

MODERN APPRENTICESHIP

Biomedical Support Worker(MLA)

- *Biochemistry*
- *Microbiology*
- *Haematology*
- *Pathology*



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THE MODERN APPRENTICESHIP PROGRAMME

The current vacancies for Modern Apprentice Biomedical Support Workers (Medical Laboratory Assistants) is open only to applicants aged 16 to 24 , or 16 to 29 years for disabled applicants or applicants who are care experienced*, in line with NHS Greater Glasgow and Clyde Youth Employment Plan and workforce projections. **In order to be considered for shortlisting you must include your date of birth in the equal opportunities section of the application form.**

** Care experienced applicants are people who live/have lived with foster parents/kinship carers or who live/have lived in a residential children's setting/secure unit. If this describes you please tell us in question 3 in the application assessment section. See page 11.*

In order to apply you must already have a minimum of:

- **2 Highers at Grades A to C in Biology and Chemistry and a National 5 at grade A to C in Maths.**
- **Your application form should clearly evidence that you meet selection criteria therefore the education history section should be completed in full.**

During the MA programme you will be working towards achieving an SVQ 3 in Laboratory and Associated Technical Activities (industrial Science) and an HNC in Applied Sciences (SVQF Level 7).

If you already hold these qualifications please apply for our Band 3 Medical Laboratory Assistant Vacancies when available – [click here](#)

- Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview.
- Shortlisting will include demonstrating that you meet the minimum educational qualifications for application along with evaluation of the Supporting Statement within your application form.
- Please ensure that you read the guidance carefully on completing the application form and the assessment questions BEFORE you submit your application. *See Page 20*
- You should complete and submit your application via the NHS Scotland online Recruitment system Jobtrain.

THE MODERN APPRENTICESHIP PROGRAMME

What is a Modern Apprenticeship?

Modern Apprenticeships offer the opportunity of gaining skills and qualifications that will help to start your career. A modern apprentice has the chance to be in paid employment and work towards a recognised vocational qualification at the same time¹.

How long will it last?

If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term three year contract.

During your apprenticeship you are expected to attend regular reviews to discuss your progress and development needs, and are expected to stick to the agreed training plan. This includes attending training and taking responsibility, with support, to collect the evidence required that proves your competence in the job role.

Will I be attending college?

You will attend Glasgow Clyde College on a day release basis over two years to obtain a HNC (SCQF Level 7) in Applied Science.

Will I be working to a Job Description?

Yes. You will work to the standard Biomedical Support Worker/Medical Laboratory Assistant Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at Biomedical Support Worker (Medical Laboratory Assistant) level on appointment.

What will I be doing?

For this role you will be required to rotate across two Glasgow and Clyde Hospital Sites working in four laboratory departments. These rotations are listed in no particular order and where possible a candidate's home location will be considered when allocating a base for your first rotation.

Click the links to view travel and other useful information or visit www.nhsggc.org.uk and click on the link for Hospitals & Visiting Times

- Microbiology Department based at [Glasgow Royal Infirmary \(GRI\)](#)
- Biochemistry Department based at the [Glasgow Royal Infirmary \(GRI\)](#)
- Haematology Department based at the [Queen Elizabeth University Hospital \(QEUH\)](#)
- Pathology Department based at the [Queen Elizabeth University Hospital \(QEUH\)](#)

¹ <http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx>

THE MODERN APPRENTICESHIP PROGRAMME

How long do the Department Rotations last?

Each rotation will last a period of 6 Months and during that time you should expect to be trained and supported to carry out the main duties as outlined in the attached job descriptions.

An example of one rotation could look like this:

- Home Laboratory– 6 months
- Pathology – 6 months
- Haematology – 6 months
- Microbiology – 6 months
- Biochemistry – 6 months
- Home Laboratory – 6 months

A modern apprenticeship isn't just about working; you need to be committed to learning too. During this period you would be expected to work as a member of our staff but also work towards an SVQ qualification and an HNC in Applied Science.

As well as working you will be required to agree to a training / development plan and attend meetings with trainers, assessors and verifiers as required. In addition whilst undertaking the HNC component of the programme you will be required to attend Glasgow Clyde College on a day release basis for 2 years. Engagement with the workplace SVQ process, college attendance and satisfactory course progression is mandatory

You will be an employee of NHS Greater Glasgow and Clyde and therefore also expected to observe the same Terms and Conditions of employment that all our staff do and be subject to the same policies and procedures.

Does working in a laboratory mean I will be dealing with patients?

No but you will be dealing with blood and tissue samples and bodily fluids including blood, urine and faeces which have been sent to the department for testing. *For more detail please refer to the summary information and job descriptions section.*

Will I be paid?

Yes. NHS Greater Glasgow and Clyde is a Living Wage Employer. This Modern Apprenticeship will pay you a minimum £18,181 per annum.

THE MODERN APPRENTICESHIP PROGRAMME

What is a Modern Apprenticeship Framework and where does an SVQ fit in?

A Modern Apprenticeship Framework is a document that describes the minimum standard of competence defined by employers for a given role. Frameworks identify relevant SVQ (or alternative competency based qualifications), core skills e.g. communication, numeracy and any industry specific training that might be required.

More than 70 different Modern Apprenticeship Frameworks have been developed in Scotland².

A Scottish Vocational Qualification (SVQ) is a qualification that shows that you are able to perform a job to nationally recognised standards. SVQs are made up of Units, each one of which describes an aspect of the job. You are expected to work your way through all of the Units attached to your job role. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work related evidence. You will be assessed on the skills you use every day in your job.

What qualifications will I hold when I complete the Modern Apprenticeship?

This post reflects the following Modern Apprenticeship Framework:

- Life Science and Related Science Industries

Visit <http://www.sqa.org.uk/sqa/69343.html> or [click the link](#)

Successful completion of the program results in

- SVQ 3 in Laboratory and Associated Technical Activities (Industrial Science)
- HNC in Applied Sciences (SVQF Level 7).

What happens at the end of the Modern Apprenticeship?

On successful completion of all elements of the NHS Greater Glasgow and Clyde Modern Apprenticeship (and SVQ qualification) we will support your transition into permanent employment within the organisation.

The role of the Biomedical Support Worker is a rewarding one and is an essential role with Laboratory Medicine. Longer term, should you wish to so, with additional education and training it is possible to progress through to career frameworks towards the Biomedical Scientist or Clinical Scientist pathway.

² <http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx>

Selection Timetable

Please note this time table is indicative and may change. Any variation in dates will be notified to candidates.

Recruitment Stage	Date
<p>Information Session – your opportunity to find out more about Laboratory Sciences and the MA Program, meet the teams and to tour the laboratories.</p> <p>Places are limited – book your space at</p> <p>Please click here to book a space or visit</p> <p>https://link.webropolsurveys.com/Participation/Public/f2bf0a82-1367-4aa1-80e5-dce24bb44986?displayId=Uni2057036</p>	<p>Afternoon of Monday 2nd November 2020</p> <p>MS Teams online session</p>
<p>Closing date for application submission</p>	<p>12 Noon Monday 9th November 2020</p>
<p>Applications Assessed and candidates selected for Interview</p>	<p>Process completed by 13th November 2020</p>
<p>Stage 1 - Assessment Interview process</p>	<p>Week commencing Monday 23rd November 2020</p>
<p>Stage 2 - Final Interview</p>	<p>Friday 27th November</p>
<p>Anticipated start date for Successful candidates to commence employment subject to time taken to complete satisfactory pre employment checks</p>	<p>Early January 2021</p>

THE MODERN APPRENTICESHIP SELECTION PROCESS

How do I apply for this position?

All applications need to be made through the NHS Scotland on line system. When you first register you can create an account which you can access at all stages of the process.

When completing your application please ensure that:

- You provide us with full contact details
- You provide us with your **full education history**. If including Standard Grades or Intermediate or GCSE please make sure you include the level.
- You provide details of any employment history. You should also include any volunteering or work experience placements in this section.
- You include your date of birth in the equal opportunities section.
- **You need to complete the application form in full – please do not upload a CV as this will not be available to the selection panel.**
- Please do not send any other inclusions e.g. copies of qualification certificates, other award letters or CVs etc. If you are selected for interview we will let you know what evidence we need you to provide regarding your educational qualifications.

I've never worked as a Biomedical Support Worker (Medical Laboratory Assistant) before so how do you know I have the skills you are looking for?

As well as the educational qualifications, skills, knowledge/experience you must have to be able to do the job we will also ask you to provide supporting information in your application form that will help us assess your suitability. *See Summary Information section pages 12 to 18*

The Assessment Section of the application form plays a significant part in our decision to select your application for shortlisting. **Please ensure you read the guidance on completing the Assessment Section carefully** and ensure you address all the questions posed. *See Page 20*

Draft your answers before you type into the text box in the application form and check your spelling and grammar.

How do you decide who to interview?

We base our decision on who to interview by assessing the information you have provided and your responses to the questions you have been asked to address in the Assessment Section of the Application Form.

THE MODERN APPRENTICESHIP SELECTION PROCESS

Can I get help to complete the application form?

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Skills Development Scotland office. One of the advisers there will be able to support you through the application process. You can find out more at <https://www.skillsdevelopmentscotland.co.uk/>

You can also find information on the My World of Work website <https://www.myworldofwork.co.uk/getting-job/application-forms>

Who should I ask to be a referee?

We know it might be hard for applicants to provide us with two referees if they have not worked before so that is why we will accept educational references from teachers at your school/college. However, if you do have a current part-time job or have volunteered or worked before please also give us details of someone who can provide a reference for this.

It is important that you give us full contact details including an email address for this person AND that you ask the person for permission to use them as a referee before you submit the application form.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactory completing pre employment checks which include reference checks and an occupational health assessment.

When is the closing date for applications?

Your application must be submitted on or before **12 Noon Monday 9th November 2020** at the latest.

