

Maternity Support Worker Apprenticeships

Employer Guidance



*A guide to the Maternity Support Worker
Apprenticeships*

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About Maternity Support Worker Apprenticeships

Background

The following document highlights apprenticeships accessible nationally which currently align to the [Maternity Support Worker Competency, Education and Career Development framework](#). If you choose an apprenticeship provider that is not listed within the document, please check they meet your requirements in accordance with the framework.

These programmes will be delivered that the content meets the needs of the Health Education England (HEE) [Maternity Support Worker Competency, Education and Career Development Framework](#), plus occupationally specific units from the Level 3 Diploma in Healthcare Support (in the level 3 standard), plus e-learning modules including:

- Anatomy & Physiology
- Immunisations
- Screening
- Legal & Ethical
- Care of the newborn & infant feeding

Maternity Support Worker (MSW) Framework

Following a directive from the Secretary of State, the HEE Maternity Programme worked with partners to publish the [Maternity Support Worker Competency, Education and Career Development Framework](#)

This aimed to standardise the level of education and competence for maternity support workers in England.

Mapping to apprenticeship levels/standards relevant across the maternity support workforce:

- [Healthcare Support Worker level 2, contextualised to maternity and aligned to Health Education England \(HEE\) Maternity Support Worker Competency, Education and Career Development Framework \(Level 2\)](#)
- [Senior Healthcare Support Worker level 3 \(Maternity Support option\), aligned to Health Education England \(HEE\) Maternity Support Worker Competency, Education and Career Development Framework \(Level 3\)](#)
- [Assistant Practitioner level 5 contextualised to maternity and aligned to Health Education England \(HEE\) Maternity Support Worker Competency, Education and Career Development Framework \(Level 4\)](#)

What is an apprenticeship?

Apprenticeships are work-based training programmes which are designed to help employers train people for specific job roles. At the same time, apprentices get a paying job with valuable training while they work towards a nationally recognised apprenticeship standard or framework.

Apprenticeship qualifications or standards range from levels 2-7. This is the equivalent of GCSE level up to master's degree level.

Anyone in England aged 16 years old and above, whether employed, unemployed or leaving school, can do an apprenticeship. There is no upper age limit however where there is a statutory or professional body requirement for people in a particular role to be aged 18 or over, a minimum age limit would apply.

What are the benefits?

Apprenticeships bring a number of tangible benefits to NHS and other organisations they can create skilled, motivated and qualified employees and, if used properly, can help to address skills shortages across the workforce. Apprenticeships allow employers to diversify and freshen up their workforce. 86% of employers say apprenticeships develop skills relevant to their organisation and 78% reported improved productivity.

Increased flexibility of the workforce

Develop your existing workforce

Apprenticeships have lower attrition rates

Attract and recruit from a wider pool of people in your local community

Recruit a more diverse and local workforce

Improve retention

Reduce training and recruitment costs

Create a flexible training route

Recruiting a more local workforce to improve staff retention

Apprenticeship Funding

How to access funding for apprenticeships

There are three ways to access funding to pay for apprenticeship training, this funding does not cover salary costs you will have to fund the apprentice's salary.

- 1. Apprenticeship Levy** Employers with a pay bill over £3 million each year, pay the apprenticeship levy. Levy paying employers can spend their apprenticeship levy funding on apprenticeship training.
- 2. Reserve government co-investment** If you don't pay the apprenticeship levy you can reserve funding, where the government pays 95% of the training costs and the employer pays the remaining 5%.
- 3. Levy Transfers** Levy paying employers can transfer some of their annual levy to other employers. These transfers cover 100% of the training costs of the apprenticeship (you still need to cover salary).

Apprenticeship levy explained

The apprenticeship levy was introduced as a government scheme to fund apprenticeships. Employers with a payroll of more than £3 million must pay a 0.5% levy on their total payroll. The levy is paid monthly through PAYE alongside income tax and national insurance contributions.

Levy contributions appear in a digital account which can be used by the employer to arrange and pay for apprenticeship training. The funds can only be spent on apprenticeship training.

After 24 months any unused levy funds expire and return to the government.

