Technical expertise, Training and learning design, Identification of training and learning needs, Evaluation, the function of learning and development, Developing a learning culture, Budget and resource management

Duration: 18-24 months dependent upon prior experience

Qualifications achieved:

- Learning and Development Practitioner Apprenticeship Standard L3
- Associate membership of the Chartered Institute of Personnel and Development (CIPD)
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Next cohorts: Flexible – please speak to the provider

HR Support – Level 3 (with Edward Jenner)

Work as part of the HR function delivering front line support to managers and employees. This would include working on a range of HR processes, from recruitment to retirement; using HR systems to keep records and working with the organisation on HR changes.

Key Learning Areas: Understanding organisations and human resources, developing yourself as an effective HR professional, resourcing talent, learning and development through coaching and mentoring, managing employee performance, managing employment relations, managing change in organisations, human resources and data analytics.

Duration: 14 -18 months

Framework for both providers: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Delivery Method: Online

Qualifications achieved:

- CIPD Level 3 Foundation Diploma in Human Resources Practice
- NHS Leadership Academy Award in Leadership Foundations

Next cohorts: Flexible

Provider: MBKB Ltd

Contact: train@mbkbgroup.com

Delivery Method: Online

Qualifications achieved:

- HR Support Apprenticeship Level 3
- NHS Leadership Academy Award in Leadership Foundations

Next cohorts: Flexible start dates

Learning and Development Consultant / Business Partner – Level 5 (with Edward Jenner)



Learning and development consultant business partner is accountable for ensuring Learning and development contributes to, and influences, improved performance in the workplace at an individual, team and organisation level.

Key Learning Areas: Business understanding, learning and development consultancy, developing a learning culture, budget and resource management, facilitation skills, relationship management.

Duration: 18-24 months dependent upon prior experience

Qualifications achieved:

- Learning and Development Consultant Apprenticeship L5
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Next cohorts: Flexible please speak to the provider

HR Consultant / Partner – Level 5 (with Edward Jenner)



Use your HR expertise to provide and lead the delivery of HR solutions to organisational challenges, together with tailored advice to the organisation in a number of HR areas.

Key Learning Areas: Developing professional practice, business issues and the context of human resources, managing and coordinating the human resource function, using information in human resources, resourcing and talent planning, improving organisational performance, employee engagement, employment law.

Duration: 18 - 24 months

Framework for both providers: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Delivery Method: Online

Qualifications achieved:

- HR Consultant Apprenticeship Level 5
- NHS Leadership Academy Award in Leadership Foundations

Next cohorts: Flexible

Provider: MBKB

Contact: train@mbkbgroup.com

Delivery Method: Online

Qualifications achieved:

- HR Consultant Apprenticeship Level 5
- Level 5 Associate Diploma in People Management
- NHS Leadership Academy Award in Leadership Foundations

Next cohorts: Flexible start dates

Career Practitioner – Level 6 (with Mary Seacole)



Assisting individuals or organisations before or during career transitions to develop a career strategy, Career Practitioners are responsible for helping individuals assess their own strengths, values, beliefs and situation and connect them to the facilitate career transition.

Key Learning Areas: Theory of career development and critical reflection, developing career management skills to collaborate with others, using and managing information technology systems, delivering pedagogical skills and targeting appropriate clients, career assessment best practice, identifying career development objectives, preparing structured career development interactions, researching disseminate service and critical evaluation of policy, framework and support services.

Duration: 24 months

Qualifications achieved:

- OCR Level 6 Diploma in Career Guidance and Development
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Online

Framework: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Next cohorts: Flexible - please speak to the provider

Level 7 – Senior People Professional (with Mary Seacole)



The role of a senior people professional is to improve people practices in organisation and drive organisational performance and effectiveness. They will champion the people agenda to create working environments and cultures that help get the best out of people, delivering great organisational outcomes.

Key Learning Areas: Core modules include – work and working lives in changing business environment, people management and development strategies for performance, personal effectiveness, ethics and business acumen and business research in people practice. Learners will then also undertake specialist units in HR, OD or L&D.