We will **NOT** accept late applications.

THE MODERN APPRENTICESHIP SELECTION PROCESS

Who will assess my application?

Your application will firstly be assessed by recruitment professionals who will ensure that you meet the minimum selection criteria (a minimum of 2 Highers in Chemistry and Biology at Grade A to C and a National 5 Grade A to C in Maths).

This panel will include at least two managers from the department hiring staff. They will be judging how well your application matches the selection criteria for the post. They will review the information you provide in relation to the educational qualifications, knowledge, skills and experience required for the post. The shortlisting panel will be looking for well presented, clear, concise information and any additional information that is interesting and highlights any additional skills and qualities you have over and above your educational qualifications.

When will interviews be held?

We anticipate that interviews will be scheduled for Week Commencing 23rd November. The interview process will be in two stages with candidates who are shortlisted invited to participate in an initial suitability assessment. Candidates who are successful at this stage will be invited to attend for a final interview on Friday 27th November.

Interviews will be online using MS Teams and you will be invited to participate in an interview preparation session prior to your interview.

Disability

The Equality Act defines Disability as follows “any physical or mental impairment which has a substantial adverse effect on a person’s ability to carry out normal day to day activities”. NHS Scotland is “Positive about Disabled People” as part of our continued commitment to extend job opportunities for people who are disabled. All candidates who indicate they have a disability **and meet the minimum criteria for selection** will be guaranteed an interview.

Job Descriptions – Summary Information

Please read the summary information for each area as you will be required to refer to the information on skills and personal qualities in the Assessment Questions section of the application form.

You can find out more about Laboratory Medicine in NHS Greater Glasgow and Clyde at

<https://www.nhsggc.org.uk/about-us/professional-support-sites/laboratory-medicine/laboratory-disciplines/>

You can find out more about the role of a Biomedical Support Worker (Medical Laboratory Assistant) at

<https://www.careers.nhs.scot/careers/explore-our-careers/healthcare-science/healthcare-science-support-worker/>

**Modern Apprenticeship Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry, Glasgow Royal Infirmary
Summary Information - Full Job Description on Page 25**

Where will the apprentice be working?

Biochemistry Department, Glasgow Royal Infirmary (GRI).

What are the working hours and shift pattern?

Day shift is 08:45-17:00 Monday to Friday

What does the Biochemistry Department do within NHS GGC?

The Biochemistry Laboratory at GRI provides an analytical service for all in-patients and out-patients attending the hospital as well as all the GP samples from practices within the North Glasgow area. In addition, GRI provides a number of specialist services for areas throughout Scotland and beyond. We analyse mainly blood and urine specimens for the presence of chemicals, hormones and toxic substances to aid the diagnosis, treatment and prognosis of our patients.

What are most common duties of this role?

- Check, receive and prepare samples for analysis.
- Identify and deal with urgent samples.
- Recognise and deal with common sample problems.
- Centrifuge samples.
- Measure urine volumes and prepare aliquots.
- Enter sample details into laboratory information system.
- Prepare and send away samples going to other laboratories for specialist tests
- Ensure the environment is kept clean and tidy.
- Deliver prepared samples to main lab for analysis
- Assist BMS staff working on the short turn-around time (STAT) bench.
- Take calls and queries about samples and know how to deal with them.

Who else works in the team?

There are 23 other Biomedical Support Workers (Medical Laboratory Assistants), this team is directly managed by two reception supervisors and a reception manager. We also have Biomedical Scientists, Clinical Scientists, Medical Consultants and administrative staff in our wider laboratory team.

What are the most important skills required for this post?

- Manual dexterity
- Good hand eye coordination
- Attention to detail
- Keyboard skills

What are the most important personal qualities required for the role?

- Team working
- Good communicator
- Ability to work to deadlines
- Willingness to learn.

What is the most demanding aspect of this role?

Dealing with samples as they arrive is arguably the most important role in the laboratory as a mistake made here carries through the rest of the process. The job requires extended periods of concentration and focus in a high throughput environment.

You should be aware that much of the work involves handling blood, urine and other sample types and you will be trained in the correct procedures to safely process these samples.

What is the most rewarding part of this role?

We are a very busy department handling thousands of requests each day, our reception team play a vital part in making sure that we are able to provide a high quality service to our users and provide results in a timely manner. This in turn allows medical staff to make the appropriate decisions regarding their patients.

GRI is one of the three biochemistry hub laboratories within GG&C, GRI is the hub laboratory for the North Glasgow sector. In addition to our GRI site we also have satellite laboratories in Gartnavel General Hospital and Stobhill Ambulatory Care Hospital.

Our main laboratory at GRI provides both core and specialist biochemistry services. Our core laboratory is currently being upgraded with state of the art laboratory automation systems. Our specialist areas provide services for GG&C and other health boards in Scotland using highly specialised analysers and methods. Our reception team are involved in supporting all of these services.

**Modern Apprenticeship Biomedical Support Worker (Medical Laboratory Assistant)
Microbiology, Glasgow Royal Infirmary
Summary Information - Full Job Description on Page 31**

Where is the Microbiology Laboratory based?

Glasgow Royal Infirmary

What are the working hours and shift pattern?

Working time 8.45-5pm. Monday to Friday

What does the Microbiology Lab do within NHS GGC? What services does it provide?

The Microbiology Lab provides a specialist service and is responsible for the technical aspects of the diagnosis of infection and determination of appropriate anti-infective therapy by the application of different microbiological methods. The lab uses the most up to date scientific methods in conjunction with traditional methods of culture and microscopy.

What are the most common duties of this role?

- Book all samples which come into lab into computer system.
- Take telephone enquiries for results.
- Send off any samples requiring to go to other labs for investigation.
- Set up the samples which come into the department for the BMS staff to read the following day.
- Run urine analysers.
- Maintain stock within department and deal with ordering.
- Dispose of waste.
- Perform Quality Assurance checks.

Who else works in the team?

There is a team of Biomedical Support Workers, Biomedical Scientists, Medical Secretaries, and Consultants.

What are the most important skills required for this post?

- Accurate hand-eye co-ordination and manual dexterity are required for manipulation of material.
- Keyboard skills using high levels of speed and accuracy
- Attention to detail

What are the most important personal qualities required for the role?

- Needs to use own initiative to be able to prioritise urgent work
- Must be able to work effectively in a time pressured and time sensitive environment in order to manage suitably viable precious material under investigation within tightly defined time limits
- Must ensure accuracy of work and maintain concentration in a busy healthcare environment.
- Must be able to work as part of a team all working towards an end goal.
- Must be IT literate

What is the most rewarding aspect of working within Microbiology?

This role is a key part of a team who provide a safe, accurate and efficient microbiology service. Apprentices will find out all about what different types of bacteria cause infections and see them on agar plates and on slides under the microscope.

Modern Apprenticeship Biomedical Support Worker (Medical Laboratory Assistant)
Haematology, Queen Elizabeth University Hospital
Summary Information - Full Job Description on Page 37

Where will the apprentice be working?

Haematology, South Glasgow and will be mainly based at Queen Elizabeth University Hospital (QEUH). The department also has a small lab to support mainly clinics at Victoria ACH. QEUH Laboratory provides a Routine Haematology and Blood Bank service for the QEUH, the Royal Hospital for Children (RHC) and the Institute of Neurological Sciences

What are the working hours and shift pattern?

Core hours are 09:00 – 17:00.

What does the Haematology Department do within NHS GGC?

The Haematology/Blood Transfusion Department provide a comprehensive clinical diagnostic service to the primary, secondary and tertiary healthcare sectors, serving the population of Glasgow.

The department has educational links with Glasgow Caledonian, West of Scotland and Strathclyde universities.

The main analytical processes are undertaken by Biomedical Scientists (BMS). This group of staff make decisions on whether further work is required on patient blood samples based on initial results, which will aid diagnosis or help with treatment. BMS also provide crossmatched blood and prepare blood products for issue and subsequent transfusion. This can be for routine cases eg where patients are anaemic or have theatre scheduled or can be for emergency situation, such as trauma.

The department also has clinical staff, junior grades and consultants. The medical staff make all the clinical decisions on diagnosis and this is from the results obtained by analysis that have been referred by BMSs or by examination of smears prepared by BMSs. The clinical staff offer advice to the hospitals and GPs in the sector.

What are the most common duties of this role?

- receiving samples,
- sorting into different tests,
- numbering samples,
- booking requests into the lab computer system,
- centrifuging samples,

- loading analysers with samples and reagents
- checking previous blood transfusion history
- removing and de reserving blood from blood fridges
- delivering blood to clinical areas
- traceability of all donor blood (recording)
- centrifuging and separating samples for further analysis.
- recording fridge temperatures,
- cleaning fridges and centrifuges
- Waste and sample disposal

Who else works in the team?

The Biomedical Support Worker (Medical Laboratory Assistant) staff are supervised by Assistant Practitioner grade staff, who can undertake the same duties and carry out additional duties, but are not involved in the analytical process or decision making. In addition they will work with Biomedical Scientists and a range of medical and nursing staff.

What are the most important skills required for this post?

- Exceptional attention to detail. Patient request details on samples, forms and previous records must be checked and match exactly. In blood transfusion there is a zero tolerance to any discrepancies.
- All labels applied to samples have bar codes and these must be properly aligned in order for the analyser to read the information.
- The laboratories work to a series of standard operating procedures and staff must follow and adhere to these.
- The Department is governed by regulatory and accreditation bodies and these standards must be maintained.

What are the most important personal qualities required for the role?

- able to work both independently and as part of a team.
- able to work effectively in a
- able to prioritise
- good communication skills

**Modern Apprenticeship Biomedical Support Worker (Medical Laboratory Assistant)
Pathology, Queen Elizabeth University Hospital
Summary Information - Full Job Description on Page 45**

Where will the apprentice be working?

Queen Elizabeth University Hospital – Histopathology & Cytology

What are the working hours and shift pattern?