Organisations who don't pay apprenticeship levy

Employers with a payroll under £3million don't pay the apprenticeship levy, they are called "Non-levy-paying employers". They can still access apprenticeship funding though and can pay 5% of the apprenticeship course cost, and the government will cover the remaining 95% through the process of 'co-investment'.

Course Details

Healthcare Support Worker Level 2 (contextualised to Maternity)

(Apprenticeship Standard ST0216)

Level: 2

Typical duration: 12 months

Maximum levy funding band: £3,000

Aligned and mapped to:

Role descriptor: Level 2 Maternity Housekeeper

Level 2 Maternity Housekeeper: Uses general skills to enhance the service offered to women and their families across a range of aspects of maternity service delivery under the close supervision of a registrant, ordinarily a midwife, nurse, or Level 4 practitioner.

Scope of role: Level 2 maternity housekeepers work alongside registered practitioners and other members of the maternity care team who provide direct delivery of care to women and their families accessing hospital-based services. Level 2 maternity housekeepers may undertake basic care tasks, as part of routine care for women and their babies, and for which they have been appropriately trained. Where they do so, they will follow planned care programmes whilst being closely supervised by a registered or Level 4 practitioner.

Leadership: The role holder will take responsibility for improvements in own performance within familiar work contexts and will support changes and improvements within maternity services. They take responsibility for the completion of tasks that are delegated to them.

Contextual knowledge: The role holder is able to recall, comprehend and make use of basic facts, processes, and core ideas. They have an underlying awareness of contemporary public health and health promotion initiatives, policy, and legislation, and of ethical and legal issues relevant to their scope of role.

Process knowledge: The role holder can solve routine problems and make straightforward judgements within familiar areas of practice. They can solve limited problems using simple rules and tools, escalating concerns when necessary. They can perform basic care, technical, administrative, or scientific tasks in a narrow and defined area. They will be required to record information in appropriate documentation, including where support has been sought from suitably qualified practitioners or where concerns have been escalated. They will hold responsibility for the care of equipment and resources used by the team in which they work. They are able to perform simple audits or surveys relevant to their work area.

Personal and professional values and behaviours: The role holder will demonstrate self-directed development to ensure they are able to practice in accordance with established protocols and standard operating procedures under close, but not continuous, supervision. They recognise the importance of positioning women and families at the centre of care. Within the scope of their role, they recognise their limitations and present themselves in a credible and competent manner.

Activities may include: Supporting the smooth running of maternity services including clinics, day assessment and maternity triage by locating and filing notes, preparing documentation, general housekeeping, stock rotation and ordering; undertake basic care tasks including supporting hydration and dietary needs of women and their babies including

documenting hydration and micturition on fluid balance charts, preparing women for clinical examination and tests including screening and immunisations and acting as chaperone, if required.

Senior Healthcare Support Worker Level 3

(Apprenticeship Standard ST0217)

Maternity Support Option: Providing care and support for women, babies and their families as part of the maternity team. The maternity support worker will contribute to the care of women antenatally and during birth, and care for women and babies postnatally. They support new parents to care for their baby and to develop confidence and bonding.

Level: 3

Typical duration: 24 months

Maximum levy funding band: £5,000

Mandatory qualifications: Level 3 Diploma in Healthcare Support

Aligned and mapped to:

Role descriptor: Level 3 Maternity Support Worker

Level 3 Maternity Support Worker: Uses additional skills within focused aspects of service delivery to enhance the service offered to women and their families; working alongside, but under the guidance of, practitioners at all levels from across the multidisciplinary team including, but not limited to: obstetricians; midwives; ultrasoundographers; physiotherapists and advanced nurse practitioners.

Scope of role: Level 3 MSWs provide direct delivery of clinical care to all women and babies accessing maternity services and may be based within specialist and integrated teams such as in theatre, fetal medicine units and community hubs. Level 3 MSWs may serve as a point of contact/support for women and their families and provide clinical, physical, psychological, and emotional care and support; they provide appropriate information and, where necessary, signpost to wider support organisations. They report to registered practitioners where planned delegated care has been provided.

Leadership: The role holder reflects on and actively seeks ways to improve their own performance. They demonstrate qualities of leadership, supporting change management, as well as offering comments and suggestions for improvements to procedures or service development. They prioritise own workload to ensure timely completion of tasks delegated to them, for reporting to registered practitioners and documenting outcomes of care offered and/or provided.

