

Leadership & Management Roles



LEVEL 3

Team Leader or Supervisor

LEVEL 3

Learning & Development Practitioner

LEVEL 4

Associate Project Manager

LEVEL 4

Improvement Practitioner

LEVEL 4

Learning & Skills Mentor

LEVEL 4

Corporate Responsibility & Sustainability Practitioner

LEVEL 4

Data Protection & Info Governance Practitioner

LEVEL 4

Governance Officer

LEVEL 4

Quality Practitioner

LEVEL 5

Operations & Departmental Manager

LEVEL 5

Learning & Development Consultant
Business Partner

LEVEL 5

Payroll Assistant Manager

LEVEL 6

Chartered Manager

LEVEL 6

Project Manager

LEVEL 7

Systems Thinking Practitioner

LEVEL 7

Senior People Professional



People Promise



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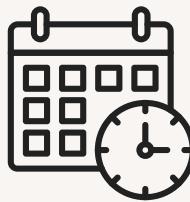


ddlmc.thehubplus@nhs.net

Team Leader or Supervisor (Level 3)



Level 3 (Equivalent to A level)



15 months



£5,000 Maximum Levy Funding

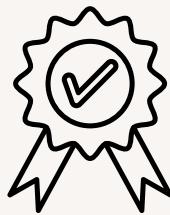
Manage others through change by identifying challenges and the activities to resolve them. Interpret organisational strategy and communicate how this impacts others.

Lead with purpose and precision in the fast-paced environment of a GP surgery. This apprenticeship builds your capabilities in managing people, improving processes, and maintaining quality standards across frontline services. Whether you're coordinating administrative teams, supporting reception staff, or implementing service improvements, you'll help deliver seamless, patient-focused care. Gain a nationally recognised qualification while becoming a confident, effective leader who keeps primary care running smoothly day to day.

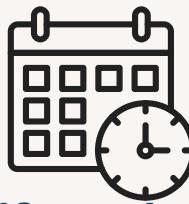
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Learning & Development Practitioner (Level 3)



Level 2 (Equivalent to GCSE)



18 months



£6,000 Maximum Levy Funding

Developing materials and resources to support learning. Apply techniques to analyse the impact of training from learners' experience.

Drive talent, growth, and capability within your local GP surgery through meaningful staff development. This apprenticeship equips you to design, deliver, and evaluate learning activities that boost team performance and support continuous improvement in primary care. Working alongside practice managers and clinical leads, you'll identify training needs, build engagement, and help embed a culture of quality and learning. Gain a nationally recognised qualification while becoming a key enabler of professional development and service excellence in general practice.

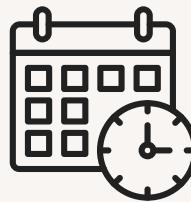
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Associate Project Manager (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



18 months



£7,000 Maximum Levy Funding

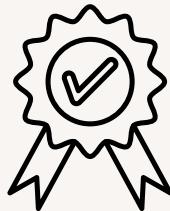
Identify and monitor project risks and issues; and plan and implement responses to them. Deliver a Quality Management Plan which contributes to quality control processes.

Shape meaningful change within primary care by leading projects that improve services, systems, and patient experience. This apprenticeship develops your skills in planning, budgeting, stakeholder management, and risk analysis - tailored to the fast-moving world of general practice. Whether you're rolling out new digital tools, streamlining clinical pathways, or coordinating workforce development initiatives, you'll gain the confidence and capability to manage projects from start to finish. Earn a nationally recognised qualification while playing a key role in the evolution of local healthcare.

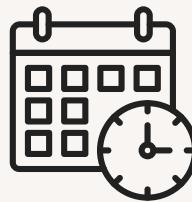
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Improvement Practitioner (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



18 months



£6,000 Maximum Levy Funding

Support development of problem/opportunity statements. Plan, carry out and assess results of a measurement system study.

Be the catalyst for smarter, more effective healthcare services in your local GP surgery. This apprenticeship develops your skills in identifying opportunities, analysing processes, and delivering measurable improvements across primary care operations. From enhancing patient access and streamlining admin workflows to supporting digital transformation and service quality, you'll work closely with clinical and non-clinical teams to drive change. Achieve a nationally recognised qualification while helping to build a future-ready, patient-focused practice that thrives on continuous improvement.

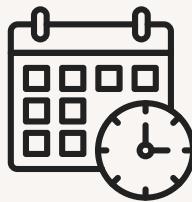
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Learning & Skills Mentor (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



12 months



£5,000 Maximum Levy Funding

Use questioning techniques to encourage reflection and progression.
Provide feedback to the mentee to inform progression.

Empower others to thrive in their careers within the primary care environment. This apprenticeship prepares you to coach, support, and inspire staff in GP practices - helping them build confidence, competence, and continuous learning. Whether guiding apprentices, new starters or experienced team members, you'll use mentoring techniques to shape professional growth and improve service delivery. Gain a nationally recognised qualification while creating a positive learning culture that strengthens patient care and workforce development in general practice.