37.5 hrs per week. The department hours are between 08:00 & 19:00.

What does the Pathology Department do within NHS GGC?

NHS GGC Pathology department is one of the largest Pathology services in Europe. There are a number of specialist services provided such as Immunocytochemistry, in situ hybridisation, Electron Microscopy, Andrology, & Enzyme Histochemistry.

What are most common duties of this role?

- Entering current patient identification data and specimen coding details into Lab IT system
- Scribing for medical staff at specimen dissection
- Preparation of reagents and chemicals
- Embedding (blocking out) designated tissue samples
- Clean and change processing and staining machines
- File and retrieve tissue slides and blocks
- Disposal of tissue samples
- Block checking as part of overall quality control

Who else works in the team?

Biomedical Support Workers, Assistant Practitioners, Biomedical Scientists, Consultant Pathologists

What are the most important skills required for this post?

- accurate Hand eye co-ordination
- manual dexterity
- attention to detail
- concentration,
- prioritisation
- communication,
- listening

What are the most important personal qualities required for the role?

- enthusiasm
- positivity
- good interpersonal skills
- willingness to learn
- team player

What is the most demanding aspect of this role?

Pathology is not as automated as other laboratory disciplines and requires a more practical approach. Pathology also dissects recognisable tissue parts which may be off-putting for some. Archive duties are a part of Pathology which can be repetitive and requires prolonged concentration to ensure that slides and blocks are filed in the correct place.

THE MODERN APPRENTICESHIP APPLICATION FORM

What should I put in my application?

You should take time reading the guidance on completing the application form and ensure you do not leave it to the last minute. One standard application form means that everyone who applies is considered on the same basis. The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process, however **to be considered for shortlisting it is essential that you include your Date of Birth in the equal opportunities monitoring section of the application form.**

It's a good idea to gather all the necessary information e.g. your educational qualifications before you start to complete the application form. Plan what information to include in each section of the application form and take note of the space provided which will give you an indication of how much information is required.

Completing the Assessment Section of the Application form.

To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your assessment. **You will be asked three questions in the application form and we would like to answer them as follows:**

1 System Question - Why do you think you are suitable for this role? Max of 500 Words

- **What we want to know:** In the summary information on pages 11 to 18 we have told what kind of person we are hoping to recruit. **Can you tell us what skills or personal qualities you will bring to this job?** *Tell us which of these skills you have and how you have developed them e.g. through work, volunteering, school/college practical subject based tasks and any after school/college groups/other interests that demonstrate the skills and personal qualities we are seeking.*

2 Why do you want to work for the NHS? Maximum of 500 Words

- **What we want to know: Why are you interested in a becoming a Biomedical Support Worker(Medical Laboratory Assistant)?** *We have told you what the job involves so tell us why you think you would be good applicant. Tell us about your interest in working in Laboratory Medicine and why this is the career path for you. What is it about this job that appeals to you and why did you apply for this Apprenticeship programme?*

3 Is there any other relevant information that will assist us in shortlisting your application?

Maximum of 250 Words –

- **What we want to know: Please tell us a bit more about you.** *How do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application. **If you are a Care Experienced Applicant as defined on page 3 please tell us here.***

Final Check

- Make sure you have included details of **all** your qualifications (including grades and if they have been obtained or anticipated grades)
- Make sure you include contact details for your Educational Reference(s) and Work/Character Reference, including email address for them. Don't forget to ask their permission to use their details on your application form
- Make sure you check that your responses are checked for spelling and grammar and provide detail we have asked you for. It might be useful to get someone else to look over your application
- **And finally before you submit it check it one last time**

How to submit your Application Form:

Applications should be completed electronically submitted via the NHS Scotland Online Recruitment System – Jobtrain.

If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831

Applications should be returned by the closing date of **12 Noon on Monday 9th November 2020**

Late applications cannot be considered.

THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

Starting Salary

£18,180 per annum.

Fixed Term Contract Duration

The duration of the post is fixed term for 3 years

Hours of Duty

37.50 Hours per week, Monday to Friday

Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is :

- 27 days (202.5 hours), rising to 29 days (217.5 hours) after 5 years' service and 33 (247.5 hours) days after 10 years' service. There are 8 (60 hours) Statutory and Public Holidays in each leave year (pro rata where applicable) .

Superannuation Pension Scheme

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can chose to opt out of the scheme. Employee's contributions to the NHS Scheme are tiered based on your earnings and the employer's contribution equates to 13.5 % of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at www.sppa.gov.uk

Right to Work in the UK

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment

Healthcare Support Workers

You will be expected to comply with the new NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers NHS Greater Glasgow and Clyde has in place an Induction Programme which new employees will be expected to complete in the first few months of starting the new post. As part of the Induction Process, you will be required to achieve Mandatory Induction Standards and Code of Conduct for Health Care Support Workers and these standards will be met through on the job induction programmes within NHS Greater Glasgow and Clyde that are core in supporting new staff.

THE MODERN APPRENTICESHIP TERMS AND CONDITIONS

Smoking Free Policy

NHS Greater Glasgow and Clyde operates a NO SMOKING Policy on all premises and grounds for staff and visitors.

Pre employment Checks

All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland) where applicable, Eligibility to Work in the United Kingdom and Verification of Qualifications.

Car parking and travel to NHSGGC Sites

Like other NHS Boards across the country, demand for car parking on our hospital sites far outweighs availability. As a result, access to on-site parking is extremely limited and you will therefore need to find alternative ways of travelling to work if you are selected for the post.

All staff are entitled to apply for the following benefits on appointment:

- Interest free loan to purchase Zonocard's - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde's sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
- Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

Learning and education

NHSGGC has an on-going commitment to learning and development through competency based training and individual personal development plans informed by the Knowledge and Skills Framework (summary guidance can be accessed via www.nhsggc.org.uk go to Career and Jobs, click Agenda for Change and select Knowledge and Skills Framework).

For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and www.nhsdiscounts.com

Job Descriptions

You will work to the standard Biomedical Support Worker/Medical Laboratory Assistant (MLA) Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at Biomedical Support Worker (Medical Laboratory Assistant) level on appointment.

You will be required to rotate across two Greater Glasgow and Clyde Hospital Sites working in four laboratory departments. These rotations are listed in no particular order and where possible a candidate's home location will be considered when allocating a base for your first rotation.

Click the links to view travel and other useful information or visit www.nhsggc.org.uk and click on the link for Hospitals & Visiting Times

- Microbiology Department based at [Glasgow Royal Infirmary \(GRI\)](#)
- Biochemistry Department based at [Glasgow Royal Infirmary \(GRI\)](#)
- Haematology Department based at [Queen Elizabeth University Hospital \(QEUH\)](#)
- Pathology Department based at the [Queen Elizabeth University Hospital \(QEUH\)](#)

**Modern Apprenticeship – Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry – Glasgow Royal Infirmary**

1. JOB IDENTIFICATION

Job Title: Biomedical Support Worker (Medical Laboratory Assistant)
Responsible to: Technical Services Manager
Department: **Biochemistry (Glasgow Royal Infirmary)**
Directorate: Diagnostics

Please note as an Apprentice you will be trained to carry out this role. You would not be expected to perform the full range of duties until you were appropriately trained to carry out the required task. Apprentices are not required to participate in the Shift/Weekend rota

2. JOB PURPOSE

The role of a Biomedical Support Worker (Medical Laboratory Assistant) is to provide technical support to the biomedical scientists and other laboratory staff within the department. You will carry-out pre-analytical preparation of specimens under the direction of the reception supervisor in an accurate and efficient manner.

When allocated to the Reception area of the laboratory, you will undertake duties in that section under the direction of the Reception Supervisors

You will be Directly responsible to the Reception Supervisors, accountable to the Laboratory Manager

Given the volume and highly specialise nature of some of the tests performed the correct receipt, identification and pre-analytical preparation of samples is crucial.

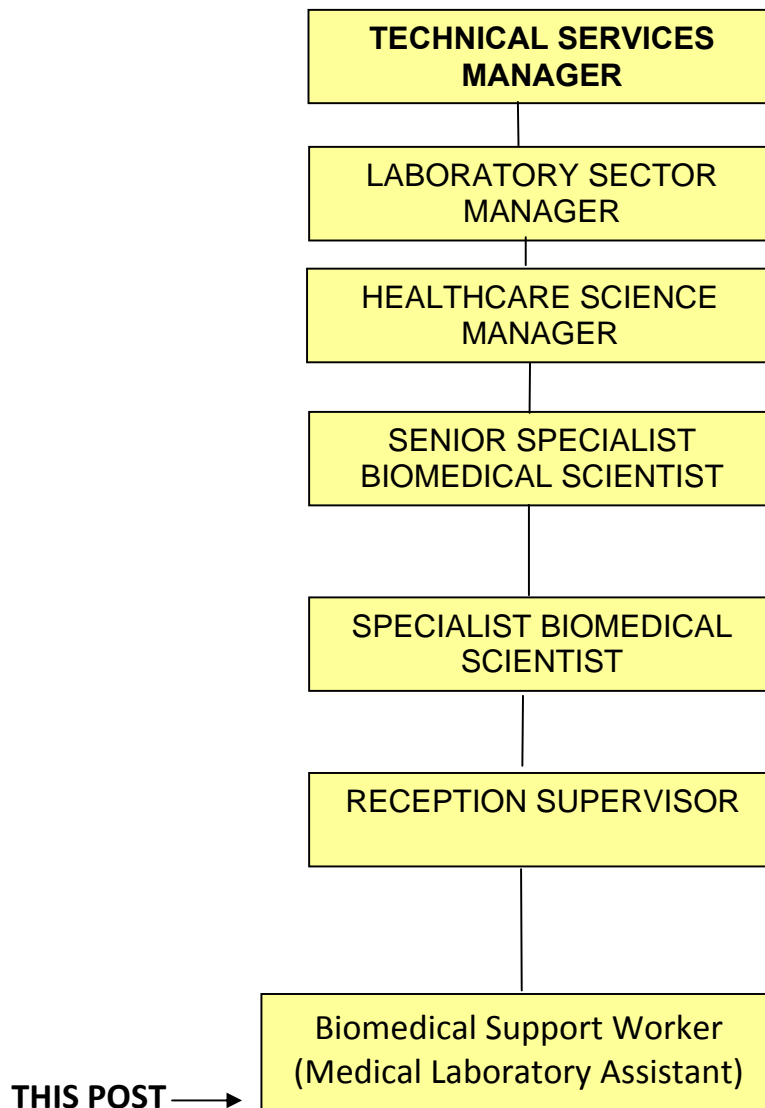
Each Biomedical Support Worker (Medical Laboratory Assistant) will on average process 400 samples per day including those for specialist tests. The samples will be mainly blood or urine but will include other body fluids and faecal matter.