Contextual knowledge: The role holder possesses generalised knowledge to inform their understanding of the job role and specific knowledge related to tasks or activities within their scope of role. This may include cross professional knowledge. Through their practice, they must demonstrate an awareness of contemporary public health and health promotion initiatives, policy, and legislation, including where legal and ethical issues are relevant to their scope of role.

Process knowledge: The role holder is able to make fact-based judgements requiring a comparison of options to effectively perform tasks and activities. The role holder will undertake well defined, familiar tasks. In some instances, workload is likely to include some complexity, but supervision and guidance should be available to assure safety. The role holder will demonstrate effective application of problem solving and planning skills and a broad skill base related to their practice. They will be required to document care

appropriately, detailing actions taken, where support has been sought from suitably qualified practitioners or where concerns have been escalated. They engage in, promote and support others to undertake routine audits or surveys relevant to their work.

Personal and professional values and behaviours: The role holder is able to independently plan tasks and workload activities whilst ensuring that their practice is guided by standard operating procedures and established protocols. Their practice will reflect the principles of woman and family centred care. They will demonstrate self-directed development, recognising own limitations, and work within the scope of their role at all times. They will prioritise own workload and may be responsible for planned care and tasks delegated from a registered or Level 4 practitioner. Depending upon the level of complexity and risk present, the role holder may exercise an appropriate degree of autonomy, ensuring they present themselves in a credible and competent manner at all times.

Activities include: (in addition to that of the Level 2 maternity housekeeper) routine maternal and neonatal observations including BP, temperature, respirations, urinalysis, weighing, maternal and neonatal phlebotomy, infant feeding support, leading and supporting routine clinics e.g., GTT, public health promotion and education either as a group or on a one-to-one basis, including antenatal classes.

Assistant Practitioner Level 5 (contextualised to Maternity)

(Apprenticeship Standard ST0215)

Level: 5

Typical duration: 24 months

Maximum levy funding band: £14,000

Mandatory qualifications: Foundation Degree Assistant Practitioner (a specialism may be indicated eg mental health, imaging, physiotherapy, rehabilitation, primary care, nursing, etc eg FdSc Assistant Practitioner)

NB: this level 5 apprenticeship maps and aligns to the level 4 in Maternity Support Worker Competency, Education and Career Development Framework.

Aligned and mapped to:

Role Descriptor: Level 4 Maternity Support Worker

Level 4 Maternity Support Worker: Utilises enhanced skills across the range of maternity services to support specialist and multidisciplinary teams including, but not limited to: midwives, health visitors, safeguarding lead nurses, mental health nurses, psychologists, psychiatrists, social workers, general practitioners, prison officers and other key and peer-support workers.

Scope of role: Level 4 MSWs support the delivery of integrated maternity services to women and their families during pregnancy, labour and the postnatal period. This role is an extension of the Level 3 MSW. The role holder will liaise with a number of community and hospital-based services to enhance the service offered to women and their families through the direct delivery of care, and as a point of contact for support or signposting. Level 4 MSWs are key members of the maternity team, providing support to women and families who have complex care and support needs.

Leadership: The role holder is able to delegate tasks appropriately to others. They are able to evaluate their own and other's practice and suggest and implement changes to improve service delivery. Level 4 MSWs may have day to day supervisory responsibilities for other

support workers working at levels 2 and 3 and they may also have line management responsibility, as determined by their employer.

Contextual knowledge: The role holder will have a detailed knowledge of the scope of their role and that of others within the multidisciplinary team. This will include cross professional knowledge which will enhance intra and interprofessional team working. Through their practice, they will apply a working knowledge of contemporary public health and health promotion initiatives, legal and ethical frameworks, and demonstrate understanding of wider health and social care issues and policy that impacts upon service delivery and provision.

Process knowledge: The role holder will have enhanced skills in their area of work, which may include specialist practice areas. They will demonstrate a high degree of technical proficiency and contextual knowledge whilst undertaking both routine and complex tasks and activities. They will make judgements requiring comparison and evaluation of options to inform decision making and effectively perform their role. They will be required to document appropriately, detailing actions taken, where support has been sought from suitably qualified practitioners, referrals have been made or where concerns have been escalated. They engage in, recommend, promote and lead audits or surveys to support service improvement.

