

# Volunteer Services

## Apprenticeship Standards

### The power of volunteering

*Improving the lives of NHS staff, patients and communities through volunteering.  
Where volunteering in the NHS can be part of every day lives  
- where there is always a helping hand when you need it most.*

#### Selection:

Choosing the right apprenticeship is important.

It must:

- represent at least 12 months new learning for the individual
- contain the right knowledge, skills and behaviours for the role that is needed in the workplace

Sometimes this means choosing an apprenticeship at a lower level, especially when transitioning between occupations eg from VSM to bid writer. Always read the full content of the standard before signing yourself or your employee up for it.

#### Why apprenticeships:

##### Funded professional development

Apprenticeships are a great way to train your existing staff, as well as creating entry-routes for new staff or ex-volunteers. Some of the advantages:

- Salaried employees
- Training both on and off the job
- Local people for local jobs
- Open to all age groups
- Levy-funded

#### What's available:

##### Customer service

- Customer Service Practitioner (level 2)
- Customer Service Specialist (level 3)

##### Project and business management

- Business Administration (level 3)
- Bid and Proposal Coordinator (level 3)
- Associate Project Manager (level 4)
- Project Manager (level 6)

##### Management and leadership

- Team Leader/Supervisor (level 3)
- Operations/Departmental Manager (level 5)
- Chartered Manager (level 6)
- Senior Leader (level 7)

##### Learning and development

- Learning Mentor (level 3)
- Assessor/Coach (level 4)
- Learning and Skills Teacher (level 5)

#### What's next:

##### Speak to

- HR, Training Managers and your local Apprenticeship leads
- Funding team, finance department or lead for the Levy

##### Research

Find out whether other people in your organisation are doing the same apprenticeships. Work together to find training partners and to procure your apprenticeships. Check your organisations funding arrangements for the levy and see how your team can be included in workforce planning of apprenticeship delivery.

Visit HASO to find out more: <https://haso.skillsforhealth.org.uk/standards/>

Download apprenticeship standards and assessment plans, view example pathways for volunteer services staff and access the implementation toolkit for employers including a procurement guide.