

AHP Support Workforce Programme Frequently Asked Questions

This document helps to answer some of the Frequently Asked Questions about the AHP support workforce programme.

General Questions

1. Where can I find national job profiles for support workers?

NHS jobs need to be matched to nationally evaluated profiles, based on information from job descriptions, person specifications and additional information. It is the responsibility of the Job Evaluation Group (JEG) to produce the national job profiles. Further information and all published profiles are available from [NHS Employers](#). Support worker profiles are published under each profession rather than as a separate list. The [framework](#) was developed in partnership with professional bodies and trade unions to be consistent with all areas of the NHS job evaluation process and published job profiles.

2. Are there any other healthcare support workforce frameworks?

Yes other healthcare support workforce frameworks have been developed such as the [Maternity Support Worker Competency, Education and Career Development Framework](#), [mental health clinical support worker toolkit](#) & [standards for the foot health workforce](#). The [Healthcare support worker learning and development roadmap](#) has also been published as an excellent resource and AHP professional bodies have produced occupation specific guidance which can be found on our [webpages](#)

3. Are there plans to extend CPD or upskilling funding to our support staff?

We are working closely with employers across England and professional bodies to better understand the training and development needs of support workers. This includes non-recurrent funding to NHS trusts (2021/22) to carry out a strategic training needs analysis for the AHP support workforce.

4. What is the support worker voice network?

The support worker voice network is a multi-professional support worker network enabling connectivity and networking. It is open and welcoming to all support workers. To get in touch with the Support worker voice please contact - supportworkervoice@hee.nhs.uk

5. What support is being provided to AHP faculties to support the joining up of this approach across integrated care systems?

Funding has been offered to all AHP Faculties in England, as a non-recurrent (2021-2022) grant, to carry out a range of activities to focus on the AHP support workforce and support implementation of the framework. Please contact your local Faculty directly to find out more.

6. How does this work link with regional and national workforce planning and strategic growth of NHS workforce?

Supporting growth and development of the AHP support workforce is one area of a much wider, integrated programme to support the AHP workforce and NHS People Plan, alongside the wider workforce. You can find out more on the HEE [website](#).

7. Are there any plans from HEE for an evaluation on the investment?

Yes, it is part of the project plan, and we have governance in place to oversee the investment.

AHP Support Worker Competency, Education and Career Development Framework

8. Is there a template to help match workforce qualifications/ skills against the framework?

Yes, HEE has produced a [Support Workforce Education Qualification Mapping Tool](#) to facilitate **and support the implementation of the AHP support worker competency framework**.

9. Is there a template for a skills passport or plans to develop one?

There are no plans for developing a national skills passport for AHP support workers at present. Skills passports to date have been local initiatives (and nationally in urgent care), that need to be developed in partnership with the wider workforce.

10. When support workers want to progress within their role but aren't keen for further education, what support is available?

From our research AHP support workers **have said loud and clearly that they want to see greater investment in their training opportunities**.

The AHP framework is an enabler to ensure that all AHP support workers regardless of banding or experience **can access and undertake training to ensure their continuous improvement and excellent patient centred care. The framework enables those quality career conversations for career development and training opportunities - it is not about forcing staff to undertake specific courses / qualifications in a tick box exercise.**

The [Healthcare support worker learning and development roadmap](#) is a useful resource for healthcare support workers, educators and managers.

Graduate Support workers

11. An AHP support worker has a degree (level 6) in another sector and is currently working in a Band 3 role. Based on their education, would this member of staff fall into an Assistant Practitioner (Band 4) based on their education and qualifications?

No, the banding of NHS roles is based on several factors under the NHS job evaluation process and according to the needs of the role and service.

The competency framework is not an additional requirement. It is there to aid and facilitate professional development discussions and provide consistency across roles and professions. It provides a steer for opportunities for training. It is not recommended to match current job descriptions against or be used as a tick box exercise. Educational levels are not the same as Agenda for Change (AfC) banding.

The AHP competency framework does not determine banding. Banding is determined by the job evaluation handbook and national job profiles, involving 16 factors with different weighting to these factors. Educational qualifications are one element in the knowledge, training, and experience (KTE) factor in the Job Evaluation Scheme. The KTE factor takes into account qualification levels, short courses and on the job training required for the role.

Banding of a role is decided by the Trust's AfC panel who complete a job matching exercise by reviewing the Job Description, which should include all the skills, knowledge and effort required for the role which is based on the Trust's service requirements. This information is matched to a national job profile developed and agreed in partnership between employer and trade union representatives.

For more information see the links below or contact your local HR team for advice:

- <https://www.nhsemployers.org/articles/national-job-profiles>
- <https://www.nhsemployers.org/publications/nhs-job-evaluation-handbook>

National AHP workforce supply strategy implementation project

12. Have we got a solution to the coding on ESR for support workers in blended roles?

No, we don't – our data team are awaiting answers from the NHS digital team as they have found this unclear. In the meantime, please code them to the most appropriate code.

If you have any specific ESR queries you can email ahp.supportworkforce@hee.nhs.uk

13. We have apprentice AHPs within our staff group however there is no dedicated occupation code for apprentices. These staff are currently coded as S9 / S4 / S5.

There does not seem to be clear guidelines on coding apprentices, this has been raised with NHS Digital team and we are awaiting their response.

However, advice from NHSE/I colleagues, is that you could code in the appropriate support code which would be S8* (Student/Trainee) or S9* (Assistant) as neither S4 or S5 would be appropriate.

14. Regional colleagues point of contact

Each region has a HEE support workforce lead to support the region with the implementation of this programme of work. The national team is available to support as well and can be contacted on ahp.supportworkforce@hee.nhs.uk

HEE Region	Email Address
North East & Yorkshire	AHP.NEY@hee.nhs.uk
North West	ahp.northwest@hee.nhs.uk
Midlands	alliedhealthprofessionsheemidlands@hee.nhs.uk
East of England	alliedhealthprofessionals.eoe@hee.nhs.uk
London	ahplondon@hee.nhs.uk
South East	ahp.se@hee.nhs.uk
South West	ahp.sw@hee.nhs.uk

15. Can you provide some guidance regarding "support data and evidence for further national priorities and activity in 2022/23 through use of the HEE toolkit"?

This objective is about using the [HEE Allied Health Professions support workforce: readiness toolkit](#) to understand your current support workforce position from a regional, system and local perspective which will feed into the national support workforce programme priorities set by HEE.

Level 3 & Level 5 Apprenticeships

Please see our apprenticeship FAQ which hosts all our apprenticeship queries.