Personal and professional values and behaviours: The role holder will be able to independently plan individual and team tasks or activities, prioritising own workload and ensuring effective and appropriate delegation and referral to others. They will apply and promote the principles of woman and family centred care in all aspects of their practice. They will demonstrate self-directed development, working within standard operating procedures, protocols and their scope of role at all times. They will assume the role of mentor or teacher within their area of practice and in relation to the scope of the other's role. Recognising limitations within own role and practice, the Level 4 MSW will exercise appropriate autonomy and present themselves in a credible and competent manner at all times.

Activities include: (in addition to that of a Level 3 MSW) Planning care in partnership with women and registered practitioners, training and teaching, appraisals, providing advice to support discharge of women and babies from maternity care settings, providing specialist support to women and families with complex needs, leading and coordinating support worker teams and service improvement initiatives.

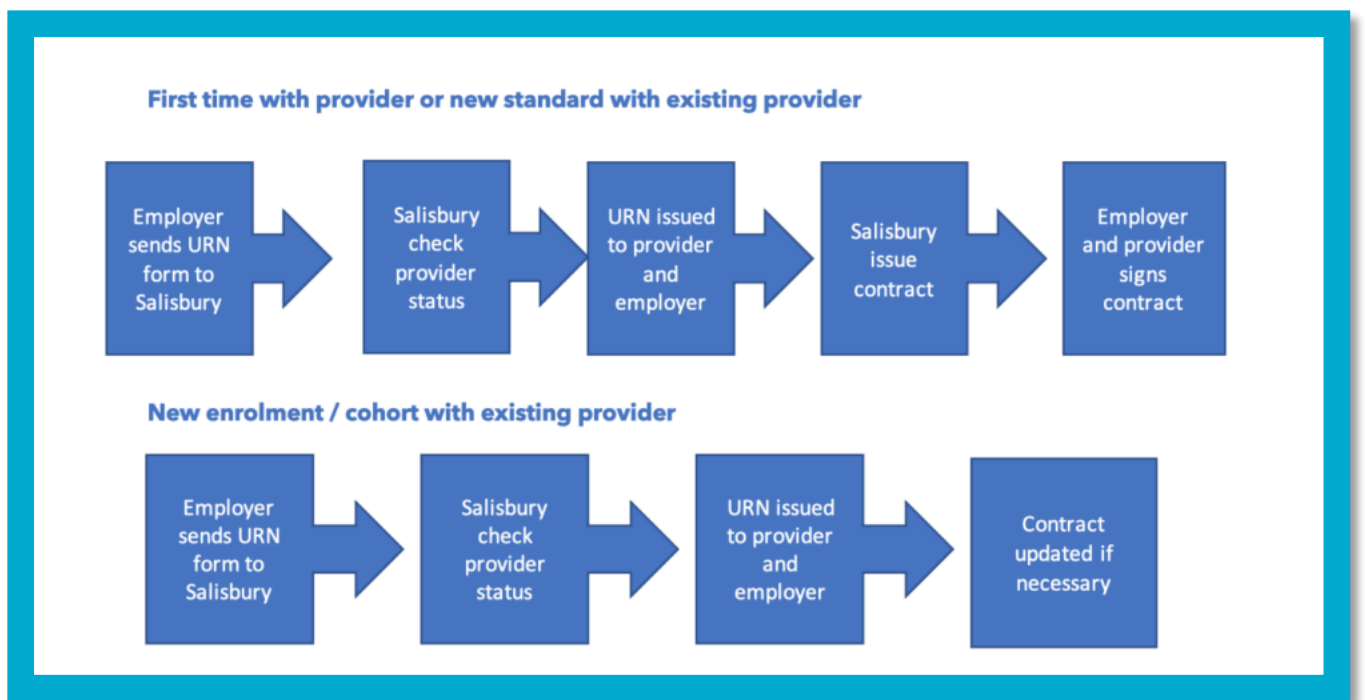
Procurement

Salisbury NHSFT's Managed Procurement Services, in partnership with Health Education England and on behalf of employers nationally, have conducted a national competition to appoint a section of providers evaluated by employers and subject matter experts to ensure offers accurately reflect the Competency Framework. Providers may be accessed by direct award (by sending a completed URN form to Salisbury), or request a further competition against local criteria run through Salisbury's team.

