



# Your Graduate Career

*Boots* Hearingcare Academy

# 2 Year Graduate Programme

At Boots Hearingcare we believe that Audiology is an important healthcare provision. With an ageing population and a greater reliance on technology we are in a prime position to truly deliver on our mission of “Restoring People’s Worlds”. We believe it’s important to invest in our future Audiologists and take those newly qualified in a BSc in Audiology as the benchmark for great hearingcare support. This is why we have a two year preceptorship programme to build and broaden your expertise and take you on a long term successful career pathway.

## The objectives of our two year Graduate Development Programme are:

To support and equip graduates to make the transition smoothly from student to Boots Hearingcare Hearing Aid Audiologist (HAA).

To enable clinical excellence for our HAAs from day one throughout their career with us.

To enhance basic product knowledge through induction and inclusion in regular product development updates via the Professional Standards (PS) team.

To develop commercial acumen and leadership skills to support work in clinics in store.

To spot talent and build up a succession plan for our business.

## Support in your role

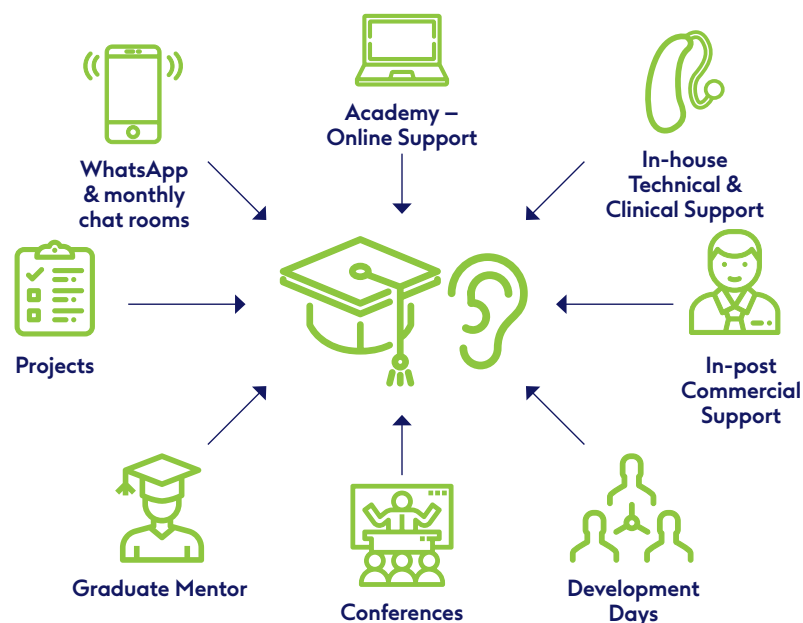
**We want you to be a success as a graduate in our business. That’s why we ensure there’s support available to you throughout your development programme.**

1. In Region Support: You will have support from colleagues in the region who will work with you as you settle into the business. They are there to offer development support clinically and as a leader within your store and region.
2. Academy: The Academy has a structured induction programme to support you in the early stages of your career. You can access this at any time to support your learning.
3. Graduate Development Sessions: These sessions are delivered by the Audiology Training Team, along with other departments in the business to support product knowledge, clinical excellence and business understanding.
4. Projects: During your programme you will be involved in various activities covering commercially driving subjects, including customers and their journey and relevant advancements in hearing care technology.
5. Regional Hearingcare Managers: You will have a monthly visit from RHM. They will support you both commercially and professionally.
6. Mentors: you will be allocated a mentor who has recent experience as an early professional into Boots Hearingcare; they will have been in the same place as you are and will understand what you’re working through. They will have been trained as a Mentor and be readily available to support you in your development.
7. Conferences: Each year there is an all-colleague conference and smaller regional meetings. These events offer the chance to share ideas with experienced dispensers and gain a wider understanding of the business.

## 70/20/10 Model



When it comes to support it's all about balance. At Boots Hearingcare we base our learning around the 70/20/10 model as described above. The majority of your development will happen "on the job", and you will learn by doing and being in clinic. 20% of your learning will be with support from your Line Manager, Mentor and those in your local support network. You will only gain further development in the classroom environment if there's a specific business need (e.g.: a new product launch). This blend of learning will allow you to apply the practical knowledge and skill you have into a live working environment underpinned by the Academy and L&D Audiology team.



## Your Full Learning Programme

As a new colleague in Boots Hearingcare we offer you an extensive programme of development to support you in your role as an Audiologist:

- Our comprehensive induction programme covers everything from reinforcing your clinical understanding, to product familiarisation, to understanding SOUND, our customer management system.
- The two year programme offers all graduates a rounded learning experience, allowing you to determine what approach is right for you; from self-management to teamwork, you will have access to the support necessary in order to enhance your own development. Throughout the programme, we will bring graduates together to review your learning and give you tailored development sessions to support your CPD.