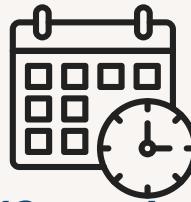
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Corporate Responsibility & Sustainability Practitioner (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



13 months



£14,000 Maximum Levy Funding

Analyse data to form evidence-based conclusions on CR&S performance. Deliver CR&S events in accordance with contractual arrangements.

Help shape a GP surgery that's not only patient-focused but planet-conscious and community-minded. This apprenticeship empowers you to develop and embed responsible business practices - covering sustainability initiatives, ethical governance, community engagement, and workforce wellbeing within primary care. You'll work with management teams to identify improvement areas, influence decision-making, and support NHS-wide goals around net zero, inclusion, and transparency. Gain a nationally recognised qualification while making general practice more resilient, equitable, and future-ready.

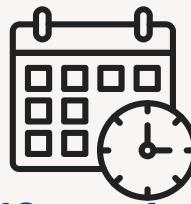
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Data Protection & Info Governance Practitioner (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



18 months



£10,000 Maximum Levy Funding

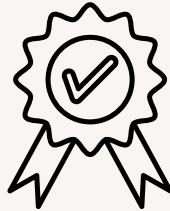
Identify organisation needs and how these are applied to enquiries. Interpret and apply sector guidance appropriately.

Safeguard trust and uphold integrity at the heart of patient care. This apprenticeship equips you to manage sensitive data and lead compliance initiatives across GP practices - ensuring confidential patient information is handled securely, ethically, and in line with legal standards. You'll work with clinical and administrative teams to strengthen data systems, respond to breaches, and drive a culture of responsibility across primary care. Gain a nationally recognised qualification while becoming a key guardian of privacy and good governance in your local NHS setting.

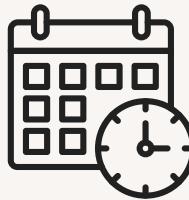
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Governance Officer (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



18 months



£11,000 Maximum Levy Funding

**Develop and maintain structure charts for the organisation.
Plan and prioritise their workload to meet deadlines.**

Support robust decision-making, transparency, and accountability at the core of your GP surgery. This apprenticeship equips you with the skills to uphold governance frameworks, manage compliance, monitor performance, and ensure policies reflect best practice across clinical and operational areas. Working alongside practice managers and NHS partners, you'll help steer service quality, ethical standards, and regulatory assurance in primary care. Gain a nationally recognised qualification while becoming a trusted guardian of good governance within your local healthcare system.

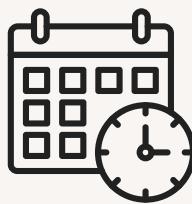
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Quality Practitioner (Level 4)



Level 4 (Equivalent to Higher National Certificate [HNC])



14 months



£6,000 Maximum Levy Funding

Plan and conduct system, product or process audits. Assess the effectiveness of the measurement systems using tools such as Measurement System Analysis.

Champion excellence and consistency in patient care by embedding quality principles into everyday practice. This apprenticeship equips you to monitor performance, lead audits, and implement improvement strategies across clinical and administrative services in GP surgeries. You'll work with multidisciplinary teams to ensure compliance, enhance service delivery, and support a culture of continuous improvement. Gain a nationally recognised qualification while becoming a key driver of safe, effective, and patient-focused care in primary care settings.

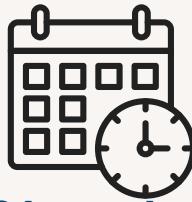
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Operations & Departmental Manager (Level 5)



Level 5 (Equivalent to Higher National Diploma [HND])



24 months



£9,000 Maximum Levy Funding

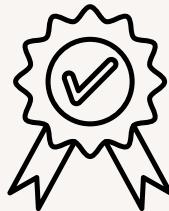
Manage and set goals and accountabilities for individuals and teams. Analyse performance data for individuals and teams to identify areas for improvement.

Lead teams, drive change, and deliver results in the dynamic world of primary care. This apprenticeship equips you with the strategic and operational skills to manage departments, oversee projects, and improve service delivery within GP surgeries. You'll learn to plan resources, manage budgets, lead people, and implement sustainable solutions - all while aligning with NHS priorities and patient needs. Gain a nationally recognised qualification and become a confident, capable leader who helps general practice run smoothly and effectively.

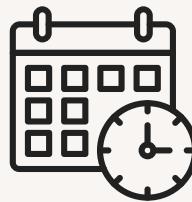
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Learning & Development Consultant Business Partner (Level 5)



Level 5 (Equivalent to Higher National Diploma [HND])



18 months



£7,000 Maximum Levy Funding

Identify and analyse potential cost savings to ensure maximum value. Effectively engage, negotiate and manage third party suppliers.

