

General Practice Level 3 Business Administration Apprenticeship

The SNEE Training Hub has partnered with West Suffolk College to develop this apprenticeship specifically for working in General Practice.

This is a pilot programme developed for Suffolk & North East Essex practices. In addition to the core programme of the Level 3 BA apprenticeship, there are 4 Masterclass modules which will give graduates the confidence to work in General Practice:

Masterclass 1: Managing Difficult Customer Situations and Behaviours

Masterclass 2: Essential Customer Service Skills

Masterclass 3: Handling Conflict and Negotiating Positive Outcomes

Masterclass 4: Business Focused Service Delivery and Project Management



STOP THE REVOLVING DOOR OF STAFF IN YOUR PRACTICE

Details of the programme can be found [here](#).

To register your interest, please [complete this form](#).

To find out more please visit:
www.sneetraininghub.org.uk