



 **Dynamic Training**

Unlocking Skills & Careers In Healthcare Administrative Services



Unlocking Excellence Across Health, Care & Healthcare Science

Dynamic Training are an apprenticeship, adult education, and bespoke training specialist, with a focus on the health, care and healthcare science sectors. We believe passionately in providing high-quality and inclusive education, empowering both employers and employees to reach their aspirations.

We have an incredibly passionate and experienced team of coaches, who aspire to deliver the very best training and support. We stand out from other training providers through our strong commitment to accessible education, as well as our prestige within the healthcare sector.

We have collaborated closely with NHS England, national task and finish groups, health academies and NHS employers in order to shape our apprenticeships and training courses, so that they meet the demands of modern healthcare staff.

Our Mission

To deliver high-quality, inclusive education that empowers future healthcare professionals to act with integrity, accountability, and teamwork, ensuring the delivery of compassionate and effective care across a diverse and evolving healthcare landscape.

Our Values

Integrity

Transparency

Accountability

Teamwork

Inclusivity



Excellence In Healthcare Administrative Services

At Dynamic Training, we develop confident, skilled and compassionate teams and workplaces. All of our training programmes are built by passionate and experienced skills & development coaches, and are designed to meet the flexible needs of every learner and workplace.

You can find out plenty more about all of this throughout this booklet.

Administrative Apprenticeships

Our apprenticeships are built to meet the needs of modern workforces, and are built by passionate and experienced coaches.

You can learn more about each of our apprenticeships on the following pages.

Our Full Administrative Apprenticeship Offer:

Level 2 Customer Service Practitioner Apprenticeship

Level 3 Safeguarding Support Officer Apprenticeship

Level 3 Business Administrator Apprenticeship

Level 3 Medical Administrator Apprenticeship



**Find Out More On Our
Website**



Customer Service Practitioner Apprenticeship



Level 2



15 Months (Including End-Point Assessment)

Customer Service Practitioners are the face and voice of a business, often the first point of contact for customers, and play a critical role in shaping customer experiences and perceptions. They are responsible for delivering high-quality service across various interaction channels, including in-person, digital communication, or within the customer's own setting.

This apprenticeship equips practitioners with the necessary skills for providing outstanding customer service, maintaining professionalism and strong communication at all times.

What Apprentices Learn

- Understanding an organisation's mission, values, structure and departments.
- The key duties and responsibilities of Customer Service Practitioners.
- Understanding customer needs and considerations.
- Meeting regulations and legislation.
- Effective communication.
 - Product and service knowledge, systems, and resources.
 - Career development and support.



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Safeguarding Support Officer Apprenticeship



Level 3



21 Months (Including End-Point Assessment)

Every Voice Matters. Every Action Counts.

The Safeguarding Support Officer apprenticeship is designed for individuals working in healthcare roles which involve protecting the welfare of children, young people, and adults. It is particularly relevant for staff in hospitals, community health services, mental health settings, and social care environments.

This qualification equips healthcare professionals to prevent abuse, identify safeguarding concerns early, and contribute effectively to multi-agency safeguarding decisions. Safeguarding Support Officers play a vital role in promoting wellbeing and human rights within healthcare, helping colleagues understand risks, follow referral pathways, and apply safeguarding legislation in practice. They also support teams in developing professional curiosity, knowing how to ask the right questions, and respond appropriately.

Typical Job Titles Include

Safeguarding Advisor, Safeguarding Assistant, Safeguarding Co-Ordinator.

What Apprentices Learn

- Safeguarding practice and the safeguarding support officer role.
- Safeguarding referrals and handling information safely.
- Safeguarding inspections, reviews, and audits.
- Caseloads, supervisions, and delivering training.
- Person-centred communication and wellbeing.



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Business Administrator Apprenticeship



Level 3



15 Months (Including End-Point Assessment)

Business Administrators are found across many different industries, working either independently or as part of a team. Their duties involve developing, implementing, maintaining and improving administrative services. They support and engage with various departments and customers, contributing to the efficiency of an organisation through problem-solving, aiding communication, and providing a wide range of support areas.

