

The Health Sector Pre-employment Programme

Guidance for Training Providers

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About us

Skills for Health is the Sector Skills Council for all health employers, the NHS and the independent and third sectors. Activity is driven by the skills required by the current and future health sector workforce.

Skills for Health was re-licensed in 2009 as a Sector Skills Council following a review by the National Audit Office with an 'outstanding' contribution to workforce redesign. The UK Commission for Employment and Skills (UKCES) is responsible for the re-licensing process for the 25 Sector Skills Councils. Skills for Health's strategic plan covers the period 2010 – 2015.

What is the Health Sector Pre Employment Programme?

The Health Sector Pre-employment Programme has been developed by Skills for Health, working in partnership with Jobcentre Plus, for unemployed people to give them the skills and confidence to move into entry level jobs in the health sector such as domestic and laundry assistants, catering staff and porters.

The Learning Outcomes and Assessment Criteria enable providers to offer a sector specific pre-employment programme and focus on helping participants to recognise and develop the essential skills required to work effectively in entry level roles within the health sector. Training providers can use these modules in a variety of ways to meet the needs of individual learners. The programme is very flexible to meet local and national needs and requirements and will be a mix of both core and optional units.

Learners will undertake literacy and numeracy initial assessments as part of the selection / recruitment process and will be given feedback. All learners need to be at Entry Level 3 / Level 1 to fully benefit from the programme. It is advised that those learners not meeting these requirements and who require additional support in literacy and numeracy should be signposted to appropriate learning opportunities to improve their skills prior to enrolling on the programme. Additional literacy and numeracy units are available in the programme as part of the optional units for recruits requiring more support once on programme.

The programme has been developed in consultation and partnership with health employers and other key stakeholders to meet the needs of the sector.

What resources are available?

The Health Sector Pre-employment Programme has been written to specific and quantifiable learning outcomes with clear assessment criteria. Learning resources are separately available for providers along with lesson plans, PowerPoint slides and example timetables for delivery. All materials are cross referenced to the numbered learning outcomes and assessment criteria.

In addition, further supporting materials will be produced in the form of targeted workbooks and an individual learning plan which may be used to supplement the delivery of the programme. These will be available to purchase from Skills for Health. For further information and enquiries please contact: pre-employment@skillsforhealth.org.uk

What does the programme consist of?

The programme is made up of a number of core and optional units, and each unit has a set number of guided learning hours. The core units are not essential to the programme but rather common units representing themes that are national and current. The optional units allow training providers to personalise and individualise learning on a regional or sub-regional basis, whilst offering the option for employers to have an input into the make-up of the programme.

Designing a learning programme using the Health Sector Pre Employment Programme

The programme has been designed to be flexible and training providers can build a programme based on the needs of their local workforce and learner target group.

The programme is broken down into different units, some of which are core units and some optional.

Core Units

The core units have been designed based on the core dimensions of the NHS Knowledge and Skills Framework for the health sector and are mapped to the Health Sector National Occupational Standards (NOS). They are all based around skills and qualities specific to working life and tailored to working within the health sector.

The core units are ones which are common to any health sector pre-employment programme. The programme is likely to be a mix of core and optional units, depending on employer and learner needs and job vacancies which are available e.g. if the employer needs to recruit catering staff, the employer is likely to select the appropriate units relating to these staff.

The core units cover sufficient guided learning hours to cover a five week classroom based programme. It is envisaged that most units will be core, supplemented by appropriate optional units. There is also the option of including a work placement where appropriate units can be assessed in the workplace. Learners must be on a full time programme of more than sixteen guided learning hours per week.

The main advantage of this flexible and modular programme is that employers, working with training providers, can use the units to develop a tailored programme.

Optional Units

Optional units account for up to an additional three weeks and have been designed using sector related themes at both local and national levels, some of which focus on specific career pathways, such as public health.

Guided learning hours

Each unit has a number of guided learning hours required to complete the learning outcomes and assessment criteria. These can be used to help training providers judge the length of the programme. The session plans provided in the pack provide activities to fit into this timescale. However training providers may adjust sessions according to requirements of the employer and learners.

