



## Launch event: Development and Education Framework for Level 2-4 NMAHP HCSWs

### 23 February 2023

You can access the Development and Education Framework for Level 2-4 NMAHP HCSWs on [Support Worker Central](#).

## Q & A Summary

The following is a themed round up of the questions posed during the event.

### Framework specific

Q1. Within the framework, what opportunities are there for General Practice admin staff, to progress- either in General Practice or to move into hospital roles?

A1. The framework covers level 2-4 and all roles providing clarity of how you can develop and/or progress in your role regardless of the context/setting.

Q2. Is the framework applicable to laboratory staff?

A2. The framework is designed for staff working in clinical roles.

Q3. How does the framework link into/talk to the KSF outline for the role?

A3. The framework can be used to support discussions that take place as part of the PDP and personal development and review process.

Q4. I appreciate that the Framework intentionally refers to "Levels" rather than "Bands". Are there any circumstances where they are NOT in reality interchangeable?

A4. Yes there are some instances where this is the case. For example, Paramedic Technician would be Level 4 but after completion of training Agenda for Change Band 5.

Q5. Is there a list of education resources that support the framework?

A5. Appendix 3 in the Development and Education Framework for Level 2-4 NMAHP HCSWs lists the Scottish Credit and Qualifications Framework (SCQF) level rated qualifications. In terms of learning and development resources you will find a range of options available on [Support Worker Central](#).

Q6. The framework refers to level 3 and 4 support workers administering medicines and national training programme is in development. When will this be available?

A6. The Framework for the Administration of Medicines by Level 3 and 4 HCSWs in Scotland is anticipated to be published mid-April 2023. The education to support the framework is currently in development and is anticipated to be available early Summer 2023.

Q7, I work within the community. We have moved towards more generic roles with our HCSW and technical instructors. How would we go about developing our staff and how can the framework support this development?

A7. The Framework identifies high level generic statements relating to HCSWs at different levels so should identify the knowledge, skills and behaviours (KSBs) of any HCSW working at a specific level or identify the KSBs HCSWs would require to develop, then development opportunities can be identified.

### **Supporting HCSW learning and development**

Q8. What support and resources are available for staff who are supporting HCSWs learning and development?

A8. The Development and Education Framework for Level 2-4 NMAHP HCSWs contains information and links to support resources. NES are currently working on a 'train then trainer' resource pack for health board to use in local sessions to support the framework and this should be available mid-April 2023.

There is also a managers and educators section available on [Support Worker Central](#) which provides a number of signposting links to support resources.

Q9. I have heard reference to support worker development days today. How do I find out more about these and do all health boards run these?

A9. The development days are delivered by health boards. You should check with your colleagues in the practice development team to find out whether these are available in your board.

Q10. Where will I find out about further learning opportunities for support workers?

A10. At a local level, you should discuss opportunities with colleagues in your practice development team. You will find details of forthcoming events and recordings from previous events as well as learning resources on [Support Worker Central](#).

Q11. I enjoy being a support worker and am not looking to progress to a registered practitioner role, however I still want to develop in my current role and continue to learn. What options are available to me?

A11. There is a wide range of opportunities available to support development in your current role, speak to your local education department to ask what is available in your Board area. Other opportunities for development include:

- Support Worker Central is a website for HCSWs, there are links to resources on the site [Support Worker Central](#)
- The Royal College of Nursing (RCN) has a series of online webinars [RCN online webinars](#)
- The Open University site, Open Learn offers a wide range of free short courses [Open Learn](#)
- Turas Learn offers a wide range of educational resources [Turas Learn](#)
- Sign up for the Turas Professional Portfolio (RPL) and keep a record of your learning and development, this can support your annual appraisal discussions with your manager. [Portfolio](#)

Q12. With the 4 Pillars in mind, is there a form that could be used for supervision throughout the year by staff to support HCSWs and feed into TURAS?

A12. There is a reflective template which is designed to help HCSWs reflect on their current job role and to identify areas where they may benefit from further training, education and development. This may be to enhance or develop in their current role, or to support them in gathering evidence to access a degree programme to become a healthcare practitioner. [Reflective template](#)

Turas Professional Portfolio (RPL) is available to all HCSWs who wish to use an electronic portfolio to record evidence of their learning. Other options are available to record your learning such as hard copy and Word versions. Using Turas Professional Portfolio (RPL) is a way of recording evidence of learning and development for appraisals and career development. [Portfolio](#)

## Career progression

Q13. I am a band 3 support worker and am keen to further my skills and become a band 4. What support is available and how do I fit into the framework to progress towards a band 4 post?

A13. The Framework identifies the knowledge, skills and behaviours (KSBs) expected at levels 2 – 4, knowing what is expected at level 4 will help you to develop the KSBs at level 4 and plan for any development opportunities where you identify any gaps in your current knowledge or experience.

Q14. Is there any kind of development programme for those new to band 4 posts or aspiring to become a band 4?

A14. A national preparation programme is currently being considered as an option for new Assistant Practitioners or those who want to progress into the role. Speak to your local education team, your local Board may already have development opportunities in place.

Q15. Would I be able to use on the job learning and development and training courses I have undertaken to help me get into a course at a local College?

A15. Recognition of Prior Learning (RPL) supports the use of evidence of work-based experience and learning to support personal and career development. RPL can help build on the learning achieved informally and use this to:

- Build confidence and motivate staff to apply for jobs
- Provide evidence to support a qualification or training course
- Provide evidence towards a qualification or for a job application
- Map prior learning to the HCSW Development and Education Framework, if transferring from another Board area or previous employment

The following RPL resources may help you:

[RPL short animation](#)

[RPL User Guide](#)

[RPL Manager Guide](#)

Speak to your local education team to discuss RPL and what options may be available to support your development.

Q16. Are there any routes available to become a registered nurse that don't require you to stop working and become a full-time student?

A15. Yes, the Open University degree allows you to remain employed in your current role while undertaking the nursing degree programme over a four-year period on a part time basis. The programme includes online learning and local placements.

Q17. There seems to be differences across the country in terms of what qualifications universities will accept to get into a degree programme. What is being done to ensure consistency and equity of access?

A17. Discussions are in the early stages to work with Colleges and Universities to review entry requirements and articulation options.

Q18. Recruitment at present is difficult across all AHP disciplines. We need to work to provide opportunities for our current support workers to progress to professional qualifications in working apprenticeships. Is an apprenticeship model under consideration for support worker progression within NHS Scotland?

A18. Earn and learn routes and apprenticeship models are important and a key recommendation from the recent [AHP workforce and education review](#) was to pursue these. Work is ongoing within Scottish Government about how we can develop these working closely with education institutions and Skills Development Scotland.