This apprenticeship will empower Business Administrators to interact effectively across different departments, delivering operational success and the enhancement of customer relations with efficiency and integrity.

What Apprentices Learn

- Understanding an organisation's structures, aims, and values.
- Communication and personal development.
- External influences on an organisation.
- Regulations, policies, and processes.
- Quality planning, organising, decision-making and business fundamentals.
- Stakeholder management.
- Project management.
 - Career development and support.



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Business Administration Contextualised To The NHS & Primary Care

Understanding Organisational Structures, Aims, & Values: Applies understanding of NHS and primary care structures, values and objectives, including GP practices, Primary Care Networks and Integrated Care Systems.

Communication & Personal Development: Develops professional communication and self-management skills for working with patients, carers and multidisciplinary healthcare teams.

External Influences On An Organisation: Explores how national health policy, funding arrangements and population health needs influence NHS and primary care services.

Regulations, Policies, & Processes: Applies NHS-specific regulations, policies and processes, including confidentiality, information governance, safeguarding and equality requirements.

Quality Planning, Organising, Decision-Making & Business Fundamentals: Uses business administration principles to support service efficiency, patient flow and continuous improvement in healthcare settings.

Stakeholder Management: Builds effective working relationships with clinicians, patients, carers and external partners across NHS and primary care services.

Project Management: Supports healthcare-based projects such as audits, clinics and service improvement initiatives using standard project management approaches.

Career Development and support: Supports progression into a range of healthcare administration roles across primary care and NHS services

Medical Terminology: Develops understanding of commonly used medical terminology to support accurate administration, effective communication with clinical teams and patient safety in healthcare environments.



Accessible Apprenticeships

All learning, including apprenticeships, should be accessible. At Dynamic Training, we continue to strive to be instinctively inclusive, so that every learner can take part, feel supported, and achieve their goals.

We do this by identifying each learner's individual needs and, where appropriate, putting reasonable adjustments in place. We see adjustments as a practical, positive way to remove barriers and support progress.

Learner Needs Examples

Learner needs we may support with may include:

- Language barriers.
- Learning difficulties and learning disabilities.
- Physical disabilities.
- Neurodivergence.
- Mental health challenges.
- Autism.
- Visual or hearing impairments.

Learn more about accessible apprenticeships on our website, using the QR code opposite.

How We Make Apprenticeships Accessible

We tailor delivery, recruitment, coaching and assessment so learners can demonstrate their knowledge and skills in a way that works for them.

Reasonable Adjustment Examples



Additional visits, including face-to-face coaching and support.



Extra time for assessments and learning activities.



Alternative assessment methods, where appropriate.



Using assistive technology, such as speech-to-text software or screen readers.



Flexible approaches to end-point assessment arrangements, where permitted.



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Apprenticeship FAQ's

Can An Apprentice Be Too Old?

It is impossible to be too old for an apprenticeship! As long as they are older than 16, they can take up an apprenticeship suitable for their role.

Are Apprenticeships Just For New Recruits?

No, the majority of apprentices are already in work, and are looking to upskill or develop into their role and career.

Can Apprenticeships Be Completed Outside Working Hours?

Apprenticeships should be completed within working hours. Employers must provide protected time for off-the-job training; a set number of paid hours for the learner to complete apprenticeship learning and activities.

Can Part-Time Employees Be An Apprentice?

Yes, apprentices can work part-time, although this will impact the apprenticeship duration and required off-the-job training hours.

What If I Leave My Job Before Completing The Apprenticeship?

You can continue your apprenticeship with a new employer, with their agreement.

How Are Apprenticeships Funded?

Funding depends on whether your organisation pays into the Apprenticeship Levy:

Levy-Paying Employers (Annual Payroll Over £3 Million): Can use levy funds to pay for apprenticeship training and assessment costs.

