

# Chartered Manager Health and Social Care

**Degree Apprenticeship with Integrated  
Mary Seacole Programme**



**Offered locally  
and nationally**

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# Award-winning Degree Apprenticeships

Manchester Metropolitan University is one of the most popular universities in the UK, currently educating over 39,000\* students. The University takes its responsibility for creating work-ready graduates very seriously and maintains close industry and business links.

Our Degree Apprenticeships are practice-focused. They equip our apprentices with the skills to ensure they are ready to take on the industrial challenges of tomorrow and make their mark. We develop our programmes in partnership with employers, to meet the needs of industry and individuals.

As pioneers of degree apprenticeships, we have become industry leaders, allowing us to build unrivalled partnerships with some of the UK's largest employers and innovative small and medium-sized enterprises (SMEs).



**Leadership Academy**

Our partnership with the NHS Leadership Academy means that our apprentices can join the Mary Seacole programme as an embedded unit on the Chartered Manager Degree Apprenticeship.

**2,400**  
apprentices  
on 18 programmes

**Top university  
in the UK**  
for degree apprenticeships

RateMyApprenticeship  
Awards 2019, 2020, 2021, 2022

**92%**

**merit or distinction  
at EPA in 2022**

**110+**

**apprentices  
recognised  
at regional and  
national awards**

Winner

**University  
of the Year**  
at the Multicultural  
Apprenticeship Awards 2022

**540+**  
Employer  
partners

★ **Rated** ★  
**'Outstanding'**

by Ofsted 2018 and 2022

**Training Provider  
of the Year**  
North West Apprenticeship  
Awards 2023

# About the course

## Maximising potential

The Chartered Manager Degree Apprenticeship in Health and Social Care, with an integrated NHS Leadership Academy Mary Seacole Programme, is practice-focused and aimed at early career leaders and managers.

This apprenticeship delivers the best of both worlds – a full honours degree and one of the NHS' most popular leadership programmes – all of which is fundable via the Apprenticeship Levy or through 95% government support.

The two-year accelerated qualification is ideal for health and care professionals whose role involves driving improvements in care quality and managing key delivery challenges. It will develop managers capable of maximising their potential and rapidly improving care outcomes.

Delivered through a blend of online and face to face learning, the course supports apprentices to apply what they have learned in their own workplace and aligns with the objectives of the NHS People Plan. Projects are agreed with employers to include live, real-world health and care scenarios.

## National delivery

This is a national programme, with lecturers travelling to deliver the course where you are. We currently have cohorts in Birmingham, Cambridge, Leeds, London, Manchester and Newcastle are looking to expand into the north east and the south of England. Please contact us to discuss delivering the programme in your area. Our contact details can be found on the back of this brochure.

## The qualification

This accelerated two-year course has been designed to recognise the significant previous experience of many employees in the health and social care sector. Upon successful completion of the course, apprentices will achieve a BA (Hons) Business Management Professional bachelors degree, the Mary Seacole certificate and professional accreditation with the Chartered Management Institute (CMI).

## Who is the course for?

The course is designed for applicants who are operating in roles that have a relationship with the delivery of care. This can include those directly delivering care, clinical staff, or people who work in a management role supporting and/or influencing frontline services.

Apprentices will become critical, professional and capable management practitioners in a variety of clinical and nonclinical roles, such as: Business Manager, Operational Manager, Commissioning Manager, Team Manager, IT Manager, Education Manager, Project Manager, or any other role with managerial responsibilities.

## Core skills, knowledge and behaviours

Degree apprenticeships develop a core set of skills, knowledge and behaviours relevant to the course specialism. On successful completion of the course, apprentices will be able to:

- Apply critical thinking to practical and theoretical problems in an organisational context.
  - Communicate effectively using a range of media.
  - Demonstrate ethical and sustainable awareness in an organisational context.
  - Demonstrate professional and commercial awareness in an organisational context.
  - Demonstrate subject-specific knowledge and skills in business management.
  - Synthesise the development of academic and work-based skills and knowledge through a reflective and self-managed approach to personal development.
- Demonstrate personal and interpersonal competence required by employers in order to operate effectively in a management role within an organisation.
  - Drive to achieve in all aspects of work.
  - Demonstrate resilience and determination when managing difficult situations.
  - Seek new opportunities underpinned by commercial acumen.
  - Be flexible to the needs of the organisation.
  - Be creative, innovative and enterprising when seeking solutions to business needs.
  - Be positive and adaptable, responding well to feedback and need for change.
  - Be open to new ways of working and new management theories.
  - Set an example that is ethical and fair.



