

MODERN APPRENTICES IN NHSSCOTLAND

CASE STUDY

JENNA OMAND

Modern Apprenticeship (MA) in
Business and Administration (Level 2)

NHS Greater Glasgow & Clyde

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Q: BEFORE THE MODERN APPRENTICESHIP (MA) PROGRAMME

I left school after doing Standard Grades. I worked for a short time doing administration for a construction company.

Q: TELL US ABOUT WHY YOU APPLIED TO BE A MODERN APPRENTICE IN NHSSCOTLAND

I didn't want to go to college or university. I wanted to go straight into the workplace and to start earning. My mum was a nurse and told me about the NHS Recruitment website and encouraged me to sign up for alerts. I found the MA programme there and thought of applying.

I was a bit surprised that there were apprenticeships. I always thought you had to be older and to have gone to college. So it was good to have the opportunity for the apprenticeship.

Q: WHAT DID YOU DO IN YOUR MA PROGRAMME?

My training was done entirely on the job. One of the main things I did was undertake placements in different areas of the Board so that I got a complete view of the clerical officer role. In each placement, I had the chance to do everything within the post – from referrals and appointments to records and admission and discharge administration.

The qualification I did as part of the MA programme was the SVQ2 Business & Administration. In NHS Greater Glasgow & Clyde we have an in-house SVQ Centre and my assessor came every couple of weeks to see how I was getting on: to look at the evidence I was gathering and assess the quality of the evidence to make sure that it was at the right standard.

Q: WHEN DID YOU FINISH – AND WHAT HAVE YOU DONE SINCE THEN?

I completed the apprenticeship in summer 2011, after 2 full years – although I managed to complete all the units of my SVQ before the end of that period. As a result of doing the apprenticeship, I was offered a full-time post as Clerical Assistant and I'm still there now!

Q: WHAT WAS THE BEST THING ABOUT THE MA PROGRAMME?

Probably the best thing about the MA is that you get a really up-to-date outlook on the NHS. You get to see things that are actually happening and it gives you room to grow. Because I had to do different placements, I was able to go to different places in the Board and to see different ways of working. It made me gain a better understanding of different environments and how things can be improved. And because I was an apprentice I had a really good support group where I could share my thoughts and ideas. As a result, I feel I've really been able to influence development.

Q: WHAT WOULD YOU CHANGE?

I can't think of much that I would change. It's a pity that MA programmes are for a really restricted age group, because younger people don't realise that there are opportunities like the one I had. And often, if they do find out about them, it's too late. They've missed the chance. If there was more advertising about MAs in the NHS, people would realise what a great range of opportunities they offer.

Q: AND THE FUTURE?

At the moment, I'm focusing on gaining as much experience as I can. My work has helped me to learn how to get on with people from all walks of life, and to learn from different areas of the service. Further down the line, I would really like to see myself moving into a management role, possibly in the area I'm in now. I can see that I've been well-managed, and would love to be able to contribute in the same way. My manager has been an inspiration and I would like to see myself inspiring people in the same way in the future.

Thanks to Jenna and all her colleagues for enabling this study to be written up and shared.

Jenna completed a 2-year Modern Apprenticeship Programme.

DETAILS:

MA Business and Administration (Level 2)

- Completed entirely in the workplace

Jenna's placements included:

- A&E Reception
- General & Psychiatric Outpatient units

MORE INFORMATION ON MODERN APPRENTICESHIPS

NES has published two guides to help staff in NHSScotland make best use of MAs

- 'Working to Learn and Learning to Work: An introduction to MAs'
- 'Moving Forward With Modern Apprenticeships: a step-by-step guide to setting up MA programmes in NHS Scotland'.

Pdfs of both guides can be downloaded from:- <http://www.vqfinder.nes.scot.nhs.uk/news/moving-forward-with-modern-apprenticeships.aspx>

Hard copies can be ordered by emailing educational.services@nes.scot.nhs.uk

MORE ABOUT THIS PROGRAMME

This case study illustrates some of the work undertaken by NHS Greater Glasgow & Clyde to support young people to take their first steps in a career in NHSScotland. Please follow this link for more information about NHS Greater Glasgow & Clyde's work in this area http://www.nhsggc.org.uk/content/default.asp?page=s1686_9_1

NES Education for Scotland
Westport 102
Westport
EDINBURGH
EH3 9DN

Tel: 0131 656 3200
Email: acs.project@nes.scot.nhs.uk

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