3. ROLE OF THE DEPARTMENT

A routine Biochemistry service is offered on a 24/7 basis by means of a shift rota with participation from suitably trained Biomedical Support Worker (Medical Laboratory Assistant) staff covering until 08:45-20:45 Mon-Fri and Weekend mornings 09:00-13:00.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry – Glasgow Royal Infirmary**

4. ORGANISATIONAL POSITION



5. SCOPE AND RANGE

The Department of Clinical Biochemistry IN North Glasgow is one of the largest in Scotland and indeed the UK offering a repertoire of >150 tests. The department receives over 1 million samples per annum and performs over 10 million tests covering both routine Core Biochemistry service and Specialist services including:

- Scottish Trace Element and Micronutrient Diagnostic & Research laboratory (STEMDRL)
- Specialist Endocrinology
- Specialist Lipids

**Modern Apprenticeship – Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry – Glasgow Royal Infirmary**

- Gastrointestinal Biochemistry
- Specific Proteins/Electrophoresis

The laboratory also acts as a secondary and tertiary referral centre for Glasgow, Scotland and beyond.

A routine Biochemistry service is offered on a 24/7 basis by means of a shift rota with participation from suitably trained Biomedical Support Worker (Medical Laboratory Assistant) staff covering until 08:45-20:45 Mon-Fri and Weekend mornings 09:00-13:00.

The department has an excellent record of attracting external research funding and continues to publish extensively in all its specialist areas.

Given the volume and highly specialised nature of some of the tests performed the correct receipt, identification and pre-analytical preparation of samples is crucial.

Each Biomedical Support Worker (Medical Laboratory Assistant) within North Glasgow will on average process approximately 400 samples per day including those for specialist tests. The samples will be mainly blood or urine but will include other body fluids and faecal matter.

6. MAIN DUTIES/RESPONSIBILITIES

- Will work under supervision at all times to strict protocols and guidelines.
- On receipt of patient samples ensure that they are correctly and uniquely identified.
- Centrifuge samples, according to standard operating procedure.
- Separate, aliquot and dilute samples, in preparation for analysis.
- Receive patient samples via the pneumatic tube system, and return carriers to wards.
- Cleaning and sterilization of Reception benches and Centrifuges.
- Carry out and document all maintenance procedures associated with Reception.
- Measure, aliquot, and dispose of 24hour urines.
- Undertake the storage of specimens, and safe disposal of all biological specimens as per agreed health and safety regulations.
- Check Reception fridge and freezer temperatures daily.
- Prepare send away lists and package samples leaving the department.

**Modern Apprenticeship – Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry – Glasgow Royal Infirmary**

- Receives and prepares complex samples for clinical studies.
- Answer telephone enquiries efficiently and politely.
- Have a general understanding of health/safety issues, and comply with current health and safety regulations.
- Keep records of all samples and purchase orders required for referred tests.
- Process all external quality control samples in preparation for analysis.
- Receive goods into the department and complete all necessary paperwork.
- To work within the Standard Operating Procedures of the department.
- Be able to participate in the Biomedical Support Worker (Medical Laboratory Assistant) staff duty rota for work carried out after 5pm and at weekends.
- Carry out instructions of the Reception Supervisor and other tasks as required.

7. SYSTEMS AND EQUIPMENT

- Have the ability to use laboratory computer system Telepath (LIS)
- Be able to use the sample storage systems to store and locate samples.
- Be able to use Centrifuges and tube de-cappers.
- Be experienced in the use of the hospital wide Pneumatic Tube Transfer System for laboratory specimens.
- Be able to use Adjustable Pipettes and Balances.
- Be able to use Printers
- Be able to use Photocopiers.

8. DECISIONS AND JUDGEMENTS

- Prioritise own workload.
- Work under supervision as part of a team to defined protocols and guidelines.
- To sort samples by hand, into appropriate categories for analysis, when automated tracking system is not operational
- Respond to telephone enquiries from within and outwith the hospital within the limits of the post.
- Solve errors and problems within the scope of the job relating to patient requests and reports, some of which require analysis and judgement acquired through practice and experience. eg sample suitability
- Have responsibility to report all clinical and non-clinical accidents or incidents promptly to the Reception Supervisor, and, when requested, to co-operate with any investigation undertaken.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry – Glasgow Royal Infirmary**

- To guide both Biomedical Support Worker (Medical Laboratory Assistant) and BMS staff not fully trained in reception processes.
- Whilst working to guidelines be able to use own initiative in deciding suitability of sample for analysis.

9. COMMUNICATIONS AND RELATIONSHIPS

- Communicate with all grades of laboratory, nursing and medical staff regarding matters within the scope of the job.
- Communicate with porters and taxi drivers delivering samples to the laboratory.
- Answer telephone queries regarding Reception issues.
- Assist visitors to the laboratory by providing directions to laboratory areas and members of staff.
- Be able to communicate correct laboratory procedures to anyone making an enquiry with reference to the Laboratory Handbook

10. PHYSICAL DEMANDS OF THE JOB

- A high degree of speed and accuracy is required in handling and identifying the patient samples.
- The repetitive nature of the job requires good hand and eye co-ordination.
- A high level of concentration is required for prolonged periods of the working day.
- Required to stand or sit for long periods of time.
- Requirement for manual handling of boxes and packages of various size and weight.
- Continual exposure to bodily fluids, blood, urine and faeces.
- Required to work in areas with noise, poor lighting, poor air conditioning, and overcrowding.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maintaining concentration throughout the working day, when dealing with very high workloads in a repetitive job.
- Coping with external disturbances e.g. telephone enquiries, dealing with visitors.
- Requirement to handle unpleasant, pathogenic and highly infectious body fluids, following laboratory policies and procedures.
- Covering for colleagues on annual or sick leave.
- Coping with the constant changes made by the demands of the service.

**Modern Apprenticeship – Biomedical Support Worker (Medical Laboratory Assistant)
Biochemistry – Glasgow Royal Infirmary**

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- **2 Higher's at Grade C or above in Chemistry and Biology together with Maths at National 5, Grade C or above for Modern Apprentice Applicants**
 - SVQ3 in relevant science subject, or
 - Completion of modern apprenticeship in life sciences, or
 - Completion of equivalent accredited education / learning
 - Effective written and verbal communication skills.
 - Ability to understand and follow Standard Operating Procedures and NHS GG&C Policies and Protocols.
 - Evidence of good numeracy and literacy skills required.
 - Basic computer knowledge.
 - Good keyboard skills.
 - Accuracy in all aspects of assigned duties.
 - Ability to work as part of a team in a busy Reception area.
 - Possess good verbal communication skills and telephone manner.
 - Required to learn the correct terminology appropriate to Medical laboratories of all disciplines.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Microbiology – Glasgow Royal Infirmary**

1. JOB IDENTIFICATION

Job Title: Biomedical Support Worker (Medical Laboratory Assistant)
Responsible to: Technical Services Manager
Department: Microbiology (Glasgow Royal Infirmary)
Directorate: Diagnostics

Please note as an Apprentice you will be trained to carry out this role. You would not be expected to perform the full range of duties until you were appropriately trained to carry out the required task. Apprentices are not required to participate in the Shift/Weekend rota

2. JOB PURPOSE

Biomedical Support Workers (Biomedical Support Workers (Medical Laboratory Assistants)) work under the supervision of an HCPC Registered Specialist Biomedical Scientist (SBMS) (although supervision is not always direct) to assist in the processing of specimens and carry out work in support of the technical and scientific staff of the Microbiology Department.

The position includes the following:

- Collects and prepares materials and clinical specimens for analysis and safe disposal of clinical waste.
- Registers patient related information onto Laboratory Information System or other manual systems.
- Deals with reception and telephone queries from staff from other departments and external agencies.
- Provides assistance to the Biomedical Scientist for provision of a laboratory service.
- Performs specific laboratory tests with senior staff available for reference.
- Assists in the training of new or less experienced staff.
- Assists with stock control of reagents and consumables within the department

3. ROLE OF THE DEPARTMENT

The Diagnostic Clinical Microbiology/Virology Service for NHS Greater Glasgow and Clyde is delivered from two sites: Glasgow Royal Infirmary and Queen Elizabeth University Hospital.