Duration: 36 months

Qualifications achieved:

- CIPD Level 7 Advanced Diploma
- NHS Leadership Academy Award in Healthcare Leadership

Delivery Method: Online

Framework: Salisbury

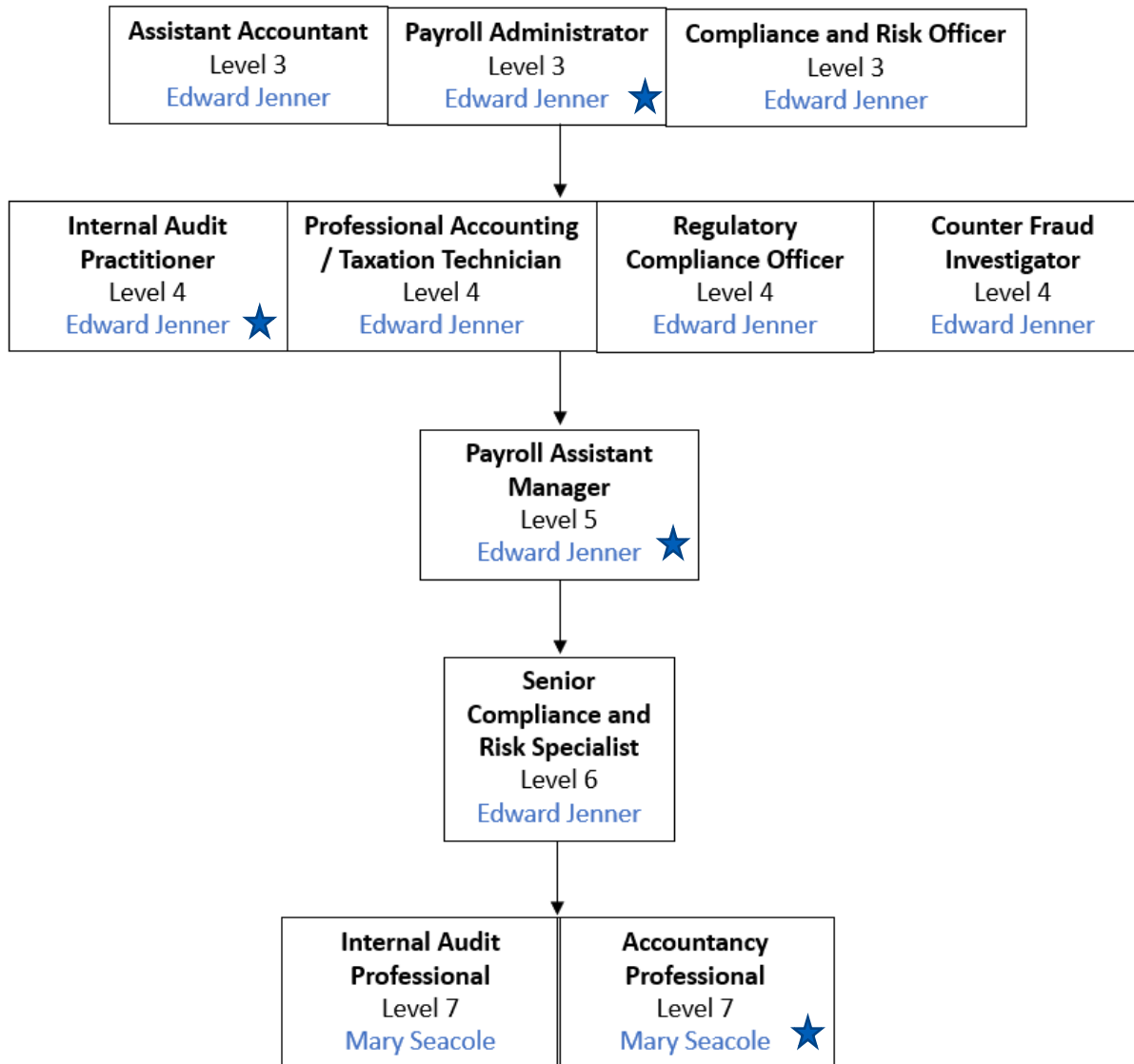
Entry Requirements: Level 5 qualification in HR or equivalent relevant experience

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Next cohorts: Flexible – please speak to the provider

Finance Pathway



Payroll Administrator – Level 3 (with Edward Jenner)

Payroll Administrators will typically, have responsibility for setting up and operating the payroll within the organisation they are employed or on behalf of another organisation.

Key Learning Areas: Business and customer awareness, payroll core, pensions for payroll, technical payroll, regulation and compliance, systems and processes, planning and prioritisation and analysis.

