

A photograph of a middle-aged Black man with a grey beard and mustache, smiling broadly. He is wearing a maroon sweater over a blue collared shirt. The background is a blurred indoor setting. The text 'Training and Development' is overlaid in white on the left side of the image.

# Training and Development

**MAXIMUS**® | United  
Kingdom

# Maximus Training Programme for Functional Assessors

Following induction, you will begin an intensive three-month training programme. This will equip you with the knowledge and skills needed for the role of Functional Assessor.

Your overall objective for the training programme will be to learn how to complete a telephone Work Capability Assessment (WCA) report to the required standard.

Becoming a Functional Assessor is a steep learning curve, but our structured programme is designed to help you succeed. You will be allocated a central trainer who will provide you with regular feedback and guidance throughout the initial stage of the programme. Once

you move out of the classroom and into the assessment centre, you'll be supported by a dedicated mentor who's there every step of the way until you're accredited.

To be successful in this role it's essential you're open to receiving feedback and willing to take it on board. Feedback is a really important element of the Functional Assessor role - it will boost your confidence and help to improve the quality of your work.

To help you to consolidate your learning, we will provide a list of resources for you to access outside of the formal training programme.

## Training Stages

### Stages 1 & 2



#### 22 mandatory training days

Many of these training sessions can be accessed remotely.



#### Travel expenses

You will be reimbursed for any travel expenses if you are required to attend any face-to-face training sessions.



#### LIMA computer software

You will learn how to use LiMA computer software to complete telephone assessments.



#### Final MCQ

After the completion of your learning units, you will complete the final MCQ and all competencies appropriate to your practitioner type.

## Stage 3



### Telephone assessment learning path.

You will complete your New Entrant WCA Limited Capability for Work (LCW) and Work-Related Activity (LCWRA) Telephone Assessment Learning Path.



### New starter community

Sharing experiences with other members of the new starter community is a great way to expand your knowledge and support others.



### Practice

You start putting your classroom learning into practice by carrying out some live supervised telephone WCA work. This might be daunting at first, but our local mentors will supervise each of your cases and provide detailed feedback.



### Speak Up

Be honest about any parts of the role you may be finding difficult. Speaking up means we can help to resolve issues promptly.



### Mentoring

A mentor will continue to monitor your assessments until they consider you to be competent. This stage of the programme will typically take around 8 days.



### Extension

Stage 3 can be extended if you or your mentor feel you need more time to achieve the required level of competency.

## Stage 4



### Reporting

Your objective during Stage 4 is to consolidate your experience of completing telephone WCA reports. You will be required to complete 2 cases per day.



### Monitoring

All of your reports will be supported through audit and monitoring until your manager requests approval status.



### Audit

Managers usually audit between 20 to 40 cases before a Functional Assessor is approved for accreditation.



### Approval

We aim to approve colleagues for accreditation within 20 cases. However, we can flex this up to 40 cases to ensure you are fully confident and competent.



### Completion

Stage 4 typically takes between 10 and 20 days to complete.



### Accreditation

The formal training programme ends after you have received accreditation for telephone WCA reports. It's time to celebrate your accreditation!

# Career Progression

**The role of Functional Assessor will allow you to hone your assessment skills. You will have exposure to a range of conditions that you may not experience in a typical clinical role.**

Many of our colleagues choose to join us from acute healthcare settings, bringing a wealth of transferable knowledge and experience to our teams. In return, we offer them the chance to gain valuable community-based healthcare experience in a supportive working environment.

Whether you are joining us from an acute or community background, your existing skills will be a valuable asset to our business. We will provide you with opportunities to expand on these skills and update your clinical knowledge and experience.

Following onboarding, you will be encouraged to progress in your areas of interest and expertise. We invest in continuing professional development (CPD) every year, offering modules designed to educate and update staff on specific health conditions and treatments.

We provide all colleagues with protected time for clinical supervision. We employ more than 120 clinical standards colleagues to support our healthcare practitioners. These staff also assist the central clinical standards team with safeguarding and clinical governance.

We also have opportunities for Functional Assessors to take on additional activities, whether this is being trained in file or audit work, becoming a stage 3 mentor or a national trainer. There are opportunities to progress into other clinical roles such as the Clinical Standards Lead or Quality Assurance Lead. There are a limited number of these opportunities however we recruit all these opportunities internally, so you'll get the opportunity to apply when they become available.

The Percipio Learning Platform is accessible to all colleagues. This free online platform offers a range of skills-based learning resources including videos, e-books, audio books and online courses. Colleagues can gain certificates and earn CPD points (if applicable to their professional registration). They can also share digital badges internally and externally on social media sites such as LinkedIn. Finally, we can offer sponsorship to colleagues looking for further education, this is done via an application and selection process.



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