

PMA Excellence in Supporting Healthcare Certificate

Level 2 e-learning programme for the non-clinical workforce

PMA

This groundbreaking e-learning programme was developed specifically for the non-clinical workforce in primary care. Its aim was to incorporate skills needed for the NHS of the future.

Since launch, the outcomes seen have been transformational. Increased confidence displayed by learners is translating into significant gains in efficiency and communication, improved customer service and enhanced team working within the practice.

A wide range of healthcare professionals and managers are also finding it interesting, highly relevant and helpful.



From our learners

'The slide shows were very informative, and I found them a very good style of e-learning. The videos and quizzes were helpful. The resource pages were good and allowed for as much learning as you felt necessary and if you were unsure you could look at the next link for further information.'

'I like that I feel more confident in my role. For example, communicating with patients and trying to stay calmer as I now understand the difficulties they may have.'

'The programme will make a difference to social prescribing and my own communicating skills. I feel more confident.'

Overview

The programme was developed by the PMA in collaboration with OHSEL and supported by NHSE and HEE. Aiming to provide an overview of competencies required at Level 2, it covers familiar training needs such as managing information, equality, and diversity as well as the key areas highlighted in the Long-Term Plan. Examples include collaborative working, enabling self-care and the key role non-clinical workforce now play in providing information and support to service users.

A short demonstration video can be seen [here](#)

Modules

Each of the 8 modules consists of several units. They include a selection of formats, tools and additional resources such as reports, links to websites and useful videos. The units have a brief knowledge check at the end consisting of multiple-choice questions.

The 26 units vary in length and detail, so the time required to complete the programme is dependent on experience and knowledge of the topics. We suggest allowing 1 hour per unit.



There is an App available for phones and tablets, allowing you to work whenever and wherever are convenient for you.

1

Ethical practice

3

Information governance

5

Motivating and supporting skills

7

Self-awareness

2

Effective communication

4

Protecting patients

6

Organising and networking skills

8

CQC compliance

Sample course

We understand it may be helpful to see what this e-learning course looks like before making a final decision to enrol. If you would like to see a sample of the format and topics within this course, please [click here](#). You will be able to register and work through a limited number of the available resources and unit steps to gain a flavour of the full programme.

Contact the PMA Team

For more information please email
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