Duration: 14 - 18 Months dependent upon prior experience

Awards on completion:

- Payroll Administrator Apprenticeship Standard L3
- Chartered Institute of Payroll Professionals (CIPP) or Institute of Certified Bookkeepers (ICB) membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible start dates

Internal Audit Practitioner– Level 4 (with Edward Jenner)

The role of internal audit departments is to provide an independent, objective assurance and consulting activity to add value and improve an organisation's operations. Internal Audit Practitioner learners will become competent in undertaking all aspects of internal audit engagements.

Key Learning Areas: Commercial awareness, corporate governance and risk management, organisational business processes, risk and control / audit methodology, building relationships, communication, collaboration and data analytics.

Duration: 16-24 Months dependent upon prior experience

Awards on completion:

- Internal Audit Practitioner Apprenticeship Standard L4
- Certificates of Internal Audit and Business Risk
- IAP Award
- Chartered Institute of Internal Audit (CIIA) Membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible start dates

Payroll Assistant Manager – Level 5 (with Edward Jenner)

Payroll Assistant Managers will be responsible for the day to day efficient running of a payroll team, managing the collation of data and the allocation of team resources to achieve the departments duties.

Key Learning Areas: payroll process management, fraud and compliance, stakeholder mapping, high performance teams, planning and decision making, quality, pensions, GDPR / data protection and off payroll working.

Duration: 15-24 Months dependent upon prior experience

Awards on completion:

- Payroll Assistant Manager Level 5 Apprenticeship
- Chartered Institute of Payroll Professionals (CIPP) or Institute of Certified Bookkeepers (ICB) membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible start dates

Accountancy Professional – Level 7 (with Edward Jenner)

Payroll Assistant Managers will be responsible for the day to day efficient running of a payroll team, managing the collation of data and the allocation of team resources to achieve the departments duties.

Key Learning Areas: payroll process management, fraud and compliance, stakeholder mapping, high performance teams, planning and decision making, quality, pensions, GDPR / data protection and off payroll working.

Duration: 15-24 Months dependent upon prior experience

Awards on completion:

- Payroll Assistant Manager Level 5 Apprenticeship
- Chartered Institute of Payroll Professionals (CIPP) or Institute of Certified Bookkeepers (ICB) membership
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Framework: Salisbury

Provider: MBKB

Contact: train@mbkbgroup.com

Next cohorts: Flexible start dates

Accountancy Professional – Level 7 (with Mary Seacole)

Accountancy or taxation professionals are recognised around the world as respected leaders in accountancy, taxation, finance and business. From providing strategic business advice to audited financial statements or driving mergers and acquisitions, a career as an Accountancy or taxation professional can be diverse and challenging; it's not just about putting numbers into a spreadsheet. Accountancy or taxation professionals use technical knowledge, skills and experience to lead organisations and people to make responsible and sustainable financial decisions. They are required to act in the public interest and must therefore maintain the highest standards of professional conduct and competency; upholding ethical behaviour and integrity at all times.

Key Learning Areas: Assurance, risk and control, business acumen, financial information, legislation, strategic business management and governance, communication, leadership and ethics.

Duration: 24 - 36 months

Awards on completion:

- Accountancy Professional Level 7 Apprenticeship
- NHS Leadership Academy Award in Healthcare Leadership

