**Frequently Asked Questions**

Joined Health & Social Care Support Worker Pilot Apprenticeship

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| 1. | **What is Joined Up Careers Derbyshire (JuC)?**  JuC is a partnership organisation made up of Local Authorities, NHS organisations and private, voluntary and independent sector employers across Derbyshire and Derby City.  Partners are working together to:   1. Find & recruit new people 2. Offer training and apprenticeship opportunities 3. Provide support and development opportunities to all staff   The JuC working group will develop the pilot apprenticeship programme and will agree any variations required. |
| 2. | **Why are we testing a joint Health & Social Care Support Worker role?**  Due to the ageing population, people have increasing health and support needs and want more control over how they receive the help they need to stay well.  Our aim is to show that there are great opportunities for people with the right values to build great careers in health and social care - this is a growing sector with an increasing range of roles and skills needed.  By working together, we want to secure a workforce for the 21st century with the clinical, technical and personal skills to make a real difference in Derbyshire. |
| 3. | **Will this mean a change to the existing Care Worker and Healthcare Worker jobs?**  No - the purpose of this trial is to understand the benefits of giving apprentices broader training, to see whether this helps support the changing health needs of the ageing population, to improve hospital discharge processes, to raise interest in careers in health and social care, and to ensure we have the right people in our future workforce (our Talent Pipeline). |
| 4. | **What does the pilot apprenticeship entail?**  The apprentice is employed on a 15 month contract and will complete rotational placements across a range of different settings including on a hospital ward, in a care home, and in the community. Each placement will last 3 months.  The apprentice will complete the Care Certificate within the first 3 month placement, and will then be required to complete mandatory units alongside some optional units throughout their other placements.  On successful completion, the apprentices will have gained a Level 2 Diploma in Health & Social Care. |
| 5. | **Who employs the apprentices?**  The 3 apprentices based in Derby City are employed by University Hospitals of Derby and Burton.  The 4 apprentices based in Derbyshire are employed by Derbyshire County Council.  The apprentices will work to the terms and conditions of the employer, and there is a wider agreement in place which covers working arrangements when on placement. |
| 6. | **Who will manage the apprentices?**  The line manager at each placement will be responsible for supporting the apprentice during the 3 month rotation. The line manager will be supported by the project lead within their organisation. |
| 7. | **What additional support is available for apprentices?**  A mentor will be identified within each placement – this individual will receive mentor training, and will be responsible for supporting the apprentice on a daily basis.  A JuC Apprentice Coordinator is due to be appointed who will offer pastoral support to the apprentices. In the interim, please contact Margaret Storey for support with Derbyshire apprentices and Sonja Longdon for support for Derby City apprentices (see contact details below). |
| 8. | **What additional support is available for managers?**  The JuC Apprentice Coordinator will be available to answer manager queries. In the interim, please contact Margaret Storey for support with Derbyshire apprentices and Sonja Longdon for support for Derby City apprentices (see contact details below).  Abi Ingram also acts as a central contact point – if unsure of where to direct your query, please contact Abi and she will refer you to the correct person (see contact details below). |
| 9. | **How will managers keep updated on apprentice progress throughout the 15 months?**  The project leads from all partner organisations are invited to JuC’s monthly meetings – this gives those involved an opportunity to provide feedback, discuss queries/issues and make changes to the programme as appropriate.  Handover meetings are also organised when an apprentice is nearing the end of a placement to discuss progress, training completed, annual leave and any issues/queries. The meeting brings together the apprentice, the current placement line manager, the new placement line manager and the Apprentice Coordinator. |
| 10. | **Who will provide HR support for the apprentices?**  HR issues should be addressed by the placement line manager in the first instance. Issues will then need to be reported back to the employing manager and HR team who will record the issues in line with policy.  For Derby City apprentices, please email details of any issues to…  For Derbyshire apprentices, please email details of any issues to the central HR inbox – [achr@derbyshire.gov.uk](mailto:achr@derbyshire.gov.uk) |
| 11. | **What is the annual leave allowance for apprentices?**  Derby City apprentices  Derbyshire apprentices are entitled to 25 days annual leave plus 8 bank holidays.  Annual leave requests need to be sent to Abi Ingram – Abi will let the relevant manager aware. The employing organisations will be responsible for recording and tracking annual leave use.  Apprentices should be encouraged to submit annual leave requests as early as possible and evenly distributed across placements to not disrupt learning. |