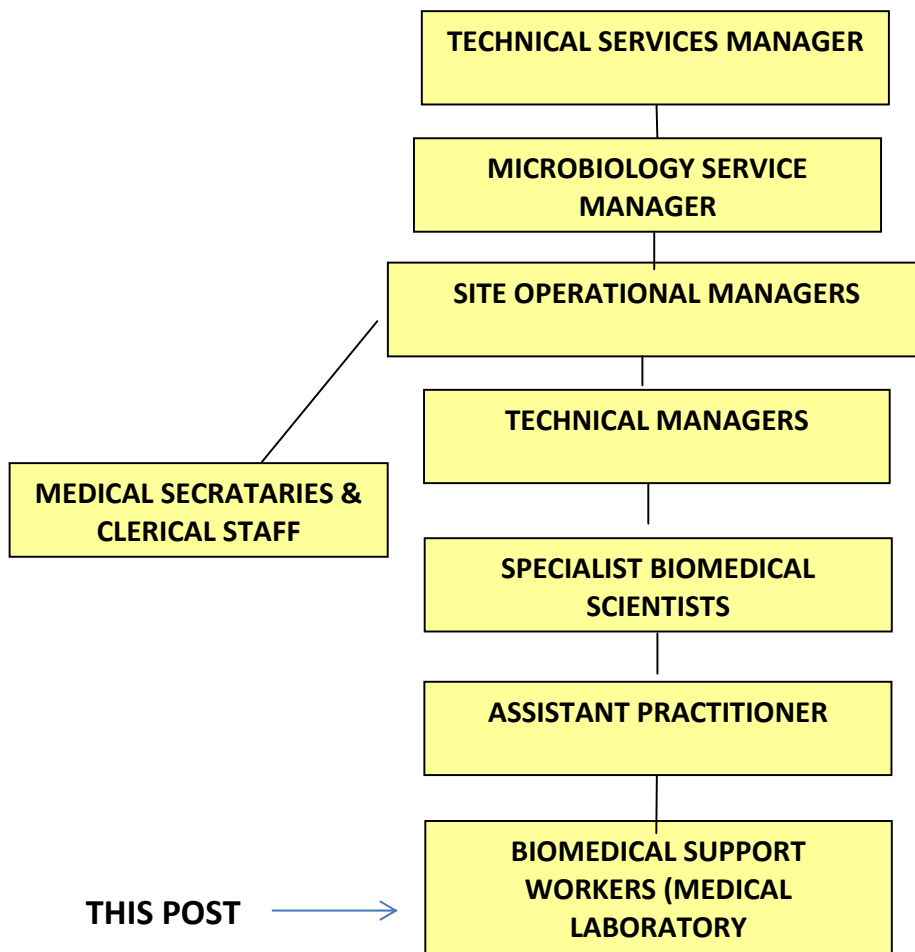
**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Microbiology – Glasgow Royal Infirmary**

The laboratories provide a full and comprehensive Microbiology / Virology service to the population of Glasgow & Clyde, hospital based users e.g. medical, nursing, estates, pharmacy and other department staff, users in Primary Care and General Practice; customers in the private sector, and to colleagues in university and other teaching establishments.

Diagnostic work includes examination of cerebrospinal fluid, urine, faeces, sputum, blood/serum, pus and diverse secretions. Investigations include culture for a wide range of bacteria, serological assays, identification of micro-organisms and microscopy for identification of intestinal parasites.

The service is provided by various professionals including Biomedical Scientists, Administrative and Clerical Staff, Clinical Scientists, Clinical Support Workers/Biomedical Support Workers (Medical Laboratory Assistants) and Medical Staff.

4. ORGANISATIONAL POSITION



**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Microbiology – Glasgow Royal Infirmary**

5. SCOPE AND RANGE

In excess of 1.3 million samples per annum are processed in the laboratories across the two sites. The Department is divided into sections, each managed by a Technical Manager. Each section deals with a different aspect of the microbiology service and requires additional specialist knowledge and skills that relate to that section e.g. work performed in the containment level 3 laboratory. Staff will rotate through the sections whilst maintaining an up to date knowledge of microbiology and current working practices within the diagnostic laboratory.

The post holder will work under the supervision of a State Registered Specialist Biomedical Scientist, and work within a Clinical Support Worker Team in the Clinical Microbiology Department.

6. MAIN DUTIES/RESPONSIBILITIES

- Media preparation
- Preparation, aliquoting and sterilising media.
- Dispensing chemicals, reagents etc for use in the laboratory and hospital wards.
- Testing and Quality Control inspections of media before use.
- Waste Disposal
- Sterilisation and disposal of waste, including infectious waste.
- Replacing laboratory waste disposal containers.
- General
- Conforming to established policies, codes of practice, Health and Safety and risk management procedures, and Standard Operating Procedures in force within the department.
- Providing assistance to state registered members of staff to ensure the efficient operation of the laboratory including moving boxes and gas cylinders, moving cultures from incubators to the workbench and general delivery duties.
- To discharge the legal responsibilities of an NHS employee, including the maintenance of patient confidentiality.
- To attend educational and training courses as required by the department to maintain development to current standards.
- To participate in regular laboratory meetings, to ensure effective service delivery.

The above list of duties may be subject to change as part of a personal development programme or, with the agreement of the post-holder, as the service dictates. Additional or increased duties may require re-evaluation of the post.

7. SYSTEMS AND EQUIPMENT

Equipment:

Use and maintain on a daily basis a wide range of equipment used to perform duties, examples of a few of these are:

- Use of hospital and laboratory IT systems to input patient data and process all requests.
- Use and maintain on a daily basis WASPLab Analyser for automated specimen processing
- Use of computer to produce labels and worksheets from Microsoft Office and laboratory IT system.
- Maintenance, cleaning and operation of fridges, freezers, balances, analysers and centrifuges used by themselves and others.
- Use of manual and automated pipettes.
- Use of photocopiers, printers, scanners, date and time logging equipment.

Systems:

- Ensure the integrity of the patient database within the laboratory computer system by accurate registration of patient demographics and request details.
- Complies with Quality Management System.
- Works to safe standards as detailed in Containment of Substances Hazardous to Health (COSHH), Risk Assessments and Laboratory Health and Safety Procedures.

8. DECISIONS AND JUDGEMENTS

- Follows Standard Operating Procedures with senior staff available for reference.
- Follows established acceptance and rejection criteria for matching patient request and samples.
- Follows all related Directorate Policies and Procedures.
- Uses own initiative to prioritise urgent work.
- Ensure appropriate tests are requested for defined clinical conditions in accordance with policy.
- Ensures appropriate stock levels are maintained.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Microbiology – Glasgow Royal Infirmary**

9. COMMUNICATIONS AND RELATIONSHIPS

- Responds to telephone enquiries and when appropriate, directs enquiries to other senior staff
- Will communicate with patients during receipt of patient samples where tact and empathy are required
- Communicates with other staff groups including Medical, Nursing, Clerical, Porters, Estates Staff and Drivers
- Communicates specimen results to users in accordance with Standard Operating Procedures
- Participates in departmental meetings and directorate seminars and contributes to effective communication within the department.
- Communicates non-conformities to other senior staff

KEY RELATIONSHIPS

- Administrative Staff
- Biomedical Scientist Staff
- Medical Staff

10. PHYSICAL DEMANDS OF THE JOB

Physical Demands

- Daily disposal of clinical waste containers (approx. 6kg) and needle sharps.
- Controlled exposure to reagents, chemicals and solvents during test analysis.
- The laboratory work involves a combination of sitting and standing.
- Constant hand washing and glove changes to reduce the possibility of Hospital Acquired Infection.
- A great deal of manual handling is involved including pushing heavy trolleys with clinical waste on a daily basis.
- Frequent lifting including bench top equipment, reagents, stores and waste disposal products lifting weights in excess of 10kgs.

Mental Demands

- High degree of concentration involved in correct patient identification, labelling, data input and sample processing
- The ability to prioritise work is essential
- Working often under stressful conditions and during unsocial hours
- There are frequent interruptions from phone calls and competing priorities
- Involved in maintaining a service in the presence of possible adverse events including equipment failure

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Microbiology – Glasgow Royal Infirmary**

Working Conditions

- Continuous, unavoidable exposure to open samples of blood and other potentially infectious biological body fluids.
- Manual manipulation of highly unpleasant specimens, sampling from faeces specimens for culture
- Disposing of waste which is highly unpleasant and gives off noxious odours
- Continuous risk of exposure to or spillage of reagents, chemicals, solvents, during test analysis, many of which are potentially hazardous

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The most challenging parts of the job are in relation to the following:

- Processing and preparing large numbers of specimens for analysis
- Working with samples from highly infectious patients/specimens
- Maintaining a high degree of concentration and accuracy while performing repetitive and monotonous tasks
- Multi-tasking nature of the job containing laboratory, clerical, clinical and domestic duties

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- **2 Higher's at Grade C or above in Chemistry and Biology together with Maths at National 5, Grade C or above for Modern Apprentice Applicants**
- SVQ3 in relevant science subject, or
- Completion of modern apprenticeship in life sciences, or
- Completion of equivalent accredited education / learning
- Effective written and verbal communication skills.
- Ability to understand and follow Standard Operating Procedures and NHSGG Policies and Protocols.
- Evidence of good numeracy and literacy skills required.
- Basic computer knowledge.
- Good keyboard skills.
- Accuracy in all aspects of assigned duties.
- Ability to work as part of a team in a busy Reception area.
- Possess good verbal communication skills and telephone manner.
- Required to learn the correct terminology appropriate to Medical laboratories of all disciplines.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Haematology – Queen Elizabeth University Hospital**

1.JOB IDENTIFICATION

Job Title: Medical Laboratory Assistant
Responsible to: Technical Services Manager
Department: **Haematology**
Directorate: Diagnostics

Please note as an Apprentice you will be trained to carry out this role. You would not be expected to perform the full range of duties until you were appropriately trained to carry out the required task. Apprentices are not required to participate in the Shift/Weekend rota

2.JOB PURPOSE

The role of the Biomedical Support Worker (Medical Laboratory Assistant) within Haematology and Blood Transfusion is to provide assistance to the Biomedical Scientist for provision of a laboratory service.

This is achieved through processing samples through specimen reception including dealing with queries from staff from other departments and external agencies, preparing samples for analysis, performing specific laboratory tests with senior staff available for reference and ensuring the safe disposal of clinical waste. In blood transfusion, additional roles include the transports blood and blood products to satellite blood fridges and directly to clinical areas, blood traceability tasks as required complying with EU Blood directive 2005 and blood Stock management and rotation.