**I chose to do the Chartered Manager Health and Social Care Degree Apprenticeship because I felt that it would enhance my role, develop learning, and formalise my management skills. I chose Manchester Met because they are a leading university provider of apprenticeships.**

I like that I will gain three qualifications from the course: a degree, an apprenticeship qualification, and the integrated Mary Seacole programme – an accredited leadership programme provided by the NHS.

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### **Sharon Sheera**

Chartered Manager (Health and Social Care) Degree Apprentice, Oxleas NHS Foundation Trust

# Success stories



**We decided to embark on the Chartered Manager Health and Social Care Degree Apprenticeship for several reasons. Firstly, we really want to give individuals who perhaps may have not previously been in formal education, or may have not undertaken a degree, the chance to gain that qualification. It has been particularly useful for those who have found themselves in a management role after a number of years here within the Trust.**

The integrated 'care' element of Health and Social Care is really important for us. We were looking for individuals across several different specialisms across a number of different levels of seniority, to really encourage thinking in that way, to bring together that health and social care focus.

The programme gives apprentices the chance to deliver projects, not just in a theoretical sense, but to have a lasting legacy for us as an organisation and for our patients.

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**Patrick Reihill**  
Talent Manager, Guy's and St Thomas' NHS Foundation Trust

**I chose the Chartered Manager Health and Social Care Degree Apprenticeship because the skills and knowledge taught on the course are transferrable to my current role. Having the Mary Seacole element as well is an advantage as I get a degree, apprenticeship and the Mary Seacole qualification. The fact that I can get all of this in just a two-year course as well is fantastic.**

The location was an important factor for me when deciding to apply for the course. I'm London-based and having the course delivered by Manchester Met on my doorstep means there is no additional travel for me and it's a great advantage of the course.

What I enjoy most about my degree apprenticeship is being able to network with colleagues from different organisations. We all meet at the face-to-face lectures in London and are able to brainstorm scenarios to come up with real time answers. I can also take these learnings back to my job role, which is really helpful.



My learnings on the course are enabling me to be a more effective manager in the future. I've already adopted reflective listening and collaborative working into my job, which allows me to enhance my operational duties. I would absolutely recommend this degree apprenticeship with Manchester Met to others.

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**Alex Ssenabulya**

Chartered Manager Health and Social Care  
degree apprentice  
Great Ormond Street Hospital



# Creating a supportive environment

In order to create an environment where apprentices will be able to achieve successful outcomes, both academically and within their organisations, the University has put in place a wide range of support.

## Apprentices

### Dedicated skills coach

A dedicated skills coach will conduct termly reviews with the apprentice and employer, advise on University regulations and procedures, and provide pastoral support.

### Functional skills

Provision of Functional Skills if required.

### Personal learning plan

Where additional learning support requirements are identified, they will be met through a Personal Learning Plan.

### University services

Full access to University services – including disability services, wellbeing, the library, IT services, sports facilities and student discount.

### Management teaching team

A dedicated teaching team who blend understanding of the latest business research and management models with examples of how they can be applied to the workplace. All of our staff have been business practitioners and many still provide consultancy services. Our staff are available face-to-face, by email, and by phone, so apprentices can contact them wherever they are.

## Online study environment

Study materials can be accessed 24/7 via our online study environment, Moodle. Our course is designed to support learners who live and work outside of the north-west. Moodle enables apprentices to access reading lists, download journal articles, contribute to online discussion groups, email tutors, listen to podcasts and submit assignments.

## University library

The main University Library is located on the All Saints Campus and is open 24/7 during the academic year.

The Library provides access to a wide range of books, texts, journals, and business information and statistics. It also runs a number of workshops for mature students on study and research skills.

Many of the Library's resources are available online. For example, apprentices can search the library catalogue, renew and reserve books, and download journal articles and research information.





## **Employers, line managers and mentors**

### **Apprenticeships team support**

The Manchester Met Apprenticeships Team is available to support employers throughout the apprenticeship process, including:

- Holding meetings with staff and managers to understand operational challenges and training needs.
- A dedicated account manager, providing a single point of contact with the University.
- Working in partnership to tailor content and delivery.
- Sending regular reports of apprentice progress.

### **Progress reviews**

Line managers and mentors are supported through regular progress reviews to set, monitor and evaluate objectives and targets.

# Delivery and structure

## Delivery

Apprentices study a core curriculum across two years, with approximately 16 classroom days per year.

The Chartered Manager Health and Social Care Degree Apprenticeship is delivered jointly by lecturers from Manchester Met's Business School and School of Health and Education. Lectures take place on campus in Manchester, or at one of our regional hubs across England.