| 12. | **What are the apprentices being paid?**  Apprentices are being paid National Minimum Wage for age:  16-17years - £4.20  18-20years - £5.90  21-24years - £7.38  25years+ - £7.83  (Gov.uk, 2018 - <https://www.gov.uk/national-minimum-wage-rates>)  Apprentices receive a different rate from other apprentices due to the trial nature of the pilot – this rate is for the duration of the trial only. |
| 13. | **How do apprentices claim mileage?**  Apprentices are able to claim back expenses incurred when travelling between their first placement base to other placements/training venues.  Expenses can be claimed throughout the 15 months and will be paid by the employer (either UHDB or DCC).  Apprentices must follow the mileage claim procedure used by each placement (e.g. completing a mileage expense form). The placement line manager must sign this off to verify the mileage claim is correct before sending a copy to the employer for processing.  For Derby City apprentices, mileage expense forms must be sent to Faye Leatt. For Derbyshire apprentices, mileage expense forms must be sent to Abi Ingram (see contact details below). |
| 14. | **What are the apprentice’s working hours?**  For Derby City apprentices, contracted hours are 37.5 per week. For Derbyshire apprentices, contracted hours are 37 per week.  Hours are to be inputted as core hours and do not need to be tracked by timesheets.  Apprentices are able to work shifts and are not limited to working 9am-5pm – this must be for learning purposes and not to make up numbers.  Apprentices are not permitted to work overtime, unsociable hours or nights due to the nature of their contract. |
| 15. | **What uniform will the apprentices wear?**  For the purposes of the pilot, apprentices will wear the uniform of the employing organisation for the entirety of the 15 months. |
| 16. | **Can apprentices complete the same tasks as other employees?**  Apprentices must complete training and be signed off as competent before being able to complete tasks unsupervised.  Due to the training nature of an apprenticeship, apprentices must always be supernumerary and cannot be used to make up numbers. |
| 17. | **What training are apprentices required to complete?**  Apprentices are required to complete the Care Certificate within the first 12 weeks of the programme. Apprentices are also required to complete mandatory training alongside placement specific training throughout the 15 months.  Training is a combination of on-the-job observation, theory and practice and also off-the-job independent study, e-learning and group taught sessions.  The apprentices will be assigned an assessor and for Derbyshire a DACES Personal Development Worker (PDW) who will ensure training is being completed. The apprentice, assessor and placement line manager must work together to ensure all units are completed and that this is evidenced on OneFile (the online portfolio system used by apprentices). |
|  | **How will an apprentice access OneFile?**  Apprentices will need access to a computer to access OneFile. If your facility does not have computer access/capacity for an apprentice to use the computers available, please contact Abi Ingram (see contact details below) for arrangements to be made.  Apprentices are also able to go to another location to complete OneFile work if required.  Apprentices must be allocated time during working hours to input information onto OneFile. |
| 18. | **Who will deliver the apprenticeship training?**  For the Derby City apprentices, Derby College will deliver training.  For Derbyshire apprentices, DACES will deliver training. |
| 19. | **For DCC managers only: how do I book an apprentice onto training?**  It is the line manager’s responsibility to book an apprentice onto training via the T4 forms. The apprentice will then be provided a programme of events and must attend the allotted sessions. |
| 20. | **What if an apprentice already has the Care Certificate?**  An apprentice is not required to complete the Care Certificate again if they can provide the assessor with evidence of successful completion.  The apprentice can use the surplus time to complete additional optional units or any enrichment learning. |
| 21. | **How can apprentices be contacted?**  All apprentices have been provided with an email address – please contact Abi Ingram for details (see contact details below).  Apprentices can also be communicated with via OneFile – this is a useful forum to provide tasks to be completed and feedback. |
| 22. | **Are the apprentices guaranteed a job on completion of the programme?**  No, but the JuC working group will work together to identify suitable vacancies that will utilise the apprentices’ new skills and will signpost appropriately.  The aim is to ensure a fair distribution of apprentices amongst partners involved in the pilot. |

Key Contacts

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| **Name** | **Role** | **Number** | **Email** |
| Margaret Storey | JuC Apprentice Manager/Derbyshire Coordinator (Interim) | 07976 513367 | [Margaret.storey@derbyshire.gov.uk](mailto:Margaret.storey@derbyshire.gov.uk) |
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