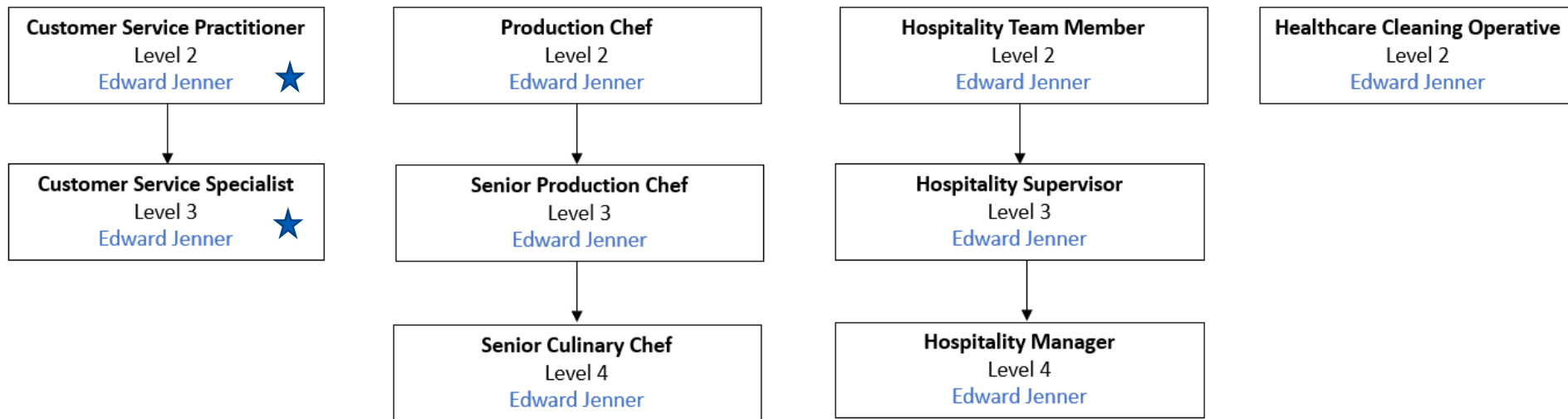
Framework: NHS Business Service

Provider: CIPFA

Contact: David.fields@cipfa.org

Next cohorts: Spring 2022

Hospitality Pathway



Customer Service Practitioner – Level 2 (with Edward Jenner)

As a customer service practitioner your actions will influence the customer experience and their satisfaction with your organisation.

Key Learning Areas: Knowing your customers, understanding the organisation, meeting regulations and legislation, systems and resources, customer experience, product and service knowledge, interpersonal skills, communication, influencing skills, personal organisation and dealing with conflict and challenge.

Duration: 12 months

Awards on completion:

- Level 2 Diploma in Customer Service
- Functional Skills in English and Maths
- NHS Leadership Academy Award in Leadership Foundations

Framework: Salisbury

Provider: Together Training Ltd

Contact: john.mcmahon@togethertraining.co.uk

Next cohort start date: Flexible

Customer Service Specialist – Level 3 (with Edward Jenner)



Be an expert in your organisations services and act as a referral point for dealing with complex or technical requests, complaints, and queries. Become an expert in customer service in order to support your wider team and colleagues to deliver quality.

Key Learning Areas: Business knowledge and understanding, customer journey knowledge, customer insight, culture and environment awareness, business-focused service delivery, providing a positive customer experience, customer insights, customer service performance and service improvement.

Duration: 12 – 14 months

Framework for both providers: Salisbury

Provider: Together Training Ltd

Provider: MBKB

Contact: john.mcmahon@togethertraining.co.uk

Contact: train@mbkbgroup.com

Awards on completion:

- Customer Service Specialist Apprenticeship Standard Level 3
- NHS Leadership Academy Award in Leadership Foundations

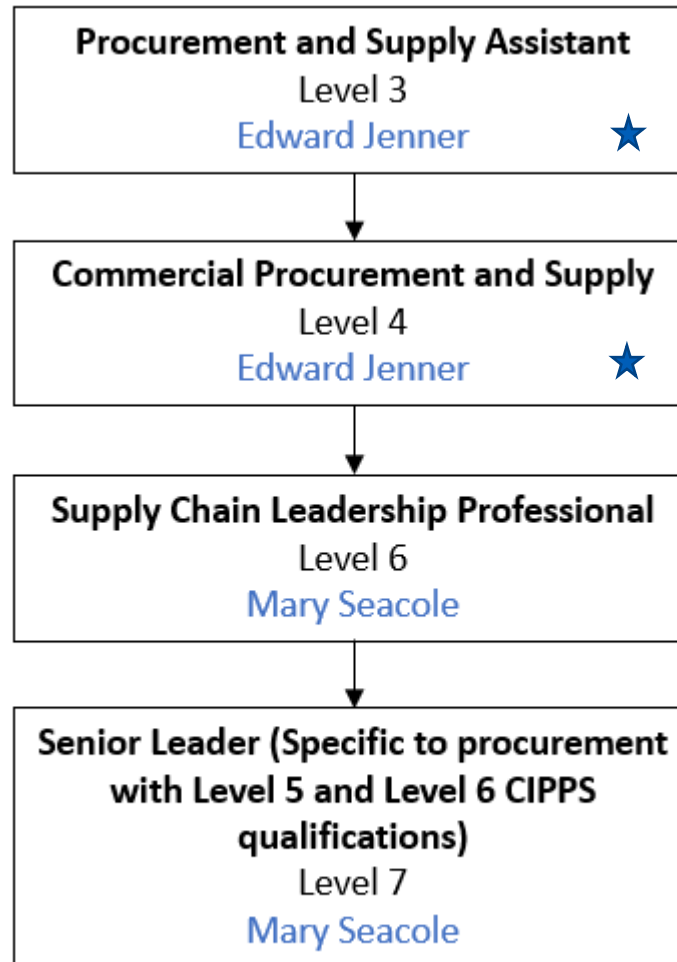
Awards on completion:

