

## MediPro Case Study

# MediPro support the London Ambulance Service with their biggest recruitment drive in its history

How MediPro trained 314 level-four learners for the London Ambulance Service

*"Apprentices develop into effective ambulance practitioners and grow in confidence as they learn both on and off the job."* - [MediPro Ofsted report](#), March 2024

MediPro<sup>★</sup>

[www.medipro.co.uk](http://www.medipro.co.uk)

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## Project Overview

The London Ambulance Service (LAS) is the busiest emergency ambulance service in the UK, serving nine million people across 620 square miles.

In the wake of the COVID-19 pandemic, the London Ambulance Service needed a far greater number of qualified ambulance clinicians.

They launched their largest-ever recruitment drive for clinical staff, awarding MediPro a tender contract to deliver level four apprenticeship education to 314 learners.

The programme was very successful, with 77% of learners passing within 18 months.





## Challenges

This large project needed an experienced education provider who could fulfil the need for new staff without having an impact on the London Ambulance Service's vital resources. It was important for learners to complete the course on time.

This meant MediPro needed to:

1. Work to the London Ambulance Service's needs
2. Provide the best staff and facilities
3. Support learners to become highly competent clinicians
4. Track and update the London Ambulance Service with progress.

## Solution

As the largest independent pre-hospital education centre in the UK, MediPro had the capacity, resources, and facilities to meet the project's needs.

MediPro had over three years' experience in providing level four ambulance apprenticeship training at the time the contract was awarded (now five years), including the successful completion of a similar project for the East of England Ambulance Service.

Our expert team developed and delivered a syllabus for the 18-month Associate Ambulance Practitioner level four diploma.

In 2022/2023, the national apprentice achievement rates for the health, public services and care industry were just 52.4%. **MediPro achieved 85.9%.**

- For more information, click [here](#)



## How we supported learners to complete the course within 18 months

### 1 Working to the London Ambulance Service's needs

At MediPro, we began by working with the London Ambulance Service to design a programme that met their needs and didn't impact their resources. It would have to match governance requirements, evidence the statutory training in the Core Skills Training Framework, and meet Care Certificate Standards.

It was very important for the programme to be inclusive and equitable and support diversity, with accessible and adaptable options for all learners and additional support for those who needed it.

### 2 Providing the best staff and facilities

Our team set up a centre in central London and provided all the necessary ambulance training equipment and skilled staff. This included experienced tutors, an admin team, and internal quality and training coordinators.

We took a blended approach to help learners get vital hands-on experience while also having easy, online access to their comprehensive study materials. This also meant they were able to interact with our learning management system to create the evidence base they needed for their qualification.

It was decided that the Certificate Emergency Response Ambulance Driving (CERAD) course would be run by the London Ambulance Service using their own staff and resources. However, we have the capacity and resources to offer this at MediPro.

We also provided and managed dedicated safeguarding and support services for all learners.

**“Apprentices benefit from tutors who are inspiring role models.”**

- [MediPro Ofsted report](#), March 2024



## 3 Working to the London Ambulance Service's needs

At MediPro, we created an innovative learning plan to truly support our learners to succeed. As well as allocating a particular tutor to each learner to monitor and encourage progress, our team also wrote and managed diverse, interactive, and engaging online resources. These were mapped over several modules and included elements of automatic feedback to immediately show learners their progress.

***“Many apprentices on the level 4 programme progress onto level 6 paramedic programmes.”***

- [MediPro Ofsted report](#), March 2024

Our tutors also took learners on multidisciplinary visits. During visits to both the London Fire Brigade and the Transport for London Rescue Team, learners participated in exercises that simulated accidents and casualties, such as managing a person who had fallen onto train tracks.

These visits helped to develop the learners' understanding of challenging scenarios, increase their confidence, and prepare them for further study, such as following a level six paramedic course.

Throughout the programme, we made sure to support all learners to have an equal chance of success. For example, some students needed extra one-to-one meetings with their tutor, dedicated functional skills tutors, signposting to additional services, and the provision of additional or adapted materials both online and in person.

## 4 Tracking learner progress

Working with our online learning management system, we easily tracked learner progress and delivered key insights to the London Ambulance Service. We also met monthly with the London Ambulance Service to provide updates and invited them to participate in progress reviews.





## What learners say about our tutors

This feedback has been collected from learners about their tutors across a range of the courses MediPro offers

*“Mark’s encouragement and support have been key in my development as a student and in the completion of my course. Thank you, I couldn’t have done it without you.”*

*“Karen has always made time to speak to us when needed. Very intelligent and understanding.”*

*“Pooja always went above and beyond to provide support and guidance any time I needed it.”*

*“Simon is very approachable and makes each student feel comfortable. Sharing his knowledge of his time on the road is also very helpful!”*

## Results

- **77%** of learners passing within 18 months.
- **90%** retention rate.
- **62%** of learners achieving a distinction grade at EPA.

# MediPro<sup>★</sup>

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