Delivery uses a blend of face-to-face and online learning, including lectures, workshops, seminars and personal tutoring. Apprentices will also be expected to spend additional time on self-study, development opportunities and tutor-supported online learning. A dedicated skills coach will conduct regular reviews, ensuring one-to-one support is also provided for each apprentice.

### **The Mary Seacole programme**

During the Mary Seacole unit, apprentices will need to engage with a structured online learning environment through the NHS Leadership Academy's virtual campus. This includes programme films, interactive content, discussion forums and online resources.

## Assessment

Assessments have been designed to be an effective measure of an apprentice's progress and reflect their learning on each unit. There is a varied assessment pattern, which gives apprentices the opportunity to utilise technologies and channels of communication that could be used to effectively convey management information.

### **Reports**

Typically, a 2,000 word assessment where an issue, scenario or problem is analysed using academic concepts. Reports include academic conclusions and recommend appropriate business change proposals.

### **Presentations**

The apprentice will plan and deliver an individual presentation (typically 10 minutes) that uses academic concepts, models and frameworks.

### **Essay**

A piece of academic writing, typically 3,000 words (15 credits) or 6,000 words (30 credits), which uses academic theory and models to critique a business decision or process. Please note, assessments may be broken down into smaller assignments over the duration of a unit.

### **Portfolio and end-point assessment**

Apprentices will construct an evidential record of professional development, demonstrating clear evidence of critical reflective practice, learning and action planning for future developments. The portfolio is supported by an online tool and is presented for assessment in the final year of the course as well as being the major component for end-point assessment.



**I've really enjoyed my Chartered Manager Health and Social Care Degree Apprenticeship. It's hard work, but I think the key to success is being extremely disciplined and making time to study and reflect on your learnings from university, and how these learnings can be utilised in your workplace. My tutors have been incredible and supportive, and so have my fellow apprentices, who have also helped to support and guide me along the way.**

My cohort was actually the first cohort to undertake the Mary Seacole Programme, which was really enjoyable. From finishing the Mary Seacole element, I've had lots of reflections which have made me think differently about how I'd approach situations moving forward.



As a relatively new manager, a lot of the skills that I've learned on the degree apprenticeship are allowing me to reflect on what I've done in the past, and what I'd do differently in the future. I would definitely recommend a degree apprenticeship with Manchester Metropolitan University.

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**Suzanne Tickle**

Chartered Manager Health and Social Care  
degree apprentice  
Northern Care Alliance NHS Group

# Course content

## Key focuses

The early units provide an introduction to strategic leadership and operational thinking in the context of Health and Social Care. Later units explore the key principles for effective management in social care, as well as equipping apprentices with the skills to successfully manage change in a rapidly evolving healthcare environment.

Apprentices will reconcile their learning with a substantial work-based project. Through the creation of a portfolio, apprentices will demonstrate the ways in which they have continually applied their knowledge directly to the context of their organisation.

## Year 1

### Developing self and others

This unit focuses on the personal development of the apprentice, helping them to create a critical understanding of their own personal skills. The unit covers topics such as time management, goal setting, influencing techniques, negotiating and persuasion, emotional and social intelligence, active listening and open questioning, conflict resolution management, dispute resolution and management communication.

### Strategic and operational thinking in health and social care

The unit explores the development of organisational strategies and plans in health and social care, and how to create and deliver operational plans. It examines setting targets and key performance indicators, managing resources, commissioning and contracting, and monitoring and measuring outcomes to establish operational effectiveness and excellence.

### Managing change and innovation in health and social care

Managing change and driving innovation are vital to improving care levels and operating effectively. The unit will explore the need for change and innovation in service design and delivery, as well as how to manage change within an organisational context. It will examine innovation and digital technology and their impact on healthcare organisations.

### Project concept and initiation

At the end of Year 1, apprentices will explore project development, ideas and tools. Although this is a stand-alone academic unit, it also prepares the apprentices for their second-year work based project and portfolio unit.

## Year 2

### Leadership and management of people (Mary Seacole Programme\*)

The embedded Mary Seacole programme was designed by the NHS Leadership Academy in partnership with global experts to develop knowledge and skills in leadership and management. The programme provides a balance between learning the theory and putting it into practice, empowering participants to turn their success into consistent team success and to champion compassionate care and support.



Leadership Academy

\* Accreditation of prior learning available for applicants who already have this.

### Project management and portfolio

The work-based project will enable apprentices to plan and deliver a significant project in the workplace. The portfolio captures the knowledge, skills and behaviours developed by a candidate in preparation for end-point assessment.



