



DBCtraining

Inspiring Excellence in the NHS

→ Spark Academy

NHS
Leadership Academy

**Mediterm
Training**

Ofsted
Good
Provider

SMPS
Salisbury Managed
Procurement Services



About Us

Developing talent and building careers since 2000.

DBC Training has been supporting people into employment and onto skills since 2000. In that time, we've supported over 50,000 individuals to gain valuable skills and qualifications, and partnered with more than 8,000 employers to recruit, train, and upskill their workforce.

Our mission is simple: "To spark potential and develop talent, to transform lives and fulfil aspiration."

As an Ofsted Grade 2 provider, we deliver apprenticeships that open doors to long-term career progression. From entry-level programmes to higher-level qualifications, we guide learners along every step of their journey.



Why Choose DBC Training?

- 25+ years' experience
- Ofsted Grade 2 Good Provider
- Business Administration Provider of the Year 2020 & 2018
- Market-leading Apprenticeship Distinction rates
- Investors in People Gold
- Leaders in Safeguarding Gold



Spark Academy

Our dedicated pathway for Apprenticeships in the NHS

DBC's **Spark Academy** is our dedicated NHS Pathway, created to empower healthcare professionals and support teams with the skills, knowledge and behaviours needed to thrive in patient and community-led roles. From clinical services to vital non-clinical services, we work in collaboration with NHS organisations, the NHS Leadership Academy, and Meditem to embed specialist qualifications within apprenticeships.

Our bespoke programmes foster inclusive practice, multidisciplinary team working, and continuous professional development, enabling individuals and teams to contribute to quality improvement initiatives and the ambitions of the NHS Long Term Plan.

From apprenticeships to flexible training aligned to workforce planning priorities, values-based no-cost recruitment, and widening participation, discover how the Spark Academy can support your workforce development priorities.



Specialist learning
resources



Peer networking
opportunities



Interactive learning
events



Mentoring and
coaching support



Career development
support

What we offer

Specialist Qualifications

In partnership with the NHS Leadership Academy and Mediterm, the **Spark Academy** integrates NHS-specific learning with our high-quality apprenticeship programmes. Alongside their apprenticeship, apprentices can complete Level 1 or Level 2 Medical Terminology qualifications, or complete the Edward Jenner programme, ensuring training is tailored to the unique needs of their job role and the NHS workforce.



Level 1 Medical Terminology

The Level 1 Medical Terminology qualification provides learners with a strong foundation in medical language. Ideal for administrative staff, healthcare workers, medical secretaries, managers, and Allied Health Professionals. The course covers the basics of terminology, anatomy and physiology, prescription writing, drug classifications, abbreviations, and medical specialities.



Level 2 Medical Terminology

The Level 2 Medical Terminology qualification is designed for individuals working in the healthcare sector in roles such as ward clerk, medical secretary, summariser, GP receptionist, clinical coder, administrator and laboratory staff. It is also valuable for anyone looking to develop their knowledge of medical terminology to support their career progression.



Edward Jenner

The Edward Jenner Programme provides a comprehensive foundation in leadership, covering key areas including personal development, understanding what leadership means on an individual level, building strong relationships, leading effectively within a team and developing the essential skills of a leader as a manager.

Built for the NHS

Apprenticeship Pathways

Apprenticeships in the NHS combine hands-on workplace experience with structured learning, giving staff the skills and knowledge they need to excel in their roles.

NHS apprentices can be new recruits or existing employees aged 16 and over. Programmes are available at different levels – from entry routes for school leavers to opportunities for graduates and experienced staff looking to progress or even change career direction within the health service.

Our expert Development Coaches work closely with NHS trusts and departments to plan the most effective delivery model (remote, face-to-face or blended) that supports both the apprentice's role and the wider organisation. With flexible training and expert guidance, investing in staff development through apprenticeships has never been more accessible.