Employers wishing to access providers should request Provider Contact details and original bid packs from Salisbury by emailing simon.dennis@nhs.net or sft.commercial@nhs.net

Salisbury will issue a URN Request form – this acts as the Order Form which the employer should complete and return to Salisbury, who will then issue the appropriate contract to the Provider. It is important that employers follow this process in order to be fully protected by NHS Contracts which include the Providers' bid responses and commitments, and to ensure compliance with both their internal procurement requirements and PCR2015.

If you wish to use the framework, please contact Sft.commercial@nhs.net



Course Providers

The following providers were awarded as part of a national procurements for MSW apprenticeship standards. These providers have been quality assured by Salisbury NHS Foundation Trust and an expert panel.

Training Provider	Delivery	Apprenticeship Standards offered aligned & mapped to the Maternity Support Worker Competency, Education and Career Development Framework	Learning Method	Start Date
Birmingham City University	National (Midlands)	Senior Healthcare Support Worker Level 3 Assistant Practitioner Level 5	Blended	Sept 2023
Bridgwater & Taunton College	Regional - South West	Healthcare Support Worker Level 2 Senior Healthcare Support Worker Level 3 Assistant Practitioner Level 5	Attendance - Blended delivery on Campus in Taunton, at employer's address, and online	Level 2 & 3 – March 2023 Level 5 – Sept 2023
Chichester College	Regional - South East	Healthcare Support Worker Level 2 Senior Healthcare Support Worker Level 3	Blended	April 2023
Child Care Company (Impact Futures)	National	Healthcare Support Worker Level 2 Senior Healthcare Support Worker Level 3	Blended	June/July 2023
Dynamic Training	National	Healthcare Support Worker Level 2 Senior Healthcare Support Worker Level 3 Assistant Practitioner Level 5	Online	Level 2 & 3 – Available now Level 5 – Sept 2023/Jan 24
HCRG Care Services	National	Healthcare Support Worker Level 2 Senior Healthcare Support Worker Level 3	Online, remote, attendance or blended	Feb 2023
South Devon College	Regional - South West	Healthcare Support Worker Level 2 Senior Healthcare Support Worker Level 3 Assistant Practitioner Level 5	Blended	Available now
University of Central Lancashire	National (Regional - North East, North West and Midlands)	Assistant Practitioner Level 5	Online or Blended – Online if National	March 2023
University of Cumbria	Regional - North East and North West	Assistant Practitioner Level 5	Blended	Sept 2023
University of Derby	National	Assistant Practitioner Level 5	Online	May 2023
University of West London	Regional - London and South East	Assistant Practitioner Level 5	Blended	Oct 2023 (subject to approval)

Frequently Asked Questions

Can part time staff undertake the apprenticeship?

Yes, part time staff can undertake the apprenticeship. If an apprentice works less than 30 hours per week the apprenticeship duration will be extended accordingly.

Can I use apprenticeship funding to pay for my apprentices' salary?

Apprenticeship levy, reservations and transfers do not cover salary costs your organisation will need to fund the apprentice's salary.

What does “off the job training” mean?

20% off the job training is the minimum amount of time that should be spent on occupational off-the-job training during an apprenticeship. Off-the-job training is a statutory requirement for an apprenticeship. It is training, which is received by the apprentice, during the apprentice's normal working hours for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship referenced in the apprenticeship agreement.

Links and Resources

[Maternity Support Worker Competency, Education and Career Development Framework Healthcare Apprenticeship Standards online \(HASO\)](#)

[How to have Apprenticeship conversations with your board](#)

[Apprenticeship FAQ's](#)

[What apprenticeships are and how to use them](#)

[RPL / APEL guidance](#)

[Small employers – how to reserve funding](#)

[Skills for Life](#)

[English and maths functional skills guidance for employers](#)

[What is 20% off the job training](#)

[Maternity Job Family](#)