3.ROLE OF THE DEPARTMENT

The Haematology department processes approx. 550 000 requests per annum, which generates a workload of approximately 6 million tests. The Blood Transfusion department processes approx 37 000 requests and issues approximately 33 000 units of matched blood or blood products, per annum.

A comprehensive service is provided with several specialised methods used in the laboratory.

It is the nature of this 24-hour 365 days per year service that the work is of an urgent or emergency nature and often involves complex diagnostic tasks.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Haematology – Queen Elizabeth University Hospital**

4.SCOPE AND RANGE

The Haematology/Blood Transfusion Department provide a comprehensive clinical diagnostic service to the primary, secondary and tertiary healthcare sectors, serving the population of Glasgow.

The Department supports point of care testing directly in wards and clinics and at local Health Centres e.g., anticoagulant control

Approximately 75% of the investigations are carried out for hospital based patients and 25% for the General Practitioners.

Population screening programmes include Haemoglobinopathy screening and other investigations linked to programmes of health improvement across the country.

5. MAIN DUTIES/RESPONSIBILITIES

Policies and Procedures

- Adherence to policies and procedures relevant to all areas of work in accordance with Departmental, Directorate, Hospital and regulatory requirements. These would include the following:
- All Standard Operating Procedures
- Quality Management Policies
- External Quality Assessment and Internal Quality Control
- Laboratory and Hospital Health and Safety
- Risk Management
- NHSGG policies and current data protection legislation

Scientific

- Work under the supervision of a State Registered Biomedical Scientist.
- Prepare samples for analysis and register the request, ensuring accuracy of sample identification and documentation.
- Centrifuge and separate samples into secondary tubes for testing.
- Organise samples for storage and retention in accordance with Department Policy and Procedure.
- Process samples being referred to reference laboratories out with the Hospital and accurately document these transfers with adherence to packaging and transport policy and procedures.

Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant) Haematology – Queen Elizabeth University Hospital

- May be required to prepare and assist with secondary testing e.g. making blood films.
- Loading and unloading samples onto automated analysers including recognition of samples requiring further tests according to Standard Operating Procedures.
- Manage time and resources effectively in carrying out all duties of the post.
- Transport blood stocks between hospital satellite fridges and laboratory.
- Monitor the return of traceability tags from wards throughout the hospital and collect any outstanding tags.
- Checking and recording of fridge temperature and fridge alarms on a daily basis, and notifying a senior member of staff if outwith the designated ranges.
- Store samples and file slide material.
- Carry out relevant administrative and clerical duties.
- May be required to wash glassware and pipettes.
- Prepare basic chemical solutions.
- Safe disposal of specimens and other consumables.
- Perform delegated duties as agreed with senior laboratory staff.
- Clean and disinfect reception benches and centrifuges daily and as required.
- Receive, prepare and transport pathology specimens to Pathology department at the Queen Elizabeth University Hospital.

Administrative and Clerical

- Respond to questions and enquiries by telephone and in person. If unable to assist, direct enquiries to the appropriate staff member.
- Monitor stock levels of all consumables used within the department.
- Advise senior staff of order requirements within the department.
- Compile a log of all samples sent to other laboratories to provide an auditable record.
- Arrange for taxis to collect samples that require urgent transportation.
- Telephone wards and G.P.s to ascertain what tests are required on samples when this information is not included on request forms.
- Participate in staff meetings.
- Verify receipt of consumable deliveries.
- Keyboard skills important with high levels of speed and accuracy when using the laboratory computer to input patient/specimen details and when accessing patient information.
- Register the request ensuring accuracy of sample identification and documentation.

Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant) Haematology – Queen Elizabeth University Hospital

Managerial

- Assist in the training of Biomedical Support Workers (Medical Laboratory Assistants) and Trainee Biomedical Scientists regarding protocols and procedures relevant to the department.

Quality Control and Quality Management

- May be required to perform specific simple blood tests and perform the quality control for these with senior staff available for reference.
- Record keeping of maintenance equipment e.g. centrifuges and fridges.
- Maintaining records of laboratory fridges and freezers operating temperatures.
- Responsible for communicating policy non-compliance to a senior member of staff.
- Participates in audits as necessary.
- Research And Development
- May process and store samples for clinical trials.

Professional

- Acts as a mentor to less experienced Biomedical Support Workers (Medical Laboratory Assistants).

Point Of Care Testing (POCT)

- Work unsupervised when performing analysis of blood samples using the point of care analysers located in anticoagulant clinics.
- Take capillary blood samples, at anticoagulant clinics and perform analysis on these samples using the point of care analyser.

Reception

- Perform all the duties associated with sample reception and preparation.
- Check that patient information on request forms and accompanying samples is consistent and adequate to confirm correct patient identification. This is essential to ensure that incorrect test results are not reported.
- Deal with mislabelled samples and associated request forms, which contain insufficient or conflicting information and enter appropriate demographics in the laboratory computer.
- Enter test requests into the laboratory computer.
- Advise medical and nursing staff where there are issues regarding the suitability of patient's samples received for analysis.

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Haematology – Queen Elizabeth University Hospital**

Health and safety

- Carries out decontamination procedures when there is leakage or spillage from specimen containers.
- Assist the Health and Safety Officer by carrying out risk assessments.

7. SYSTEMS AND EQUIPMENT

- A wide range of equipment is used to perform duties with costs ranging from £100 to £100,000, examples of a few of these are:
- Use of Sysmex Haematology Automated Analyser for Full Blood Count analysis.
- Use of hospital and laboratory IT systems to input patient data and process all requests.
- Use of computer to produce labels and worksheets from Microsoft Office and laboratory IT system.
- Operate vacuum tube system for specimen transportation.
- Maintenance, cleaning and operation of fridges, freezers and balances.
- Operate centrifuges ensuring that rotors are balanced within weight tolerances
Performs routine scheduled maintenance of centrifuges.
- Use of manual and automated pipettes.
- Use of photocopiers, printers, scanners, date and time logging equipment.
- Use of hydraulic lifting equipment.
- Enters Blood Transfusion information into the Telepath laboratory computer system via the keyboard and bar code scanner.
- Ensure the integrity of the patient database within the laboratory computer system by accurate registration of patient demographics and request details.
- Operates remote fridge monitoring system.
- Compliance with sample storage, retrieval and disposal procedures.
- Complies with Quality Management System.
- Works to safe standards as detailed in Containment of Substance Hazardous to Health (COSHH), Risk Assessments and Laboratory Health and Safety Procedures

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Haematology – Queen Elizabeth University Hospital**

8.DECISIONS AND JUDGEMENTS

- Follows Standard Operating Procedures with senior staff available for reference.
- Continual supervision not required however advice available from state registered Biomedical Scientists when needed.
- Follows established acceptance and rejection criteria for matching patient request and samples.
- Follows all related Directorate Policies and Procedures.
- Uses own initiative to prioritise urgent work.
- Ensure appropriate tests are requested for defined clinical conditions.
- Ensures appropriate stock levels are maintained.

9. COMMUNICATIONS AND RELATIONSHIPS

- Responds to telephone enquiries and when appropriate, directs enquiries to other senior staff.
- In order to comply with the Blood Safety and Quality Regulations, communicates with nursing personnel and Regional Blood Transfusion Centre to ensure traceability and effective use of all blood and blood components, thus guaranteeing patient records are complete.
- Communicates with other staff groups including Medical, Nursing, Clerical, Porters, Estates Staff and Drivers.
- Communicates by telephone with G.P.s and practice managers regarding requests for supplies of sample collection containers.
- Communicates specimen results to users in accordance with Standard Operating Procedures.
- Assists in the training of less experienced Biomedical Support Worker (Medical Laboratory Assistant)s. Verbally advises Doctors, phlebotomists and ward staff on appropriate sample collection containers.
- Participates in departmental meetings and directorate seminars and contributes to ensure effective two-way communication of relevant information.
- Communicates non-conformities to other senior staff.
- Participates in staff annual joint review

10. DEMANDS OF THE JOB (physical, mental, emotional)

Physical Skills

- Keyboard skills using high levels of speed and accuracy.
- Speed and accuracy required when numbering samples for processing.
- Accurate pipetting when performing test.

Physical Demands

- Disposal of clinical waste containers and needle sharps.
- Controlled exposure to reagents, chemicals and solvents during test analysis.
- Constant hand washing and glove changes to reduce the possibility of Hospital Acquired Infection.
- A great deal of manual handling is involved including pushing heavy trolleys when moving reagents between various store rooms.
- Frequent lifting including bench top equipment, reagents, stores and waste disposal products lifting weights in excess of 10kgs.
- Store duties involves bending and lifting of boxes of reagents, daily waste and metal boxes.

Mental Demands

- High degree of concentration involved in correct patient identification, labelling, data input and sample processing.
- The ability to prioritise work is essential.
- Working often under stressful conditions and during unsocial hours.
- There are frequent interruptions from phone calls and competing priorities.
- Involved in maintaining a service in the presence of possible adverse events including equipment failure.

Emotional Demands

- Occasional exposure to distressing or emotional circumstances when dealing with blood samples from very ill or senile patients.

