

PMA Apprenticeship Support for Primary Care Practices



Working with you to develop a more confident, competent and engaged team

Introduction

The PMA's main purpose in delivering apprenticeships is to add value to the practice by supporting you to make improvements through coaching and training interventions for your colleagues.

We can support you by getting to know a little more about the practice, what your current situation is and by getting to understand what your key training needs are.

It is all about helping you to gain a more confident, competent and engaged team.

Skills gaps
Boosting productivity
Maximising efficiencies
New ways of working
Succession plans



Choosing a PMA apprenticeship standard

The PMA offer a range of apprenticeship standards at varying levels. We can help you choose which is the most appropriate for both the practice and learner.

1

The Training Need

Initial consultations with you will help us to:

- understand more about the practice's key training needs
- identify the main learning aims for apprenticeship colleagues
- ensure PMA can support the practice over the long-term.

We will explain how PMA apprenticeships are delivered, the expectations for study time, gathering evidence, working with the tutor and importantly, the role you can play in the apprentice's development.

2

The Apprenticeship Learner

It is vital the learner understands how the apprenticeship is delivered, what is required to complete it and how to achieve success.

We will share PMA expectations on providing evidence, achieving competence, realistic study time and the level of commitment required throughout the apprenticeship course.

By understanding why they wish to join the apprenticeship course, we will help identify their key learning goals and aspirations.

3

Enrolment

We'll review the eligibility criteria and provide guidance and support to you and the learner throughout the enrolment process. PMA's data capture platform makes it simple and easy for you to provide information and evidence to support the learner application and is assessed to ensure that the selected apprenticeship meets the specific requirements of the learner.

The completion of an online self assessment helps PMA contextualise our training and coaching specifically to the learner. The learner e-portal provides access to induction learning, preparing and submitting evidence, compliance documentation, communications, resources and templates and allows you and the learner to track progress.





Entry Requirements

It is expected that the learner will have a minimum of 5 GCSEs at Grade C or above. Alternatively, learners with long-standing evidence of work to a Level 3 standard may apply if they are supported by their employer and would then follow Functional Skills training alongside the apprenticeship.

It should also be noted that the learner will need to achieve a Level 2 standard in English and Mathematics prior to their End Point Assessment. These are referred to as Functional Skills and during enrolment learners will be required to complete both Maths and English Initial Assessments and diagnostic tests to assess their level of understanding. If learners are exempt due to prior achievements, certificates must be presented as evidence before enrolment if this is the case, failure to do so will result in learners having to complete Functional Skills.

To be eligible for the apprenticeship learners will need to work a minimum of 30 hours per week and have the support of their line manager and employer. Learners will complete a self-assessment which will assess their knowledge, skills and behaviours to ensure they are eligible for the apprenticeship.

PMA Apprenticeship Standards

PMA GP Practice Manager | Level 5

Operations/Departmental Manager Level 5

PMA Assistant GP Practice Manager | Level 3

Team Leader/Supervisor Level 3

PMA Medical Administrator/GP Assistant | Level 3

Business Administration Level 3

PMA Customer Service Specialist | Level 3

Customer Service Specialist Level 3

PMA Senior Healthcare Support Worker | Level 3

Senior Healthcare Support Worker Level 3

PMA Healthcare Support Worker | Level 2

Healthcare Support Worker Level 2

PMA Dental Practice Manager | Level 4

Dental Practice Manager Level 4

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Course Delivery

Delivery includes a wide range of teaching and learning techniques and styles including one-to-one coaching, discussions and teaching, observations, practical assessments, mentoring, independent research and e-learning. The assigned PMA tutor assessor will use online face to face platforms such as Zoom/MS Teams/FaceTime/Skype, as well as periodic workplace visits.

Learners will have access to Aptem, our e-portfolio system that supports in monitoring progression throughout the apprenticeship. It is the central system that keeps track of learner assignments, evidence and holds resources that will support learners to complete the apprenticeship.

Line managers will be a key driver in learner development. Importantly, they will agree the unique learning plan developed specifically for their team member and will be kept abreast of progress at every step.

What do other learners think?

"I am finding the programme to be very informative and beneficial to my current role within General Practice. It is providing not only the knowledge and theory behind leadership and management but also the practical skills that I can use in my current job role. It is also helping me to build my confidence which has been of great benefit to my personal development. The workload is manageable and I feel well supported by my tutor."