Shape the future of workforce capability and continuous improvement in your GP surgery. This apprenticeship equips you to design strategic learning interventions, align development with organisational goals, and influence change across clinical and non-clinical teams. You'll work closely with practice leaders to identify skills gaps, implement blended learning solutions, and measure impact - ensuring training drives performance and enhances patient care. Gain a nationally recognised qualification while becoming a trusted advisor in learning and development within primary care.

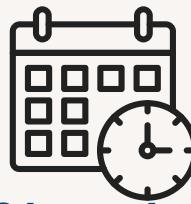
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Payroll Assistant Manager (Level 5)



Level 5 (Equivalent to Higher National Diploma [HND])



24 months



£11,000 Maximum Levy Funding

Make recruitment and retention decisions/recommendations, as necessary. Reconcile your teams final payroll run.

Ensure smooth, compliant, and efficient payroll operations at the heart of your GP surgery. This apprenticeship equips you with the skills to manage payroll teams, oversee complex pay and benefits calculations, and maintain high standards of accuracy and confidentiality. You'll lead on scheduling, data collation, and reporting - supporting both clinical and non-clinical staff across primary care. Gain a nationally recognised qualification equivalent to a Higher National Diploma (HND) while becoming a trusted expert in payroll governance, workforce wellbeing, and operational excellence within general practice.

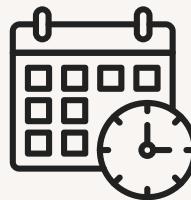
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Chartered Manager (Level 6)



Level 6 (Equivalent to Degree)



48 months



£22,000 Maximum Levy Funding

Can manage stress and personal well-being, and confident in knowing core values and drivers. Use active listening and open questioning to structure conversations and discussions, and able to challenge when appropriate.

Lead with vision, strategy, and impact in the evolving world of primary care. This degree-level apprenticeship equips you with the skills to manage people, projects, and services - driving operational excellence and long-term success in GP surgeries. You'll develop expertise in organisational strategy, finance, digital innovation, and inclusive leadership, all while aligning with NHS priorities and patient-centred values. Achieve a BA (Hons) in Business Leadership and Management and gain eligibility for Chartered Manager status through the Chartered Management Institute (CMI). Become a confident, ethical leader who shapes the future of general practice.

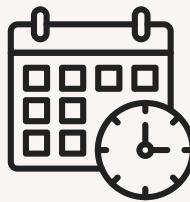
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Project Manager (Level 6)



Level 6 (Equivalent to Degree)



48 months



£22,000 Maximum Levy Funding

Evaluate requirements and methods for data capture and analysis in a project environment. Manage the project within the constraints of time, cost and quality.

Deliver change that matters - right at the heart of your GP surgery. This degree-level apprenticeship equips you with the tools to lead complex projects that improve patient care, streamline operations, and support NHS transformation goals. You'll develop expertise in planning, budgeting, stakeholder engagement, and risk management, all while working alongside clinical and administrative teams. Achieve a BSc (Hons) in Project Management and gain professional recognition through the Association for Project Management (APM), becoming a confident leader who drives innovation and service excellence in general practice.

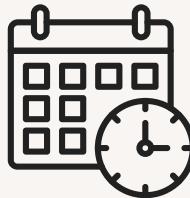
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Systems Thinking Practitioner (Level 7)



Level 7 (Equivalent to Master's Degree)



30 months



£18,000 Maximum Levy Funding

Adapts plans in response to new data and insights, perspectives and learning. Designs, builds and manages groups to define the desired outcomes and achieve them.

Tackle complexity with clarity and lead transformative change in your GP surgery. This master's-level apprenticeship equips you to analyse, model, and intervene in multifaceted challenges - supporting strategic decision-making, service redesign, and stakeholder engagement across primary care. You'll apply advanced systems thinking tools to address 'wicked' problems, improve patient pathways, and align services with NHS priorities. Gain a nationally recognised qualification while becoming a trusted advisor in navigating uncertainty, driving innovation, and shaping resilient, future-ready general practice.

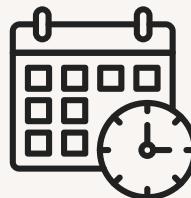
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Senior People Professional (Level 7)



Level 7 (Equivalent to Master's Degree)



36 months



£19,000 Maximum Levy Funding

Align and evaluate worker voice tools and approaches and drive forward the outputs. Design and contribute to the formulation and shaping of the People strategy and ensure alignment to organisational strategy.

Lead the people agenda and shape the future of workforce strategy in your GP surgery. This master's-level apprenticeship equips you to design and implement high-impact people policies, drive organisational culture, and manage complex change initiatives across primary care. You'll work closely with senior stakeholders to align HR, learning, and organisational development practices with NHS priorities - ensuring compliance, inclusion, and performance excellence. Gain a nationally recognised qualification and become a trusted advisor in strategic people leadership within general practice.

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