**Modern Apprenticeship – Biomedical Support Worker (Medical Laboratory Assistant)
Haematology, Queen Elizabeth University Hospital**

Working Conditions

- Continuous, unavoidable exposure to open samples of blood and other potentially infectious biological body fluids.
- Manual manipulation of highly unpleasant specimens, sampling from urine specimens for iron staining.
- Continuous risk of exposure to or spillage of reagents, chemicals, solvents, radioactive isotopes, during test analysis, many of which are potentially hazardous or carcinogenic.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Processing and preparing large numbers of specimens for analysis.
- Working with samples from highly infectious patients/specimens.
- Maintaining a high degree of concentration and accuracy while performing repetitive and monotonous tasks.
- Multi-tasking nature of the job containing laboratory, clerical, clinical and domestic duties.
- Working with reduced levels of support at weekends.
- Requirement to deal with telephone enquiries during busy work periods.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- **2 Higher's at Grade C or above in Chemistry and Biology together with Maths at National 5, Grade C or above for Modern Apprentice Applicants**
- SVQ3 in relevant science subject, or
- Completion of modern apprenticeship in life sciences, or
- Completion of equivalent accredited education / learning
- Effective written and verbal communication skills.
- Ability to understand and follow Standard Operating Procedures and NHSGG Policies and Protocols.
- Evidence of good numeracy and literacy skills required.
- Basic computer knowledge.
- Good keyboard skills.
- Accuracy in all aspects of assigned duties.
- Ability to work as part of a team in a busy Reception area.
- Possess good verbal communication skills and telephone manner.
- Required to learn the correct terminology appropriate to Medical laboratories of all disciplines

**Modern Apprenticeship –Biomedical Support Worker (Medical Laboratory Assistant)
Pathology, Queen Elizabeth University Hospital**

1.JOB IDENTIFICATION

Job Title: Medical Laboratory Assistant
Responsible to: Head of Technical Services
Department: Pathology, South Glasgow
Directorate: Diagnostics

Please note as an Apprentice you will be trained to carry out this role. You would not be expected to perform the full range of duties until you were appropriately trained to carry out the required task. Apprentices are not required to participate in the Shift/Weekend rota

2.JOB PURPOSE

To provide technical support to the Biomedical Scientists and Pathologists within the Department of Pathology. The Pathology Department provides a comprehensive analytical and Consultant led clinical Histopathology, Cytology and Post Mortem service to clinicians working within NHSGG&C as well as other Health Boards.

On a day to day basis, the post holder will work within a team, reporting to a Team Leader. The post holder is expected to work effectively under supervision and work collaboratively with Assistant Practitioners, Biomedical Scientists, Team Leaders and the Specialty Manager to ensure effective utilisation of resources.

The post holder is expected to work within a range of teams in their designated area of the service.

3.ROLE OF THE DEPARTMENT

The Pathology Department NHSGG&C provides a full and comprehensive Histopathology and Cytopathology service, including Paediatric Pathology and Neuropathology and associated services to the population of Glasgow & Clyde, hospital based users e.g. medical, nursing, estates, pharmacy and other department staff, users in Primary Care and General Practice; customers in the private sector, and to colleagues in university and other teaching establishments. The Department is also a tertiary referral centre and National referral centre.

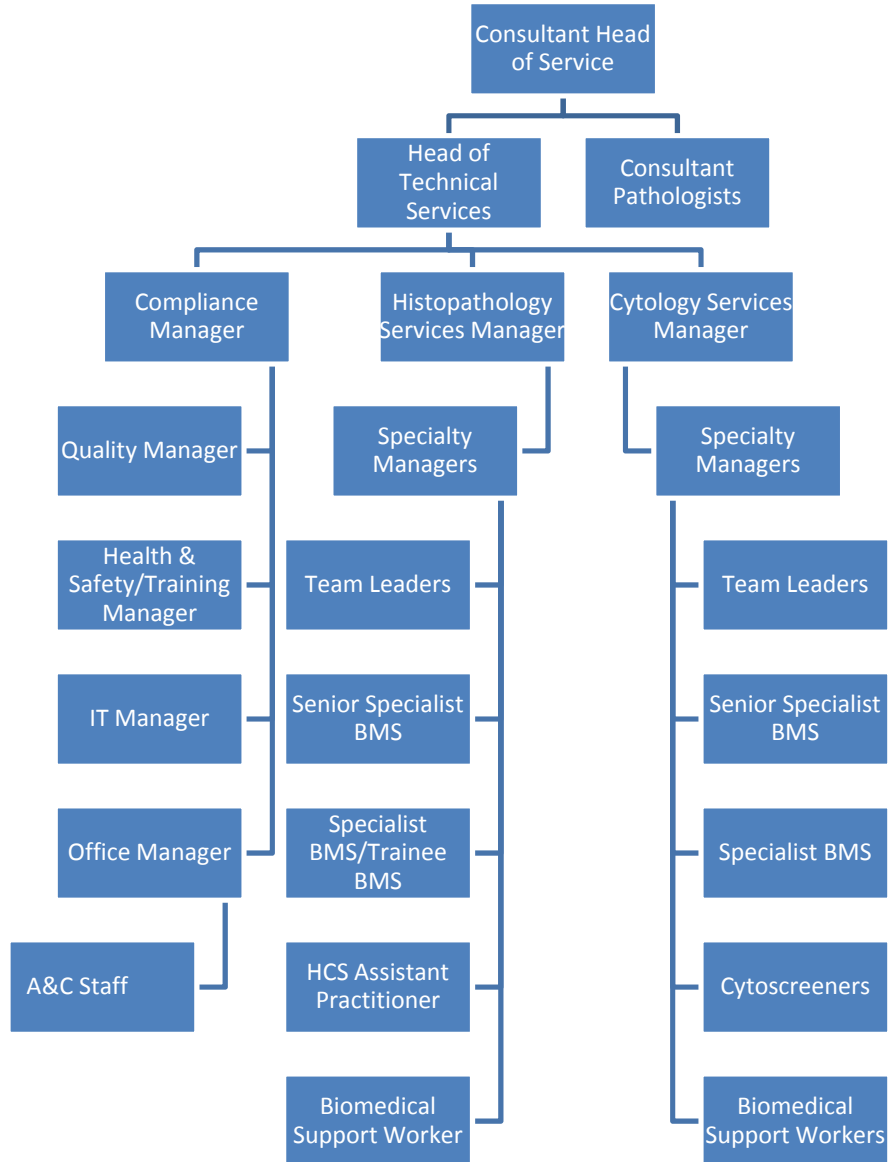
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The entire Pathology service for NHSGG&C is delivered from one new purpose built laboratory on the Queen Elizabeth University Hospital campus. There are Essential Services Laboratories (ESLs) Glasgow Royal Infirmary, Royal Hospital for Sick Children, Inverclyde Royal Hospital and in the Institute of Neurosurgery (QEUH)
The Department also provides services from within the laboratories located at the Golden Jubilee National Hospital, Clydebank.

The Department is part of the Laboratory Medicine Division of the Diagnostics Directorate and the service is provided by various professional groups including medical staff, biomedical scientists, admin & clerical staff, clinical scientists, cytology screeners and Biomedical Support Workers (Medical Laboratory Assistants).

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4.ORGANISATIONAL POSITION



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5.SCOPE AND RANGE

The Pathology Department NHSGG&C provides a full and comprehensive Histopathology and Cytopathology service to the population of Glasgow & Clyde and also offers a tertiary and national referral service.

The department is the largest of its kind within the UK with a staff of 42 consultants, 24 trainee medical staff and 204 non medical staff. The workload comprising in excess of 97,000 Pathology surgical requests p.a., 104,000 LBC cervical screening requests p.a. and more that 20,000 non gynaecological cytopathology (including semenology) investigations. The total budget is £15.7 million.

The department is co-located with The University of Glasgow, Pathology Department within the University Division of Cancer Sciences and Molecular Pathology. A number of the senior medical staff have a dual role as consultant / senior lecturer.

The Department includes specialist and regional and national services including: bone & soft tissue, ophthalmic, paediatric pathology, neuropathology and specialist Pathology, molecular pathology and electron microscopy. There is a large tertiary referral practice.

The department collaborates with various other departments and health care professionals in approved clinical trials and audit and R & D projects.

Within this “scope and range” the post holder is responsible for performing support functions contributing to service provision.

6. MAIN DUTIES/RESPONSIBILITIES

- Administration of laboratory information system to include:-
- Entering current patient identification data and specimen coding details
- Producing worksheets. Producing specimen labels. Entering specimen and consultant codes
- Preparing tissue cassettes
- Scribing for medical staff at specimen dissection
- Preparation of reagents and chemicals
- Embedding (blocking out) designated tissue samples
- Clean and change processing and staining machines
- Mount slides
- File and retrieve tissue slides and blocks
- Disposal of tissue samples

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- Maintaining stocks of fixatives
- Dispensing liquid nitrogen
- Labelling slides
- Block checking as part of overall quality control
- Receipt and storage of deliveries
- Assist in maintaining stock levels of chemicals, reagents and consumables within your current work section.
- Shared responsibility for health and safety within the laboratory
- Ensure that safe working practises are maintained according to standard operating procedures
- Be familiar with all core Divisional polices such as sickness reporting, annual leave requesting and health and safety policies.
- Commitment to weekend and bank holiday rota
- Shared responsibility for health and safety within the department.
- Be familiar with Department and Divisional health and safety polices and ensure that they are followed in order to maintain a safe working environment for all staff and visitors
- Shared responsibility for training

7. SYSTEMS AND EQUIPMENT

The post holder is personally responsible for the safe use and maintenance of a range of highly complex equipment costing up to £100,000 for a specialised item of equipment such as a vacuum assisted tissue processor.

The main types of equipment used in the department, which the post holder will require to use (dependent on the area of the service in which they are deployed) include:

- Various automatic tissue processing machines
- Embedding stations
- Processing machines
- Staining machines
- Various analytical balances
- Fume cupboard
- Class 1 safety cabinet

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- Specimen dissecting benches
- Hot plates
- Ovens
- Surgical trimming instruments
- Knife sharpening machine
- Cassette writer
- Ph meters
- Liquid nitrogen storage flasks
- Incubators ovens and ventilated storage cabinets
- Magnetic stirrers

SYSTEMS

- Ensures the integrity of the patients database within the laboratory computer system by accurate registration of patients demographics and request details.
- Operates interfaces between laboratory computer system and complex analytical equipment. e.g. Cassette writer
- Uses the electronic patient management system (Trakcare).
- Proprietary software packages such as Microsoft Office.
- Uses laboratory IT system to access patient information and validate laboratory results and reports
- Uses Cerebro electronic tracking system in Histology or the SCRRS system in Cytology

Uses Qpulse Quality Management System

8.DECISIONS AND JUDGEMENTS

The post holder will work under indirect supervision where registered staff may not be physically present but there are processes in place for direction, guidance and support.