- Customer Service Specialist Apprenticeship Standard Level 3
- NHS Leadership Academy Award in Leadership Foundations

Next cohort start date: Flexible

Next cohort start date: Flexible start dates

Procurement Pathway



Procurement and Supply Assistant – Level 3 (with Edward Jenner)



This apprenticeship is designed for employees who have recently commenced work within a procurement and supply chain function or for those who want to develop their confidence and competence in this area.

Key Learning Areas: Procurement and supply environments, ethical procurement and supply, contract administration, socially responsible procurement and team dynamics and change.

Duration: 18 Months

Awards on completion:

- Level 3 Procurement and Supply Assistant Apprenticeship
- Level 3 CIPS Advanced Certificate in Procurement and Supply Operations
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

Provider: APA Training

Framework: Salisbury

Contact: nicky@apatraining.co.uk

Next cohorts start date: Feb 2022

Commercial Procurement and Supply – Level 4 (with Edward Jenner)



This apprenticeship is suitable for anyone where specific procurement skills, knowledge and behaviours are required, predominantly in a Procurement or Supply related role. They will need to have a minimum of 2 year's work experience in this area

Key Learning Areas: Business needs in procurement and supply, scope and influence of procurement and supply, early market management, negotiating and contracting / managing contracts and relationships in procurement and supply, sourcing in procurement and supply and category management.

Duration: 18 – 24 Months

Awards on completion:

- Level 4 Commercial Apprenticeship in Procurement and Supply
- Level 4 CIPS Diploma in Procurement and Supply
- NHS Leadership Academy Award in Leadership Foundations

