



# HIGHER DEVELOPMENT AWARD

## Level 2

A fully funded personal development programme which enables clinical and non-clinical support workers to build knowledge and skills.

The Higher Development Award (HDA) is a personal development programme which enables clinical and non-clinical support workers to build knowledge and skills to support career progression. The fully funded programme provides the opportunity for self-development and to be the best you can within your current role to meet the ever-growing needs within the health and social care systems. This course would be ideal for those in roles such as Receptionists, Administrators, Healthcare Support Workers and Allied Health Professions Support Worker.

## Functional skills

Everyone is required to complete an Initial Assessment. This will identify if any English or Maths development is required and make sure you are on the right pathway.



### Initial Assessment (IA)

Initial Assessment will help us identify your starting point and ensure you are on the correct pathway.



### English (Level 1 or 2)

Using our flexible approach to teaching & learning we will deliver Functional Skills across a 12-week block. This can either be Online, Face to Face (Classroom) or could even be delivered onsite.



### Maths (Level 1 or 2)



### Digital Skills (Level 1 or 2)

If lecturers consider a learner to be ready for an exam, they can have the option to join one of our intensive 3-day workshops.



### Intensive Course

Functional Skills may already be delivered in your organisation, please check with your employer to check the options available to you.

## NCFE Level 2 Certificate in Principles of Team Leading

Designed for learners who want the knowledge and understanding required to successfully lead a team. Topics include:

Principles of team leading	This unit provides learners with an understanding of leadership styles in organisations. Learners will develop knowledge of team dynamics and the techniques used to manage the work of teams. Learners will also gain an appreciation of the impact of change management and how a motivated team affects an organisation.
Understand business	This unit equips learners with an understanding of organisational structures and the business environment. Learners will also gain knowledge of business reporting within an organisation.
Understand how to communicate work-related information	This unit equips learners with an understanding of the principles and techniques of work-related communication both verbally and in writing. Learners will also develop the knowledge of a range of documents required for different types of meetings in a business environment.
Understand how to deliver customer service and resolve problems	This unit equips learners with an understanding of customer service delivery and the relationship between customer service and brand. Learners will be able to identify the techniques used to resolve customer service problems.
Introduction to coaching	This unit aims to provide learners with an introduction to coaching. Learners will explore the concept of coaching and how it can be used within the workplace to improve performance.

<b>Understand how to develop working relationships with colleagues</b>	This unit provides learners with an understanding of the principles of effective team working. Learners will be able to identify what is required to develop working relationships with other teams and departments.
<b>Introduction to mentoring</b>	This unit aims to provide learners with an understanding of effective mentoring. Learners will explore the role and benefits of mentoring and the use of tools and skills to support the mentoring process.
<b>Understand personal development</b>	This unit aims to give learners an understanding of the role of a team leader and how to plan for personal development.

## Problem solving workshop

The Higher Development Award will also include a problem solving workshop for those who successfully complete the Team Leading Units. This workshop will include:

- The nature, scope and impact of problems and problem-solving techniques
- Decision making techniques
- Group work to discuss potential solutions and share good practice
- Application to an identified departmental problem

## How much time will I need for learning?

- Learners will need 5 half days for workshops over 6 months
- Independent online study tasks between workshops will be set. Learners will complete these tasks in their own time or access additional study leave via the Trusts policy
- Approximately 2 to 3 hrs per week of learning time is required for either Functional Skills or the Team Leading Programme. You will only undertake one option at a time

## How can managers support learners alongside the Higher Development Award?

- Schedule them study days for pre-planned workshop dates
- Take an active interest in progress and encourage an ongoing conversation around the programme
- Provide feedback on how to embed new knowledge and skills in the workplace
- Encourage clear goals and objectives linked to learning and development

## Funding criteria

- Learners will need to be 19+ years
- Learners cannot be enrolled on any other Government funded education programme (eg an apprenticeships)
- Learners must live in a non-devolved mayor region
- Has lived in the UK for 3 years or more

## Progression opportunities

- Senior Health Care Support Worker Apprenticeship (all pathways)
- Team Leader Apprenticeship
- Business Administration Apprenticeship

## Next steps and deadlines

- We will be hosting an online Q&A session on **17 July at 10-11am**. This is an opportunity to find out more about the course from Chichester College Group and ask any questions you may have. To request the online link. Please email: [hda@chichester.ac.uk](mailto:hda@chichester.ac.uk)
- Your expression of interest should be submitted no later than the **31 July** for this first intake. Please email your expression of interest to: [hda@chichester.ac.uk](mailto:hda@chichester.ac.uk)
- Chichester College Group will then contact you to complete an Initial Assessment and Enrolment Form starting week commencing **5 August**
- For your information, online workshops will take place on Tuesdays from **9am-12pm** on the following dates:  
**17 September | 22 October | 26 November  
7 January | 4 February**

## Expression of interest

Please choose only one pathway.

You may complete both pathways over time; however, you can only work towards one at a time.

Which Higher Development Award pathway are you interested in?

- Higher Development Award (HDA) Functional Skills
- Higher Development Award (HDA) Level 2 Team Leading, including the Problem Solving Workshop

Name

Preferred Email

Line Manager Name

Line Manager Email

Workplace Location

Department

### Eligibility Criteria

You must live in a non-developed mayor region to be eligible. Please provide your **home postcode** for Chichester College Group to check you are eligible.

Home postcode

I confirm I am 19+ years.

Yes  No

I confirm that I am not currently enrolled on any other Government funded education programme (eg an apprenticeship).

Yes  No