

Training provided by

**IMPACT
FUTURES**

Level 3 Healthcare Administrator

Develop, implement, maintain
and improve administrative services

 **Home Instead.**
To us, it's personal



Healthcare Administrator apprenticeship standard

This level 3 apprenticeship training programme enhances your knowledge, skills and behaviours in order to develop you within your role in a healthcare setting, in an energetic and positive way.

You will be a part of a fully-developed business administration team, who are ready and able to manage and support your setting, patients and their families with professionalism and confidence.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

What is the duration and how will you learn?

Over the duration of 18 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

Off the job training

As part of the apprenticeship, alongside your job role, a minimum of 6 hours per week of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption. This includes the following learning methods:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment



“Individually, we are one drop in an ocean. Together, we are an ocean”

End-point assessment (EPA)

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Multiple choice examination



Interview



Portfolio building



Presentation

Your apprenticeship journey



You will learn how to:



Manage documents and records

- ✓ Utilise technology to produce accurate records and documents, such as emails, letters, files, payments, reports and proposals
- ✓ Share administrative best-practice across your organisation
- ✓ Maintain records and files, handling confidential information in compliance with your organisation's procedures and regulations such as data protection and health and safety
- ✓ Understand the purpose of your organisation and the way it is affected by the political and economic environment



Build relationships and communicate

- ✓ Understand your professional boundaries and limits of your training and expertise
- ✓ Ask for help from an appropriate person if not confident or skilled in any aspect of your role



Manage tasks, projects, and priorities

- ✓ Manage tasks, projects and priorities successfully to meet deadlines
- ✓ Manage expectations of colleagues
- ✓ Set a positive workplace example for others
- ✓ Recommend improvements to work practice
- ✓ Manage resources, equipment and facilities
- ✓ Organise meetings and events, taking minutes and creating action logs
- ✓ Make effective decisions with sound reasoning
- ✓ Manage challenges in a professional way, seeking advice of more experienced team members when appropriate

Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?



The next level

If you want to upskill further upon completing this programme, consider our leadership and management apprenticeships.

Make an impact

Impact Futures are Home Instead's preferred apprenticeship provider.

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

For more information about this apprenticeship, or any other available programmes, contact Home Instead's dedicated Client Relationship Manager, Charlotte Keyworth:

T: 07843 358 800

E: charlotte.keyworth@impactfutures.co.uk



Each Home Instead franchise office is independently owned and operated.