Delivery Method: Online

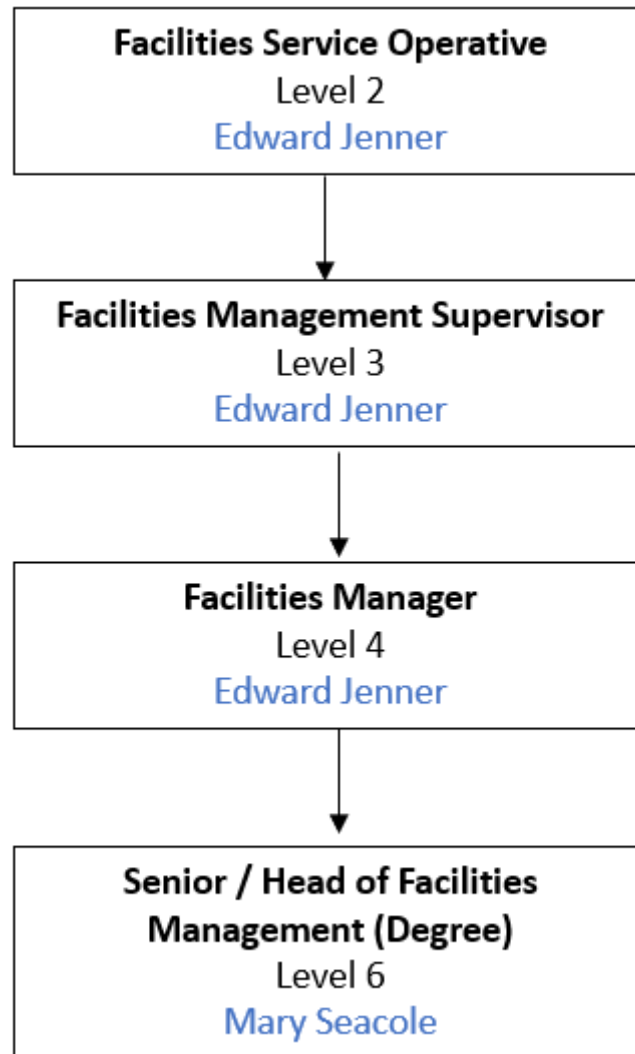
Provider: APA Training

Framework: Salisbury

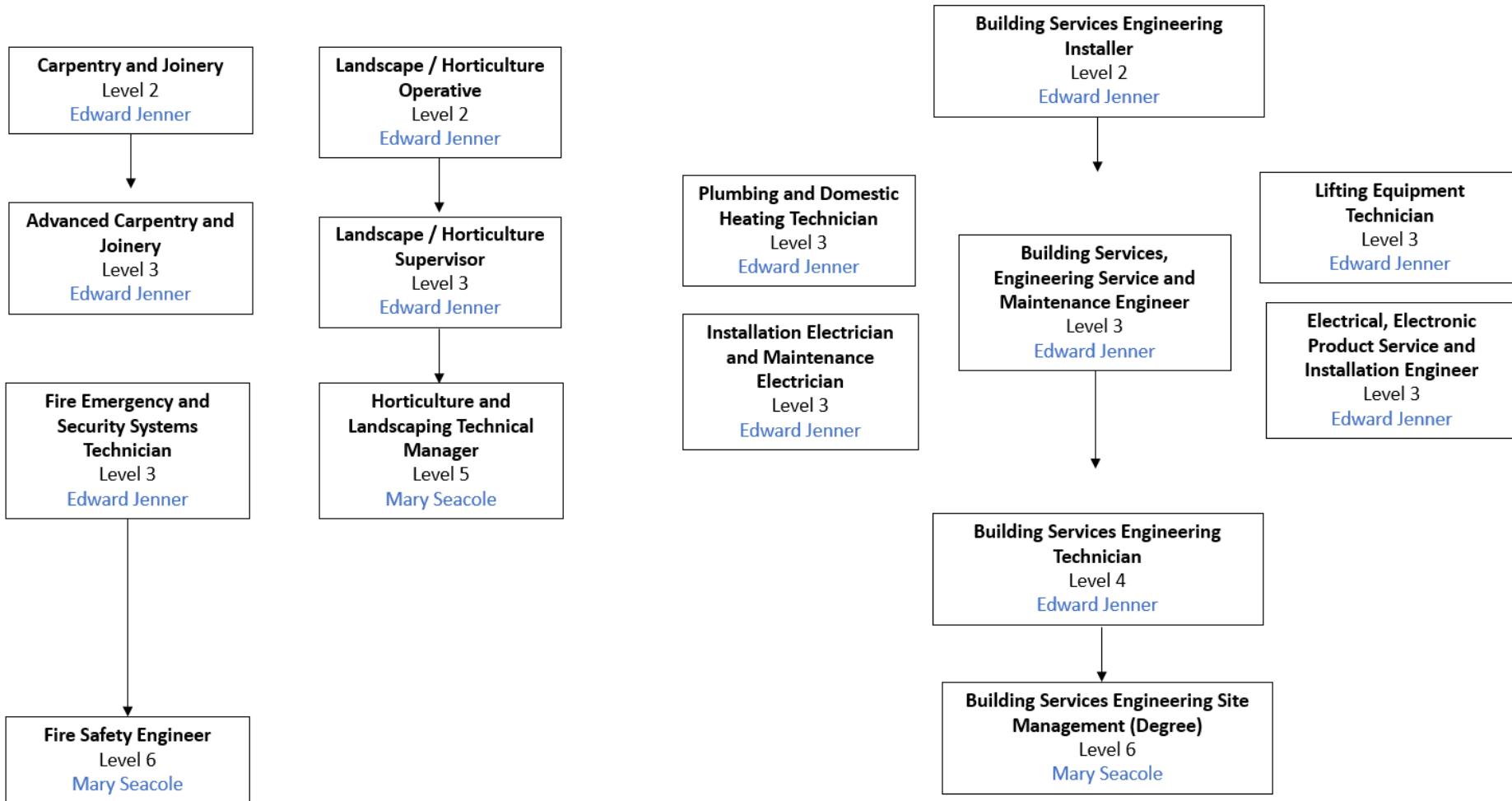
Contact: nicky@apatraining.co.uk

Next cohorts start date: Feb 2022

Facilities Pathway



Building Services Pathway



Public / Environmental Health Pathway