Pathways include:



 **20** + PARTNERS
NHS AND PUBLIC SECTOR

 **100** % OF APPRENTICES
PASS

 **98** % SATISFACTION
RATE

Components of an Apprenticeship



Functional Skills Maths & English

Apprentices aged 16–18 without GCSE English and Maths at Grade C/4 or above (or equivalent), and undertaking an apprenticeship at Level 3 or above, are required to achieve Level 2 Functional Skills before undertaking their End-Point Assessment.

It is not mandatory for those 19+. Your Trust can confirm their policy on this and if it is required.



Delivery Model

Apprenticeships are a work-based qualification delivered by DBC's qualified and experienced Development Coaches. Our approach is tailored to the needs of apprentices and your organisation.

Spark Academy cohorts create a supportive learning environment where apprentices can progress together, share experiences, and build peer networks alongside their workplace learning.



End-Point Assessment

An EPA is an independent synoptic assessment carried out by an independent assessor at the end of the apprenticeship this confirms the apprentice's knowledge, skills and behaviours meet the required standard.

Business Administrator

Level 3

We're a multi-award-winning provider of Business Administration Apprenticeships and have used our expertise to design a programme that meets the unique needs of the NHS. Our apprenticeship equips learners with the skills, knowledge, and behaviours required to deliver high-quality administration—supporting the smooth running of services and improving patient care.

A strong and efficient administrative function is vital across every NHS department, from frontline services to back-office operations.

NHS Pathway

+ Level 2 Medical Terminology

 **74** % OF APPRENTICES ACHIEVE
DISTINCTION

 **37** % ABOVE
THE NATIONAL AVERAGE





Job Titles Include:

- Ward Clerk
- Medical Secretary
- Summariser
- GP Receptionist
- Clinical Coder
- Administrator
- Medico- Legal Personnel



Entry Requirements

There are no formal entry requirements for the Level 3 Business Administrator apprenticeship. Prior to enrolment onto this apprenticeship we'll conduct a skills scan with all candidates to ensure this is the right course to support their ongoing professional development.



Progression Routes

From the Level 3 Business Administrator apprenticeship it is possible to progress onto other apprenticeships such as:

- Level 3 Team Leader
- Level 3 Multi-Channel Marketer
- Level 3 Supply Chain Practitioner

Learner Journey

Business Administrator

Duration: 15 months



SPARK ACADEMY PATHWAY

Medical Terminology Level 2

EPA
 Knowledge and behaviours test, Portfolio of evidence and discussion, Project presentation

Key
 Workshop
 Self-study
 1:1 Learning Session
 Mentoring/Shadowing

Team Leader

Level 3

This apprenticeship is ideal for individuals working within the NHS who are stepping into their first line management role, managing a team, or leading a specific project. It supports the development of essential leadership and management skills within a healthcare context, helping to nurture talent, encourage internal progression, and support the NHS's long-term workforce and succession planning goals.

Our practical, hands-on training approach ensures that Leadership & Management principles are directly relevant to the NHS environment.

NHS Pathway

+ Edward Jenner programme



67 % OF APPRENTICES ACHIEVE
DISTINCTION



16 % ABOVE
THE NATIONAL AVERAGE





Job Titles Include:

- Admin Team Leader
- Reception Supervisor
- Medical Records Team Leader
- Clinic Coordinator
- Therapy Assistant Team Leader
- Community Nursing Team Supervisor
- Contact Centre Supervisor



Entry Requirements

There are no formal entry requirements for the Level 3 Team Leader apprenticeship. Prior to enrolment onto this apprenticeship we'll conduct a skills scan with all candidates to ensure this is the right course to support their ongoing professional development.



Progression Routes

Advancing from Level 3 Team Leader, apprentices will have the opportunity to continue to develop their skills as a leader by progressing onto the Level 5 Operations Manager apprenticeship.