Non-Levy Employers (Annual Payroll Under £3 Million): Apprenticeship funding is shared with the government through a 5% co-investment.

If An Apprentice Is Under 21 Years Old, What Do Employers Pay?

If the apprentice is under 21, the government pays 100% of the apprenticeship funding.

Voices From Past Apprentices

“My tutor was fantastic. I have learned many skills that I use in my daily job. I am a far better member of the team now with lots of extra knowledge.”

Vanessa, Gloucestershire Hospitals NHS Foundation Trust

“My coach was absolutely amazing and supported me throughout. She always had time for me, and was able to adapt information so that I would understand more clearly.

The apprenticeship has given me more confidence, as it shows that I can undergo these tasks and be able to complete work to a high standard.”

Bethany, Herefordshire and Worcestershire Health and Care Trust

“This apprenticeship has given me the knowledge to work independently within my department. It has also proven I can balance learning, completing assignments and working full time should I wish to further my career with further learning.”

Anna, Sunderland Royal Hospital

“My coach pushed me to believe in myself, and I will forever be indebted to her. I have immensely benefited from her wisdom, and assurance. This has been an amazing journey filled with rich knowledge and exciting activities which were engaging, fun and challenging too.”

Killford, Maidstone And Tunbridge Wells NHS Trust

**Find More FAQ's, Learner
Interviews, Case Studies &
Awards On Our Website**



Courses & Qualifications

Dynamic Training offer a robust suite of commercial training courses, designed to equip administrative and support teams within healthcare settings to deliver exceptional service, uphold rigorous safeguarding protocols, ensure accuracy and understanding in medical administration, and maintain the highest standards.

We also proudly deliver the full suite of Oliver McGowan Mandatory Training on Learning Disability and Autism, ensuring your organisation meets statutory requirements and provides safe, inclusive, and compassionate support for patients with learning disabilities and autistic individuals.

Accredited & Non-Accredited Training Courses

- Level 5 Certificate in Principles of Commissioning for Wellbeing.
- Level 2 Award in Awareness of End-of-Life Care.
- Level 2 Award in Awareness of Dementia.
- Level 2 Certificate in Understanding Autism.
- Level 2 Certificate in Principles of Working with Individuals With Learning Disabilities.
- Level 3 Diploma in Healthcare Support.

Short Courses

- Oliver McGowan Mandatory Training On Disability & Autism Tiers 1 & 2.
- Oliver McGowan Train the Facilitating Trainer Tiers 1 & 2.
 - Reasonable Adjustments for Line Managers.
 - Medical Terminology Awareness.
 - Anatomy and Physiology.



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Accredited & Non-Accredited Courses

Level 5 Certificate in Principles Of Commissioning for Wellbeing

This programme equips professionals to navigate complex integrated care systems, empowering learners to commission services that enhance community wellbeing, fostering collaborative partnerships, and deliver sustainable, high-quality care, translating policy into effective practice.

Who It's For: Ideal for professionals in health, social care, housing, or the voluntary sector with some exposure to commissioning.

Key Learning Modules:

- Co-Production & Strengths-Based Approaches
- Outcomes-Based Commissioning
- Procurement & Performance

Duration: 6 Months **Cost:** £2,890 +VAT

Level 3 Diploma In Healthcare Support

This Level 3 Diploma is designed for Senior Healthcare Support Workers seeking to excel in their roles. It equips learners with the essential knowledge, technical skills, and professional behaviours required to deliver high-quality, compassionate care under supervision in diverse settings such as hospitals, community teams, and specialist care environments.

Who It's For: Senior Healthcare Support Workers currently working within health and care settings.

Key Benefits: Career progression, skills development, learn workplace-relevant knowledge, and a flexible blended learning model.

Duration: 9-12 Months **Cost:** £3,300 +VAT



Level 2 Award in Awareness of Dementia

This Level 2 qualification provides essential knowledge and builds confidence in understanding and supporting people affected by dementia. Designed for flexibility, it is delivered fully online with a clear monthly structure—ideal for working professionals. No workplace observation is required; assessment is through a supported portfolio.

