

# Non-Clinical Roles



LEVEL 2 Pharmacy Services Assistant

LEVEL 2 Customer Service

LEVEL 2 Accounts or Finance Assistant

LEVEL 3 General Practice Assistant

LEVEL 3 Pharmacy Technician

LEVEL 3 Business Administration

LEVEL 3 Data Technician

LEVEL 3 Community Health and Wellbeing Worker

LEVEL 3 HR Support

LEVEL 3 Improvement Technician

LEVEL 3 Payroll Administrator

LEVEL 3 Peer Worker



People Promise



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# Pharmacy Services Assistant (Level 2)

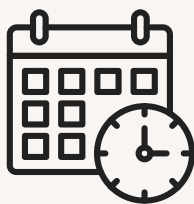
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**Level 2 (Equivalent to GCSE)**



**12 months**



**£5,000 Maximum Levy Funding**

Receive and log prescriptions. Demonstrate person centred care and support within a pharmacy setting.

Join the frontline of patient care in a dynamic general practice setting, where pharmacy services play a vital role in improving health outcomes. This apprenticeship equips you with the skills to support GP teams - from managing medication queries and issuing prescriptions to promoting safe and effective use of medicines. You'll work alongside clinical professionals, develop an understanding of NHS systems, and gain a recognised qualification while making a meaningful impact in your community. Perfect for those looking to grow a career rooted in compassion, precision, and teamwork.

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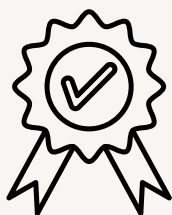


# Customer Service (Level 2)

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**Level 2 (Equivalent to GCSE)**



**12 months**



**£3,500 Maximum Levy Funding**

Demonstrate patience and calmness. Maintain informative communication during service recovery.

Be the friendly face and first point of contact in a busy GP practice, where excellent service helps shape positive patient experiences. This apprenticeship gives you the skills to manage appointment systems, respond to queries with confidence, and support the smooth running of the practice. You'll work alongside clinical and administrative teams, gaining a nationally recognised qualification while making a difference in your local healthcare community. A brilliant opportunity to grow your career in the heart of primary care.

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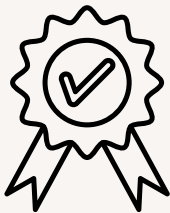


# Accounts or Finance Assistant (Level 2)

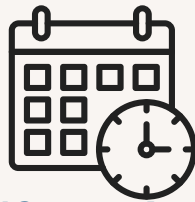
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**Level 2 (Equivalent to GCSE)**



**12 months**



**£7,000 Maximum Levy Funding**

Recognise and rectify routine errors, escalating as necessary. Plan and review accounting and finance tasks.

Support the financial heartbeat of your local GP surgery with this hands-on apprenticeship, designed to build your skills in healthcare finance. From processing invoices and managing patient billing to assisting with budget tracking and reporting, you'll play a vital role in keeping general practice running smoothly. Learn the foundations of finance while gaining a nationally recognised qualification - working alongside practice managers and NHS teams to contribute to efficient, patient-focused care. A smart route into the finance profession with real-world experience in a purpose-driven setting.

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# General Practice Assistant (Level 3)

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**Level 3 (Equivalent to GCSE)**



**15 months**



**£4,000 Maximum Levy Funding**

Resolve complex issues by being able to choose from and successfully apply a wide range of approaches. When managing referrals or escalations take into account historical interactions and challenges to determine next steps.