Decisions on the level and type of supervision will be based on the following criteria:

The nature and complexity of the task and activity

The relevant experience of the post holder, including any education and training

The post holder will be required to make decisions on:

- Coding of specimens
- Returning specimens with inadequate detail
- Prioritising part of workload
- Assessing specimen type in relation to type of processing

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- Ensuring correct orientation of tissue during embedding
- Following policies in own role and may be asked to comment on procedures and development

9. COMMUNICATIONS AND RELATIONSHIPS

Providing and receiving routine information from:

- Internal relationships with:
- Medical, technical and clerical staff

External relationships with:

- Medical staff, GPs, portering staff and patients
- Supplies and deliveries

10. PHYSICAL DEMANDS OF THE JOB

Physical Skills

- Accurate hand-eye co-ordination and manual dexterity are required for manipulation of material, fine adjustments with no margin for error, dependent on the HCS discipline
- Keyboard skills using high levels of speed and accuracy

Physical Demands

- Combination sitting/standing for long periods of time dependent on task, in most cases requiring repetitive movement
- Manual handling tasks, dependent on HCS discipline involve: e.g. moving patients, replacing reagents on analysers, moving clinical waste, stocks and consumables

Mental Demands

- Prolonged periods of concentration while inputting data e.g. patient demographics
- Maintaining a service in the presence of possible adverse events e.g. equipment failure, IT downtime, Staff shortages
- Competing demands on time requires prioritisation of workload where interruption is frequent
- Pressure to ensure investigations are carried efficiently & effectively, knowing that inaccurate and /or delayed results could result in inappropriate treatment of patients

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Emotional Demands

- Dealing with negative clinical outcomes on patients who have had intensive work performed by the department
- Dependent on discipline duties may include sample collection from distressed patients
- Occasional exposure to distressing or emotional circumstances when dealing with emergency / urgent requests

Environmental and working conditions

- Dependent on HCS discipline; continuous, unavoidable exposure to open potentially infectious biological body fluids
- Manual manipulation of highly unpleasant specimens

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Interpreting medical terminology
- Concentration for long periods of the day
- Working with hazardous chemical which require routine monitoring in a controlled environment
- Working with human tissue remains e.g. limbs, foetal and post mortem tissue
- Dealing with patients for andrology requires tact and sensitivity
- Working to tight time constraints organised around medical availability

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- **2 Higher's at Grade C or above in Chemistry and Biology together with Maths at National 5, Grade C or above for Modern Apprentice Applicants**
- SVQ3 in relevant science subject, or
- Completion of modern apprenticeship in life sciences, or
- Completion of equivalent accredited education / learning
- Effective written and verbal communication skills.
- Ability to understand and follow Standard Operating Procedures and NHS GG Policies and Protocols.
- Evidence of good numeracy and literacy skills required.
- Basic computer knowledge.
- Good keyboard skills.
- Accuracy in all aspects of assigned duties.
- Ability to work as part of a team in a busy Reception area.
- Possess good verbal communication skills and telephone manner.
- Required to learn the correct terminology appropriate to Medical laboratories of all disciplines.

PERSON SPECIFICATION

Job Title:- Modern Apprentice – Biomedical Support Worker (Medical Laboratory Assistant

Department:- Biochemistry, Haematology, Microbiology and Pathology

Qualifications	Essential (√)	Desirable (√)
2 Higher Qualifications, (or SCQF equivalent) at Grades A to C , in Biology and Chemistry	√	
National 5 (or SCQF equivalent) at grade A to C in Maths	√	
Experience	Essential (√)	Desirable (√)
Keyboard experience.		√
Microsoft Office Experience		√
Behavioural Competencies	Essential (√)	Desirable (√)
Good communication skills: verbal and written.	√	
Demonstrates the ability to work on own initiative.	√	
Demonstrates the ability to work as part of a team.	√	
Demonstrates the ability to cope with pressure and work to deadlines.	√	
To be motivated, enthusiastic and flexible.	√	
Other	Essential (√)	Desirable (√)
Awareness of Data Protection Act.		√
Awareness of Freedom of Information (Scotland) Act.		√

USING THE NHS ONLINE JOB APPLICATION SYSTEM - JOBTRAIN

The NHS Scotland Application form

This is a standard electronic application form used to apply for jobs in NHS Scotland

If this is the first time you have applied to NHS Greater Glasgow and Clyde for a vacancy via our online application system, you will be asked to create an account in our eRecruitment system. You can do this via an email address or social media account. **Please make sure the email address submitted is correct as this will be our primary method of contact.**

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post or create a new one. Simply select the application you wish to copy from and then you can go through and edit/update the information. **Please ensure that your responses to the assessment section reflect what we have asked you to provide on page 11.**

You are able to save your form at any time and come back to it to complete later if you wish. Just remember your password so you can log back into our eRecruitment system. **Please note the application will timeout after 30 minutes of inactivity. Please save your application regularly.**

If you are not able to enter information on all the sections, for example Education or employment details. To show that you have not missed a section by mistake you can enter not applicable or N/A.

If you are unable to complete online application forms due to a disability, please contact the NHS Greater Glasgow and Clyde Recruitment Service on to discuss your requirements.

Personal details

All our communication to candidates will be made via the email address provided on the application form. Please ensure that the email address provided is an account that you will have regular access to.

- Insert your surname, forename, title and full home address. **Please note, our primary method of communication will be email.** This section should be fully completed so we know who you are and how to contact you. It is important that your e-mail address is included as all our correspondence with you will be via email during each stage of the Recruitment process. We will also contact you by telephone so please ensure you provide us with your telephone number.

Recruitment Advert Details

Please indicate where you saw the advertisement for the post you are applying for as this will help us to monitor our methods of recruitment and selection.

Education and Qualification details

This section is about your qualifications gained or currently working towards. This section should include, school, college and/or university qualifications as well as any other qualifications, training or continued professional development (CPD).

Membership of Professional Regulatory Bodies

Some posts in the NHS require that you have membership of a specified Professional Body such as the Nursing and Midwifery Council (NMC). Please include the name and type of membership you hold, along with your registration number and renewal/expiry date.

Employment

Please complete each part of this section fully. If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing for example full time student/parent/carer.

- You can list unpaid work including work placements, work experience and volunteer work in your employment history.
- Please start with your current/most recent employer and work back through your employment history. Please also include any part-time or temporary jobs.
- Please give the job title, the job grade, the date of starting on this grade, and the full name and address of your present/previous employer. Please also note if this is your current employer.

Role Purpose/Summary of Responsibilities

Please tell us about the main duties and responsibilities of your current job.

Employment History

Tell us about your work history, including job titles, grades, your employers’ names and the dates of your employment.

- Please include information on any career breaks that you may have had.
- Please *save* all periods of employment before continuing to the next page.

Assessment

Please answer all three questions in this section of the application form as this will allow you an opportunity to detail how your skills, qualities and experience make you a suitable candidate for the job. Please refer to page 11 for guidance on how to complete these 3 questions.

References

References will only be taken up if we propose to offer you the job which will be after the interview but we do need you to provide us with reference details at the point of application. This is to ensure that should you be made a conditional offer of employment, pre employment checks can commence shortly thereafter.

Where possible you should advise your referee that you have provided their details as your referee and if you are made a conditional offer of employment they will be receiving a reference request from NHS Greater Glasgow and Clyde.

Email addresses for all referees are crucial and you will be unable to submit your application without this information. If you are having difficulty obtaining an email address for your referee please email Noelle.mackay@ggc.scot.nhs.uk for guidance.

- The referee details you provide should cover the last **3 years of your employment history** and you should **not** use family members or friends.
- If you have been in full-time education and/or you do not have 3 years of employment history please provide other suitable character referees such as someone of standing in the community who has known you for at least 3 years (for instance a teacher, doctor, lawyer, police officer, MP etc). If you are including a teacher or lecturer please ensure you provide the full name and contact details for the school or the academic institution
- If you are having difficulty in providing us with reference details please email Noelle.mackay@ggc.scot.nhs.uk for guidance.
- If you have been receiving benefits or have have been self-employed in the last 3 years should provide details of two personal referees as outlined above and where possible evidence to confirm your status (i.e. name of your Job Centre Plus Work Coach or evidence from HM Revenue & Customs)

Appendix 1

Right to work in the UK

Any **one** of the documents listed below will provide the necessary evidence of the right to work in the UK.

If selected for interview and appointment you will be asked to produce evidence of our right to work the UK.

The document provided must be the ***original***.

- A passport showing that the holder is a British citizen, or has the right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country* or Switzerland. This must be a national passport or national identity card.
- A residence permit issued by the United Kingdom to a national from the European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work the employer is offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment

OR

Two of the documents in the combinations listed below will provide evidence of the right to work in the UK. The documents provided must be the ***originals***.

First Combination

- A document giving a person's permanent National Insurance number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency

AND one of the following documents

- A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents **or**

- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland **or**
- A certificate of registration or naturalisation stating that the holder is a British citizen **or**
- A letter issued by the Home Office which indicates that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay **or**
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom or has no time limit on their stay **or**
- A letter issued by the Home Office which indicates that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering **or**
- An Immigration Status Document issued by the Home Office with an endorsement indicating that the person named in it can stay in the United Kingdom; and this allows them to do the type of work that the employer is offering.

Second combination

- A work permit or other approval to take employment that has been issued by Work Permits UK

AND one of the following documents

- A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question **or**
- A letter issued by the Home Office confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.