I can honestly say that I have never before experienced the levels of support that I have on the Chartered Manager Health and Social Care Degree Apprenticeship at Manchester Met.

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**Jade Dyke-Whitfield,**  
Chartered Manager Health and Social  
Care Degree Apprentice, St Michael's  
Hospice, Hereford

### **Work-based projects and reviews**

Taught units are complemented by a portfolio and work-based project unit. Whenever practical, a University tutor and skills coach will work with participants to develop projects that examine and investigate real-world health and social care challenges and scenarios. These units rapidly allow apprentices to bring their learning into a relevant workplace context.



# Application information

There are a number of entry routes available for participants wishing to join the course. All of these require applicants to be able to evidence prior skills and knowledge development to satisfy entry on to this executive degree apprenticeship.

There are three entry routes available for applicants wishing to join the course.

All require applicants to evidence prior skills and knowledge development to enrol on our executive degree apprenticeship.

## Entry requirements

### Route 1: direct

**Qualifications:** A first degree (not in a management discipline) or Level 5 qualifications such as DipHE, ILM or CMI L5 in Leadership and Management, HND and Mary Seacole Award.

**Experience:** 2+ years managerial experience

### Route 2: with 800-word entry assessment

**Qualifications:** Level 4 qualifications, e.g. HNC, Cert HE, ILM/CMI award Leadership and Management Level 4 and Edward Jenner Award.

**Experience:** 2+ years managerial experience

### Route 3: with 800-word entry assessment

**Qualifications:** Applicants with qualifications that do not meet the above criteria.

**Experience:** 5+ years managerial experience

## Level 2 English and maths requirements

Applicants must be able to evidence Level 2 English and Maths, prior to starting the course. This could be Functional Skills Level 2 or GCSEs grades 9 - 4/A\* - C.

## How to apply

Once an employer has confirmed that they will support their apprentice(s) on the course, we will issue an application pack to interested applicants which includes the necessary forms and guidance.

The application form enables us to build up a picture of the candidate, their experience and the knowledge and skill areas they are looking to develop.

## Employer next steps

If you would like to discuss how this course could work for your organisation, or if you have any further questions, please contact our dedicated Apprenticeships Team.

**E:** apprenticeships-employer@mmu.ac.uk

**T:** 0161 247 3720

**This course supports Salford Royal NHS Foundation Trust's mission to fully integrate and embed a transformed health and social care service where patients experience improved continuity of safe and reliable care in the community they live.**

We can see our leaders of the future emerging in our present cohort of degree apprenticeship participants. They are talking and thinking differently, embracing their new knowledge of leadership and management theory and applying their learning straight into the workplace. They are contributing towards transforming our health and social care systems, which is exciting and rewarding.

Offering degree apprenticeships to our employees supports our workforce strategy. We are building capability and harnessing the management of talent in the organisation by continuing to develop, invest and retain our future leaders.



### **Working with Manchester Met**

Communication with Manchester Met is excellent. Nothing is too much trouble. Members of the apprenticeship team visited our workplace on several occasions to meet with staff and provide contextualised information about the apprenticeship, answering questions staff had. The apprenticeship team are flexible, supportive, enthusiastic, and forward thinking. They are a pleasure to work with.

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#### **Diane Hooper**

Allied Health Professions and Healthcare  
Science Resourcing Lead  
Northern Care Alliance NHS Group

## Get in touch

Our growing portfolio of undergraduate and postgraduate apprenticeships include programmes in the following areas:

- digital and technology
- digital marketing, creative design and UX
- health and social care
- leadership, management and HR
- retail

If you think one of our programmes could work for your organisation, please get in touch. We will be happy to provide further information and guide you through the next steps.

### Contact us:

#### Apprenticeships team

E: [apprenticeships-employer@mmu.ac.uk](mailto:apprenticeships-employer@mmu.ac.uk)

T: 0161 247 3720

W: [mmu.ac.uk/apprenticeships](http://mmu.ac.uk/apprenticeships)

 [@mmuaapprentice](https://twitter.com/mmuaapprentice)

 [MMUApprenticeships](https://www.facebook.com/MMUApprenticeships)

 [Degree Apprenticeships at Manchester Metropolitan University](https://www.linkedin.com/company/degree-apprenticeships-at-manchester-metropolitan-university)

 [Degree Apprenticeships at Manchester Met](https://www.youtube.com/channel/UC...)

 [manmetuni](https://www.instagram.com/manmetuni)

We are committed to ensuring that all of our materials are accessible. This brochure is available in a range of formats, such as large print, on request via [marketing@mmu.ac.uk](mailto:marketing@mmu.ac.uk)