Step into a pivotal healthcare role where clinical support meets patient care. This advanced apprenticeship equips you to work alongside GPs and practice teams, performing vital tasks such as taking observations, supporting clinics, managing referrals, and assisting with patient flow. Blending administrative precision with compassionate service, you'll gain hands-on experience in a dynamic NHS environment, all while working toward a nationally recognised qualification. A brilliant pathway for those looking to grow within primary care and make a lasting impact in their community. This role is also known as the Level 3 Customer Service Specialist Apprenticeship

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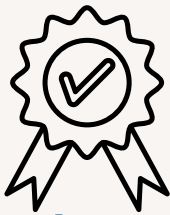


# Pharmacy Technician (Level 3)

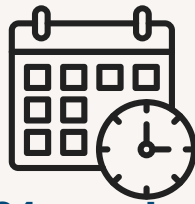
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**Level 3 (Equivalent to GCSE)**



**24 months**



**£8,000 Maximum Levy Funding**

Provide a safe, effective and responsive pharmacy service. Take personal responsibility for the legal, safe and efficient supply of medicines.

Take on a dynamic role at the heart of primary care, where pharmacy expertise meets patient-focused service. This advanced apprenticeship trains you to support prescribing processes, deliver medication reviews, and ensure safe, effective use of medicines across GP practices. Working closely with clinical teams, you'll become a vital part of improving patient outcomes - while gaining a nationally recognised qualification and building the skills for a fulfilling career in healthcare. Perfect for those ready to lead change in local services through precision, professionalism, and care.

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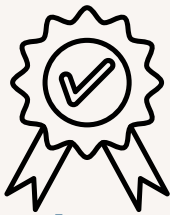


# Business Administration (Level 3)

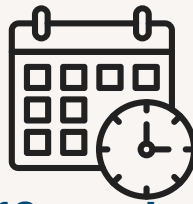
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**Level 3 (Equivalent to GCSE)**



**18 months**



**£5,000 Maximum Levy Funding**

Use relevant project management principles and tools to scope, plan, monitor and report. Plan required resources to successfully deliver projects.

Play a key role in keeping GP surgeries running smoothly and efficiently. This advanced apprenticeship develops your leadership, organisation, and digital skills while you support day-to-day operations like patient records, appointment systems, compliance, and reporting. You'll collaborate with clinical and non-clinical teams, manage important admin workflows, and contribute to quality patient care - all while working toward a nationally recognised qualification. Ideal for those ready to step into a high-impact role at the heart of healthcare.

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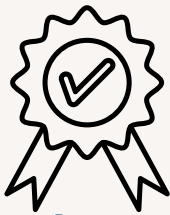


# Data Technician (Level 3)

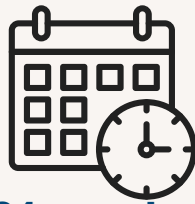
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**Level 3 (Equivalent to GCSE)**



**24 months**



**£12,000 Maximum Levy Funding**

Store, manage and distribute in compliance with data security standards and legislation. Explain data and results to different audiences in a way that aids understanding.

Help drive smarter, data-led decisions in a modern GP surgery setting. This apprenticeship develops your skills in data analysis, system management, and information governance - empowering you to support patient care through accurate, timely insights. Whether it's managing clinical dashboards, interpreting service trends, or ensuring data quality, you'll work alongside healthcare professionals to keep practices running efficiently. Gain a nationally recognised qualification while becoming a key player in shaping the future of NHS primary care.

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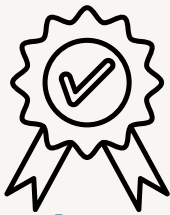


# Community Health and Wellbeing Worker (Level 3)

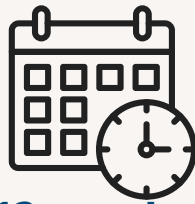
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**Level 3 (Equivalent to GCSE)**



**12 months**



**£7,000 Maximum Levy Funding**

Apply the most recent evidence to improve the effectiveness of strategies, policies and interventions. Communicate complex public health messages to people in a way that is relevant and meaningful to them.

Be a driving force in promoting healthier lives through proactive care and community engagement. This apprenticeship empowers you to support GP practices in tackling health inequalities, encouraging self-care, and connecting patients with local services. Working alongside primary care teams, you'll deliver wellbeing initiatives, help patients navigate healthcare systems, and promote inclusive, preventative support. Earn a nationally recognised qualification while building the skills to champion change and make healthcare more accessible to all.

