Health Assessement Services

Your Training Guide

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Welcome to your training guide!

Everything you need to start your new role as a PIP Functional Assessor with Medacs Healthcare Health Assessment Services (HAS).

This guide is designed to provide you with an overview of what to expect from the training course, your new role and the support you will receive over the first few months.

We are really proud of our team and what they achieve.

As part of our team, you will carry out assessments for those making a claim for the Personal Independent Payment (PIP) benefit or being referred through the Government's Health Advisory Assessment Services (HAAS).

Your training programme will ensure you have an understanding of the legislative framework and requirements for PIP whilst also ensuring you are familiar with your new IT equipment and applications.

We will also ensure that you have up-to-date knowledge of relevant clinical subjects and an understanding of customer service, equality and diversity plus any relevant policy and procedures.

Following training, you will have the skills to assess, with confidence, people with various long-term health conditions or disabilities and how these affect either their physical or mental function.

Training and Approval

There are five stages to our training and approval process. We will cover each of the stages to ensure that you are fully aware of what your training will involve and you understand how to progress in your new career.

Refresher Training and Continuous Professional Development (CPD).

In addition to your initial training, you will also receive refresher training and annual Continuous Professional Development (CPD).

Stage One & Two – Five-week initial training:

Training will take place on Microsoft Teams and is delivered by our experienced training team. The course utilises DWP approved materials to provide you with an insight into the policy underpinning the PIP benefit along with the practical skills required to complete a functional assessment.

Towards the end of the five weeks, there will be a series of assessments including a multiple-choice questionnaire, two theory cases and two practical cases.

Only upon successful completion of these exams will you progress to the coaching supervision stage.



Stage Three - Clinical Coaching supervision:

During this stage, you will work with an experienced Clinical Coach who will help you develop your skills and ensure competency on live cases.

Stage three lasts up to two weeks and you will be observed before, during and after an assessment. Reports will be reviewed to provide individual feedback and guidance.

This consists of a blend of face-to-face (where applicable as per contract) and telephone assessments.

You must demonstrate competency in the following areas.

Preparation: Including the appropriate use of further evidence.

Consultation: including customer care and appropriate questioning. Accurate documentation of evidence gathered during assessment.

Report: Each one will be reviewed to provide individual feedback and guidance.

Stage Four – Approval audit:

Upon successful completion of the supervision stage, you will be able to carry out assessments autonomously. At this stage, you will be on 100% audit which means that you will receive feedback for each case submitted. This remains in place until full approval is achieved and given by the DWP.

You will be working towards achieving a specific combination of grades and once this is achieved, you will progress to stage five.

Stage Five – Final stage:

This is the final stage in your training journey and at this point, we will check key competencies required for you to become an approved PIP Functional Assessor.

You will complete three assessments under observation to ensure that they meet the required standards.

Pre-Approval Support (Stages 4 & 5)

We will be with you every step of the way. You'll receive intensive, tailored support from a dedicated Approval Clinical Support Manager (CSM), who will work closely with you throughout the process.

You will have regular meetings that will cover the following areas.

- Wellbeing review
- Audit analysis

- Report observation and internal audit
- Training needs and support
- Productivity analysis (internal and external MI reports)
- Quality analysis (internal and external MI reports)
- Ongoing support documentation
- Capability and performance management

Post-Approval Support

Once you have been approved, you will enter a structured preceptorship program which is designed to provide tailored support as you settle into your new role.

Any continuous development resources are identified as and when needed, ensuring you have the right support at the right time.

Your preceptorship continues until you have met our quality and productivity standards, giving you the space and guidance to grow confidently into your new role.

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