Core Units

Module number	Guided Learning Hours	Course / module title	Module description
Unit 1	5	Communication within the Health Service – Communication Methods	Introduction to communication skills covering communication methods, how they are used in the sector and the preferred method of communication for the health sector. This unit also covers how to communicate messages effectively to know that the person has understood the message.
Unit 2	3	Communication within the Health Service – Partnership Working	The aim of this unit is to prepare learners to communicate with different departments and organisations within the health sector. The unit provides learners with an understanding of the term 'partnership working' and the importance of this concept within health care.
Unit 3	3	Communication within the Health Service – Key Legislation	This unit covers the legislation applicable to communication and working within a sector where learners will come into contact with sensitive information. This unit also covers organisational policy and procedures that relate to the key legislation.
Unit 4	10	Personal and People Development – Skills and Qualities	This module will introduce learners to the skills and qualities that employers in the health sector look for when recruiting new staff.
Unit 5	5	Personal and People Development – Target Setting and Goals	This module will give learners the tools to set targets and goals. Learners will set individual targets, seeking to increase their own employability and potential career pathways.
Unit 6	5	Personal and People Development – Learning within Healthcare	This module will introduce learners to the possibility and potential for learning within the health sector. Learners will also reflect on their own learning styles and identify their preferred learning style.
Unit 7	2	Personal and People Development – Continuing Professional Development within Healthcare Careers	This module will introduce learners to the opportunities for personal and professional development within the healthcare sector.

Unit 8	3	Personal and People Development – Reviewing Own Learning	This module will help learners reflect on and consolidate their learning. It will be an ongoing process, allowing learners to regularly measure their development and progress.
Unit 9	10	Health, Safety and Security – Hazards and Risks	An introductory unit that explores the basic concepts of health and safety. This unit covers risk, hazards and fire safety in the workplace.
Unit 10	5	Health, Safety and Security – Infection Control	Developed by the Core Learning Unit, this unit covers most aspects of infection control, including minimising infections, personal protective equipment and managing risk.
Unit 11	10	Service Improvement	This unit aims to give learners a basic understanding of the types of problems prevalent in the health sector and to identify some common tools that can be used to solve them. These techniques are identified and trialled using a simulated group activity.
Unit 12	7.5	Equality and Diversity	This module will cover a broad range of equality and diversity issues that are applicable to the healthcare sector. Learners will consider the benefits and needs to support equality and diversity in practice.
Unit 13	2.5	Quality – Knowledge and Skills required to work in the Healthcare Sector	The aim of this unit is to provide learners with an understanding of the NHS Knowledge and Skills Framework and the Health Functional Map. It highlights the fundamental skills required to work within healthcare which will help learners to identify any areas for improvement.
Unit 14	5	Quality – Attitudes, Behaviours and Presentation within the Health Sector Workplace	This unit aims to give learners an understanding of positive and negative behaviours that they may encounter in the workplace, with activities based around specific health sector scenarios.
Unit 15	5	Quality – Effective Team Working	This unit aims to give learners an understanding of the benefits of effective team working and why this is of particular importance when working in the health sector.
Unit 16	2.5	Quality – “Rights” and Responsibilities for Workers	This unit aims to equip learners with the knowledge of workers’ rights and

		within Healthcare	responsibilities within the health sector. It is envisaged that this knowledge will empower learners to act confidently and assertively within the workplace.
Unit 17	5	Quality – Care Values	This unit covers the underpinning principles and values that all care workers follow. Learners will not only learn about the meaning but will also be able to provide examples of how these principles and values can be demonstrated within the health sector.
Unit 18	7.5	Safeguarding Individuals	This unit aims to give learners an understanding of safeguarding terminology and the impact legislation may have on workers in the health sector. Learners should also become confident in identifying signs of abuse and how to report any concerns.
Unit 19	5	Understanding Careers within the Health Sector	A diverse unit which covers the various aspects of the health sector including career progression routes and career planning and mapping.
Unit 20	5	Understanding Careers - Progressing within the Health Sector	Similar to Unit 19, this explores in more detail the progression routes in the healthcare sector.
Unit 21	3	Searching for Jobs within the Health Sector	This unit covers most aspects of searching for jobs. Learners are required to identify their own skills and learn to match those skills to specific job adverts in the health sector.
Unit 22	3	Applying for Jobs within the Health Sector	Following on from Unit 21, this Unit provides learners with the key skills to apply for jobs with emphasis placed on completing application forms.
Unit 23	5	Interview Skills in the Health Sector	This unit aims to enable learners to perform confidently at an interview within the health sector. This unit involves mock interviews for all learners with individual feedback provided.
Unit 24	5	Functional Skills	The Functional Skills unit covers the entry level skills that health care employers expect from employees. Learners will be able to identify the level required for entry level jobs and assess the level they are currently working at using the health sector skills audit assessment.