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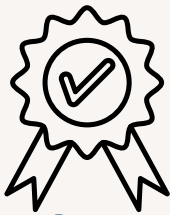


# HR Support (Level 3)

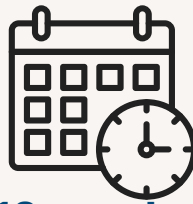
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**Level 3 (Equivalent to GCSE)**



**18 months**



**£4,500 Maximum Levy Funding**

Handle conflict and sensitive HR situations professionally and confidentially. Build/maintain strong working relationships with others in the team and across HR where necessary.

Be the backbone of a well-functioning GP surgery, where people-focused support meets operational excellence. This apprenticeship prepares you to manage HR processes such as recruitment, onboarding, absence management, and staff wellbeing - all within the busy landscape of primary care. You'll gain hands-on experience in maintaining compliance, supporting team development, and creating a positive working environment while working toward a nationally recognised qualification. Ideal for those ready to grow a career rooted in organisation, empathy, and people-powered progress.

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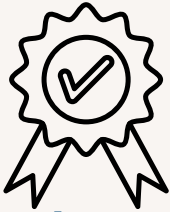


# Improvement Technician (Level 3)

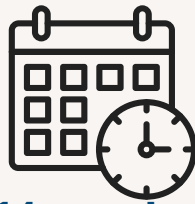
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**Level 3 (Equivalent to GCSE)**



**14 months**



**£4,000 Maximum Levy Funding**

Work in accordance with organisational controls and statutory regulations. Identify and scope improvement projects and establish clear measurable objectives.

Drive positive change at the heart of your local GP surgery. This apprenticeship empowers you with the skills to analyse processes, solve problems, and implement improvements across key areas of primary care - from patient flow and appointment systems to clinical administration and service delivery. Working alongside healthcare teams, you'll champion efficiency and innovation while earning a nationally recognised qualification. A brilliant path for those who see opportunity in every challenge and want to shape the future of primary care from the inside out.

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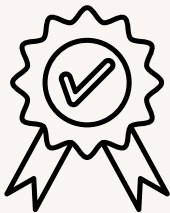


# Payroll Administrator (Level 3)

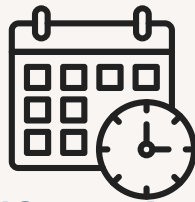
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**Level 3 (Equivalent to GCSE)**



**18 months**



**£10,00 Maximum Levy Funding**

Deal with complaints, following processes and escalating complex situations. Meet client or customer needs in line with service level agreements.

Be a crucial part of the engine that keeps GP surgeries running smoothly—where accuracy and confidentiality are key. This apprenticeship equips you with the skills to manage staff payroll, pensions, statutory payments, and compliance across primary care settings. Collaborating with practice managers and HR teams, you'll ensure healthcare professionals are paid correctly and on time, all while gaining a nationally recognised qualification. A brilliant opportunity to grow your career in finance and admin at the heart of the NHS.

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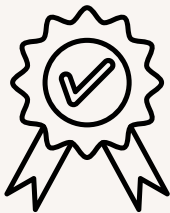


# Peer Worker (Level 3)

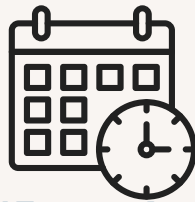
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**Level 3 (Equivalent to GCSE)**



**15 months**



**£5,000 Maximum Levy Funding**

Collaboratively discuss care and support options with the individual. Actively contributes to an individual's care and goal plans with the individual.

Turn lived experience into life-changing support in your community. This apprenticeship empowers you to work within GP practices, using your own health journey to connect with patients and encourage recovery, resilience, and wellbeing. As a Peer Worker, you'll deliver meaningful engagement, support care navigation, and help bridge gaps between individuals and services. Gain a nationally recognised qualification while championing inclusivity, understanding, and hope across primary care. A unique and powerful role for those passionate about making healthcare more relatable and empathetic.

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