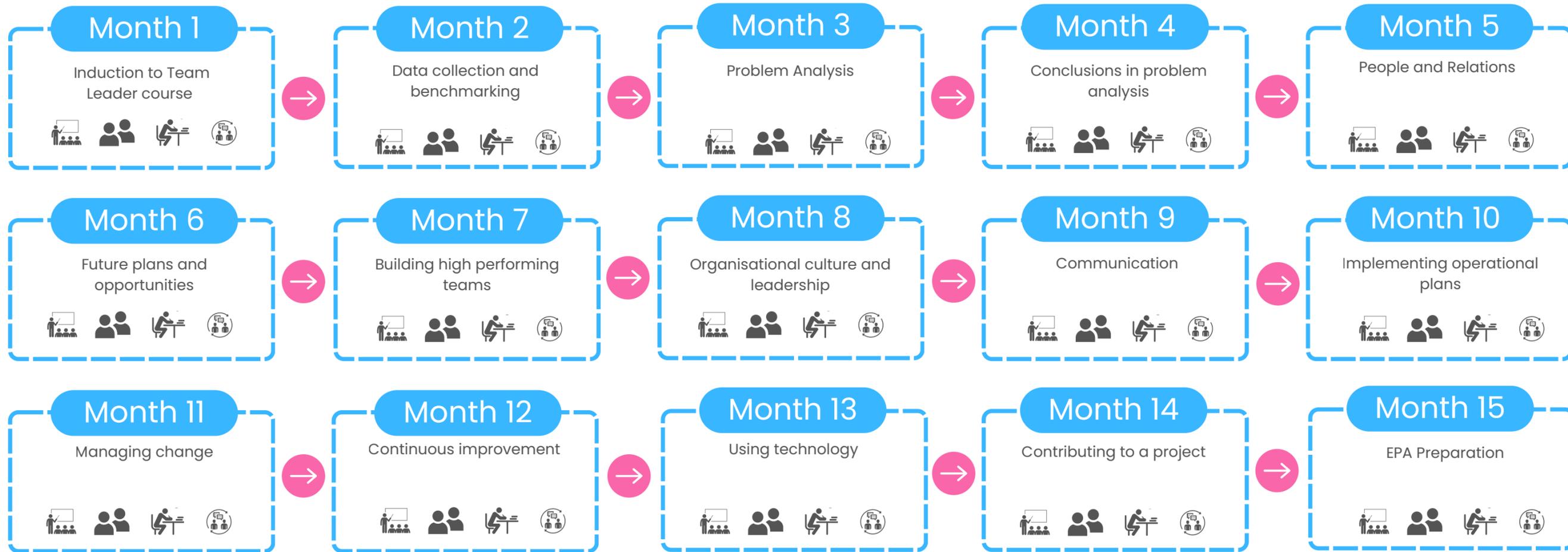
Learner Journey

Team Leader

Duration: 15 months

NHS
Leadership Academy

EDWARD JENNER
PROGRAMME



EPA
Scenario based test, Competency based interview, Portfolio of evidence, Professional discussion and Work-based project



SPARK ACADEMY PATHWAY

Edward Jenner
This programme will commence at **Month 2** (6/8 Weeks) of the apprenticeship.



All programmes

Here's the full list of Apprenticeship programmes we offer:

While our NHS Pathway highlights the most relevant programmes for healthcare and public sector roles, we can also deliver a wider range of apprenticeships to meet your workforce needs.

Business & Professional

[Business Administration Level 3](#)

[Coaching Professional Level 5](#)

[HR Support Level 3](#)

[Operations Manager Level 5](#)

[Recruiter Level 3](#)

[Team Leading Level 3](#)

Sales & Marketing

[Customer Service Practitioner Level 2](#)

[Customer Service Specialist Level 3](#)

[Marketing Executive Level 4](#)

[Multi-channel Marketer Level 3](#)

[Sales Executive Level 4](#)

Warehousing & Logistics

[Supply Chain Practitioner Level 3](#)

[Supply Chain Warehouse Operative Level 2](#)

[Transport Operations Supervisor Level 3](#)

[Warehouse Operations Supervisor Level 3](#)



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