# Graduate Learning 2 Year Programme

The programme covers a number of different topics, over the 2 year period which include;

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Building Store Relationships & One Health                                                                      | Building relationships across Boots UK, Optics and Pharmacy is key to our success. We will explore this and how to create advocates for Hearingcare within the wider teams that you're part of.                                                                                                                                                                                                                                |
| 2. Commercial Drivers Personal & Career Developments                                                              | Developing a fuller understanding of our commercial business, from P&L, to product pricing. Our mission and purpose and how that influences how we trade. Knowing the role that we as individuals play in the business success.<br><br>Taking control of your personal development and career through personal insight.                                                                                                        |
| 3. The Bigger Picture of Audiology:<br><br>When Hearing Aids are Not Enough                                       | Sessions where we look at co-morbidities, the future of audiology. What's happening in AI, R&R, Sonova and Audiology as a whole. Setting out expectations of CPD as an Audiologist.<br><br>Advanced Bionics and Cochlear Implants – a deeper insight into this and when it might be helpful in-clinic.                                                                                                                         |
| 4. Coaching & Mentoring, Questioning & Listening<br><br>Self-Management: Time Management, Negotiating & Influence | A theoretical look at coaching, mentoring and our techniques for eliciting a more detailed response from our customers and colleagues. This session is focused on developing the behavioural skills to take your clinic and ways of working to the next level.<br><br>We will also look more closely at self-management, putting you in control of your day-to-day working and giving you tools to perform better.             |
| 5. Product Masterclass & Recommending a Total Solution                                                            | Developing an understanding of the features within our products, differentiation, programming and fine-tuning, understanding and getting hands-on with accessories. There will be a group discussion about our choice of acoustics for fittings and sharing ideas about how we manage customer expectations.                                                                                                                   |
| 6. People Management & Building Relationships In Business<br><br>Career Next Steps                                | Developing an understanding of our roles as people managers, whether as a HAA or if individuals have a desire to progress. Knowing how and why we have the policies in place that we do.<br><br>Next steps – knowing how to manage your career with the business. What the options are for you to develop and grow as a HAA, complementary roles, leadership roles and the support available to you to manage your own growth. |

You can record all of this learning as CPD within the business that isn't specifically clinically related. This is about your learning as an Audiologist within Boots Hearingcare, as a colleague as well as a clinical professional.

## Boots Benefits



At Boots Hearingcare, we reward our colleagues for their hard work and commitment to our business. We're proud of the selection of benefits available to all our colleagues, and we think we can offer our colleagues a unique package within the industry.



### Boots discount card

As a Boots Hearingcare colleague, you'll get the same discount as Boots colleagues: with 22.5% off Boots branded products and 12.5% off non-Boots products, it's one of the most generous staff discounts available on the high street! Treating yourself to a spot of retail therapy has never been so enjoyable.



### Extra days off

Life isn't all work and no play, which is why we give you great holiday entitlement from the very first day you start at Boots Hearingcare. But we also reward your loyalty by increasing your entitlement the longer you work for us – giving you more time to do the things you love. Whether that's spending time with family or taking that much needed city break, we're proud to promote a healthy work-life balance!



### Long service awards

They say a company is only as good as its colleagues – and because we're a great place to work, many colleagues choose to stay with us. And when they do, we reward them with a gift of their choice. The idea is simple – the longer you stay with us, the more you get!



## Boots Benefits



### LifeWorks

Boots Hearingcare colleagues have access to the LifeWorks service, a confidential support network which offers help and advice when you need it. You can get in touch with LifeWorks online, on your mobile, or on the phone – and it's completely free and impartial. Your friends and family can use the LifeWorks service for free too.



### Pension scheme

No matter where you are in your career, it's vital to ensure you are planning for the future. When you join Boots Hearingcare, you'll be enrolled onto NEST: a straightforward pension scheme which means that as you pay into your pension, we do too. That way, you know there's something waiting for you when your retirement day comes around.



### Life assurance

It's never comfortable to think about, but you can rest assured that our life assurance policy means that your loved ones will be provided for if the worst should ever happen. You can also nominate who you'd like to receive any payout.

Our Programme offers structured pay increases based on date of graduation until you reach an established grade.

| Grade         | Salary  | Car Allowance | On Target Earnings<br>(excluding car allowance) |
|---------------|---------|---------------|-------------------------------------------------|
| Grad 1        | £21,500 | £5,064        | £28,667                                         |
| Grad 2        | £23,000 | £5,064        | £30,667                                         |
| Established 1 | £27,000 | £5,064        | £36,000                                         |

## How to Apply



**Whether you're busy studying for your final exams, or you graduated a couple of years ago, we know that you'd rather not spend hours on a long and complicated application. That's why we make our application process as easy and smooth as possible.**

You might have seen our Recruitment Team at your university, at a careers fair or doing a talk about what Boots Hearingcare offers. We send information about our graduate scheme directly to universities too, so if you'd like to have a look at it, you could ask your university's careers department. We also have lots of information on our careers website. The best way for you to apply is online – if you go to the web address below, the process is easy to follow.

### The next steps

If you're successful with your application, you'll be invited along to a virtual assessment day which will take place over Microsoft Teams – these are normally held in March/April each year. Here, you'll have the opportunity to meet the Boots Hearingcare team and learn more about what we do and what we offer to Graduates. Make sure you provide us with your personal email address for the virtual assessment invite either on your CV or on your application. Formal job offers to join our graduate programme will be made shortly after all assessments have been completed.

### The Health & Care Professions Council

All of our Hearing Aid Audiologists need to be registered with the Health & Care Professions Council (HCPC). If your course isn't accredited to do this, you'll need to complete an additional module in order to be able to register. For more details, we'd advise you speak to a member of staff in your department.

### Go to

[bootshearingcare.com/graduate-scheme](https://bootshearingcare.com/graduate-scheme)



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Boots Hearingcare today**

*Boots* Hearingcare Academy

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