Unit 25	7.5	Introduction to Self-Management Skills	This unit aims to empower learners to identify individual strengths and weaknesses relating to employment within the health sector, and to set individual SMART goals.
Unit 26	5	Understanding Health and Nutrition	This unit aims to equip learners with basic knowledge of health and nutrition and how nutritional needs may differ according to the individual. The effect of lifestyle choices on an individuals' health is also investigated.
Unit 27	5	Identifying and Addressing Poor Health and Wellbeing	This unit focuses upon the main health risk factors that affect poor health and well-being.
Unit 28	7.5	Mental Health Awareness	Learners will cover a range of issues relating to mental health and its management. Learners will reflect on their own mental health as well as the impact they can have on other people's mental health.
Unit 29	7.5	Disability Awareness in the Health Sector	This unit aims to give learners understanding of terminology and legislation relating to disabilities. Learners should also gain a deeper understanding on what it is like to live with a disability, and various careers linked to this.
Unit 30	7.5	Learning Disability Awareness in the Health Sector	Learners will examine the common learning disabilities and the effects they can have on individuals. Learners will also cover the governmental response and support provided for such individuals.
Unit 31	7.5	Public Health	This unit provides a Public Health focus on the importance of health promotion campaigns and provides learners with the ability to apply these principles in the wider context of the healthcare sector.
Unit 32	5	First Aid Awareness	First Aid Awareness covers the role and responsibilities of an emergency first-aider and how to report an accident or injury.
Unit 33	10	First Aid Practical Skills	This unit covers the practical elements of first aid. Learners must work towards completing the Basic First Aid Certificate. It will cover simulated resuscitation, choking, minor and major cuts, and burns and shock.

Unit 34	5	Manual handling	Manual handling is another Core Learning Unit module which focuses upon the health and safety principle of lifting and moving.
Unit 35	10	Food Safety Awareness in Catering in the Health Sector	This unit covers topics relevant to the level one Food Safety Award. The unit looks at food preparation and storage and factors that can lead to food poisoning.
Unit 36	25	Work Placement in the Health Sector	Employers, working in partnership with their contracted learning provider, may choose to offer a work placement. In this case, learners will be expected to gather key information whilst on placement and to reflect on the impact of their work placement on their personal development. This unit, along with other appropriate units, can be delivered and assessed in the workplace. This unit can be delivered over a whole block week where learners would be on placement Monday – Friday 9:00 – 16:00, or could be delivered over a five week programme where learners would go on placement one day each week.

Sample Programmes

1. Example timetable for five week classroom based programme

The following timetable is an example of a five week classroom based programme. This has been created using the majority of the core units 1 – 24. In this example the training providers wanted to run a programme of 25 hours per week for the first two weeks and 26 hours for the final three weeks.

WEEK 1			WEEK 2			WEEK 3		
Day	Content	GLH	Day	Content	GLH	Day	Content	GLH
1	Unit 1	5	1	Unit 6	5	1	Unit 17	5
2	Unit 2 Unit 3	3 3	2	Unit 16 Unit 13	2.5 2.5	2	Unit 18	5
3	Unit 4	5	3	Unit 24	5	3	Unit 12	5
4	Unit 4	5	4	Unit 14	5	4	Unit 18 Unit 12	2.5 2.5
5	Unit 5	4	5	Unit 7 Unit 8	2 3	5	Unit 11 Unit 8	5 1
Total GLH	25		Total GLH	25		Total GLH	26	

WEEK 4			WEEK 5		
Day	Content	GLH	Day	Content	GLH
1	Unit 11	5	1	Unit 19	5
2	Unit 9	5	2	Unit 20	5
3	Unit 9	5	3	Unit 21 Unit 22	3 3
4	Unit 10	5	4	Unit 23	5
5	Unit 15 Unit 8	5 1	5	Unit 22 Unit 8	3 2
Total GLH	26		Total GLH	26	

Although Guided Learning Hours (GLH) are set as a minimum number of hours expected to achieve a unit, there is the flexibility to take longer to complete a unit.

Unit 8 is recorded as 5 GLH, however in this example it covers 11 hours of the timetable. This is because the provider wanted to set targets and goals throughout the programme. As the weeks pass by learners may need less time to reflect and set new targets as they become familiar with the process, therefore on the timetable there has been less time allocated.

It is strongly recommended that training providers examine each unit and create their own timetable according to localised need in consultation with employers. Guided Learning Hours are also detailed in Section 3 of the Health Sector Pre-employment Programme.

The design of the programme needs to be employer led and developed as part of a local partnership between the employer, Jobcentre Plus and the provider(s).

It is advised that learners attend sessions from approximately 9:00am until 3:00pm, with adequate provision made for breaks and lunch. When working with the 18 – 24 age group it is strongly recommended that there is a gradual increase of guided learning hours over the five week programme.