Who It's For: Support Workers, Care Assistants, and Healthcare Assistants.

Key Benefits: Improves understanding of dementia and person-centered care, supports compliance in safeguarding, equality, and inclusion, flexible around shift patterns, builds career confidence and supports staff retention.

Duration: 3 Months **Cost:** £125 +VAT

Implementing Reasonable Adjustments for Disabled Staff: A Guide for Healthcare Managers

A digital training programme designed to support NHS managers to understand, apply, and implement reasonable adjustments confidently and consistently in line with legal duties and best practice.

Who It's For: NHS managers and supervisors, HR, People & OD teams, EDI and wellbeing leads, clinical and non-clinical line managers.

Key Benefits: Increases manager confidence, reduces organisational risk, and improve staff wellbeing, inclusion, and retention.

Why Choose This Course: Written by an autistic former clinician, this course combines lived experience with professional NHS insight to ensure it is grounded in real NHS contexts, with examples spanning clinical, administrative, and remote roles. It balances legal clarity with practical application, demystifying what is and isn't considered reasonable.

Duration: 1 Hour **Cost:** £55 +VAT



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Introduction to Medical Terminology

This essential course provides a clear and practical foundation in the language of healthcare. Designed for both clinical and non-clinical staff, it demystifies complex medical terms, empowering participants to communicate with greater accuracy and confidence in any healthcare setting.

Who It's For: Healthcare support staff, new healthcare professionals, and non-clinical NHS staff.

Key Benefits: Improves accuracy, boosts confidence, enhances efficiency, and supports patient safety.

Course Content:

- **Decoding Medical Language:** Learn to build and understand terms using roots, prefixes, and suffixes.
- **Human Body Terminology:** Acquire key terms related to anatomy and physiology.
- **Medical Specialties:** Explore terminology used across different clinical fields.
- **Pharmaceutical Abbreviations:** Master common abbreviations and symbols used in prescriptions and medication charts.

Duration: 1 Day **Cost:** £800 +VAT (20 Persons)

Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities

This Level 2 qualification builds essential knowledge and confidence for anyone working with or planning to support individuals with learning disabilities. Delivered fully online with expert tutor support, it focuses on practical, real-world understanding through a portfolio-based assessment.

Who It's For: Support Workers and Healthcare Assistants.

Course Features:

- Level 2 Certificate (nationally recognised).



- Blend of live and pre-recorded workshops and other support content
- One-to-one tutorials every 4-6 weeks.
- Self-directed study (total approx. 5 hours).

Cost: £315 +VAT

Autism: A Lifelong Neurodevelopmental Difference

This essential digital lesson provides a foundational and respectful understanding of autism. It shifts the perspective from viewing autism as a condition to be cured to understanding it as a natural neurodevelopmental difference. Designed for health and social care professionals, this training empowers you to provide more effective, person-centred support by focusing on strengths and individuality.

Who It's For: Support Workers and Care Assistants, Healthcare and Social Care Professionals, or anyone seeking to improve their understanding of neurodiversity.

Learning Outcomes:

- Define autism correctly as a neurodevelopmental difference, not an illness.
- Identify how autism uniquely affects communication, social interaction, and information processing.
- Acknowledge the spectrum of autism and the necessity for individualised support strategies.
- Apply a strength-based approach to supporting autistic individuals respectfully and effectively.

Duration: 60 minutes **Cost:** £55 +VAT



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Oliver McGowan Mandatory Training

Dynamic Training is a proud accredited provider of The Oliver McGowan Mandatory Training on Learning Disability and Autism. We support healthcare organisations across England to meet the mandatory requirement for their staff to receive this essential, CQC-approved training, delivered by our team of specialist trainers and expert co-trainers with lived experience.

Tier 1 Training

A foundational, one-hour online session for all staff who require general awareness, co-delivered by accredited trainers and experts with lived experience. This training introduces key topics including understanding learning disabilities & autism, communication, reasonable adjustments, and person-centred support.

Duration: 1 hour **Cost:** £350 +VAT (For up to 30 delegates)

Tier 2 Training

The mandatory one-day course for staff who provide care or support to individuals with a learning disability and/or autistic individuals. Delivered face-to-face by our specialist team, including two expert co-trainers with lived experience. This is an in-depth sessions on Learning Disabilities (morning) and Autism (afternoon), covering legislation, the Mental Capacity Act, and practical skills for making reasonable adjustments.

Duration: 1 Full Day **Cost:** £1,000 +VAT (For up to 30 delegates)

Train The Facilitating Trainer

A two-day course to qualify experienced professionals to become certified facilitators licensed to deliver the Tier 2 training. Delivered Face-to-face, led by qualified lead trainers and co-trainers with lived experience.

Duration: 2 Full Days **Cost:** £800 +VAT (individual) or £3000 +VAT (group rate)



Online Anatomy & Physiology Modules

A strong understanding of human anatomy and physiology is essential to delivering safe, effective healthcare. Dynamic Training's online Anatomy and Physiology modules provide learners with a solid foundation in key biological systems, supporting knowledge development at Level 4 standard.

Designed to fit around work commitments, these flexible modules help learners build confidence, strengthen clinical understanding, and support progression within healthcare roles.

Who Is This For?

- Healthcare support workers and clinical staff.
- Learners preparing for healthcare, nursing, or bioscience study.
- Employers seeking to upskill and develop their workforce.

Key Benefits Of Anatomy & Physiology Online Modules

- **Flexible Online Access:** Learn anytime, anywhere and on any device.
- **Pay-As-You-Go Modules:** Individual modules can be purchased to match individual or team needs
- **End-Of-Module Assessment:** Assessments are designed to check understanding and reinforce learning
- **Recognition Of Learning:** A certificate of achievement awarded on successful completion of every module.
- **Added Value:** Courses includes a free Introduction to Anatomy and Physiology module, introducing the learner to the basics ahead of the main course content.



Available Modules

Learners can choose from a wide range of modules, specific to their needs and requirements.:

- Cells
- Tissues & Integumentary
- Musculoskeletal
- Nervous
- Endocrine
- Cardiovascular
- Lymphatic & Immunity
- Respiratory
- Urinary & Fluid Balance
- Gastrointestinal
- Reproductive

Each module includes a free introductory unit to establish core knowledge and prepare the learner for the main module content.

Supporting Confident, Capable Healthcare Teams

These modules offer an accessible and practical way for employers to support staff development, strengthen core knowledge, and promote high standards of care.

Pricing

Individual Module: £35 +VAT

Full Suite (11 Modules): £250 +VAT



Our Support & Guidance

Apprenticeship Information Sessions & Live Question & Answer Calls

- **Our Learner Information Session:** We have a recorded information session which completely explains apprenticeships to prospective learners, explaining the full apprenticeship and the commitments needed of an apprentice.
- **Q&A Sessions:** If there are any additional questions about the apprenticeship, we run live Q&A sessions in which a member of staff will answer any questions from learners, to help them make an informed decision about apprenticeships.

Upcoming Apprenticeship Webinars & Forums

Dynamic Training regularly host webinars and forums around apprenticeship options for different industries and employers, to help both employers and employees explore apprenticeship benefits and opportunities, and outline specific apprenticeship pathways. These webinars and forums are an ideal way to learn about apprenticeships, and discover the value they can bring to any organisation.

To find out about upcoming events, forums, and information sessions, scan the QR code on this page.

Our Support Team

Our dedicated team are always on-hand to provide their advice and guidance, answering your questions and helping you make the right decisions for yourself and your workplace. If you would like to get in-touch with us to discuss our apprenticeships, the apprenticeship process, funding rules, or anything else, please do not hesitate to get in touch with us.

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Version 2.0.0