2. Example 3 week extension programme

WEEK 6			WEEK 7			WEEK 8		
Day	Content	GLH	Day	Content	GLH	Day	Content	GLH
1	Unit 26	5	1	Unit 25	5	1	Unit 33	5
2	Unit 27	5	2	Unit 25	2.5	2	Unit 33	2.5
3	Unit 29	5		Unit 28	2.5		Unit 34	2.5
4	Unit 29	2.5	3	Unit 28	5	3	Unit 34	2.5
	Unit 30	2.5	4	Unit 31	5		Unit 35	2.5
5	Unit 30	5		Unit 31	2.5	4	Unit 35	5
	Unit 8	1	5	Unit 33	2.5	5	Unit 35	2.5
				Unit 8	1		Unit 8	2.5
Total GLH		26	Total GLH		26	Total GLH		26

A three week extension can be developed using the optional units. Employers and training providers may decide to include other more relevant units. For example, if providers wanted to include Unit 36, “Work Placement within Health Care”.

Resources

The resources that accompany this pack are available separately and include:

- Session plans for each unit
- PowerPoint slides to accompany each unit
- Worksheets and activity packs

Session plans

The session plans include timings of activities and further information to support tutors in delivery of the session, as in this example:

PRE-EMPLOYMENT PROGRAMME		
UNIT 14: Quality, Behaviours and Presentation within the Workplace		
ENTRY LEVEL ONE		
EQUIPMENT REQUIRED: Projector, PowerPoint 14, Flipchart, Pens, Coloured Pens, Worksheets 14a-f (sheets 14c, 14e and 14f are designed to be cards that the provider should cut out and ensure are prepared in advance of the session).		
LEARNING OUTCOMES:		
14.1 Identify how positive attitudes and behaviours at work benefit workers and healthcare organisations		
14.2 Demonstrate a range of positive attitudes and behaviours specific to work within the health sector		
14.3 Have an understanding of why it is important to get on well with colleagues and the particular importance of this when working in the health sector		
14.4 Have an understanding of why health sector workers need to dress appropriately at work		
ACTIVITY AND TIME REQUIRED	DESCRIPTION OF ACTIVITY	RESOURCES REQUIRED
Learning Outcomes and Session Outline 10 mins	Facilitator to guide learners through the outcomes of the unit and ensure learners know the format of the session	PowerPoint 14
Icebreaker – Why do we have rules? 5 mins	Learners to work in pairs and discuss why organisations put rules in place. Facilitator to take feedback in larger group.	PowerPoint 14
Organisation Rules 20 mins	Facilitator to lead open discussion following on from feedback about why we have rules. Slide to provide guidance for discussion.	PowerPoint 14
Why is it important to follow rules? 30 mins	Facilitator to guide learners through Worksheet 14a. Learners to identify rules they have already come across and specifically choose three to explain why it was important to follow those rules.	PowerPoint 14 Worksheet 14a
Rules in the healthcare sector 40 mins	Guided discussion around sector specific problems that might occur if rules are broken. Learners to work through Worksheet 14b. Facilitator to ensure learners think about body language and the importance of uniform.	PowerPoint 14 Worksheet 14b
Body Language	Learners to split into groups and play Body Language Charades.	PowerPoint 14

PowerPoint slides

PowerPoint slides include brief explanations and answers to questions. The slides will show tutors when there is an activity or a worksheet to be completed by showing a pencil symbol.

Worksheets and activity packs

The worksheets and activity packs are provided in a printable form. They provide tasks and activities specific to achieving the learning outcomes.

Please note training providers must leave time to prepare resources before delivery. Some activities require preparation like cutting out cards or printing multiple sheets.

Service level agreement

A service level agreement is a part of a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.

It is strongly recommended that SLAs are agreed between partner organisations at an early stage in order to manage expectations.

SLAs commonly include:

- Segments to address
- A definition of services
- Performance measurement
- Problem management
- Customer duties
- Warranties
- Disaster recovery
- Termination of agreement
- Cost
- Anticipated number of contact hours for learners

Further information

If you require further information about this programme or would like to purchase the ready to use resources for any of the units, please contact: pre-employment@skillsforhealth.org.uk

Useful links

Further information about Skills for Health's resources to support the delivery of pre-employment programmes, including:

- Sector Employability Toolkit
- Employability Skills Matrix
- Pre-employment Best Practice Matrix
- Health Sector Careers Information, Advice and Guidance section

can be found on the Skills for Health website: www.skillsforhealth.org.uk