

Diploma in Healthcare Support Level 3



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WELCOME

In this guide you will find everything you need to know regarding the Diploma in Healthcare Support Level 3 qualification, including the different elements that go together to form the framework, the mandatory and optional units available, the different ways in which you will learn, and the methods of assessment.

Who is this qualification suitable for?

Clinical healthcare support workers / healthcare assistants provide vital assistance to healthcare professionals in diagnosing, treating and caring for patients. They work in a variety of healthcare settings, depending upon their role, including:

- Adult Nursing
- Maternity Support
- Theatre Support
- Children and Young People
- Mental Health
- Allied Health Profession Therapy Support
- Dietetics
- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Podiatry Support
- Prosthetics / Orthodontic Support

An experienced support worker you carry out a range of clinical and non clinical tasks, under direct or indirect supervision of the registered Healthcare practitioner. You provide compassionate healthcare following standards, policies or protocols and always acting within the limits of your competence.

You are able to demonstrate best practice, supervise or guide less experienced staff.

You must complete pre qualification form before sign up.

How do I enrol?

Levy

- 1 Visit our website www.atem.co.uk
- 2 Complete an application form
- 3 Your manager completes a training application and submit to levy holder
- 4 We check your application
- 5 We set you up with English and/or Maths assessments if required (see exemptions.)
- 6 We complete enrolment paperwork with you
- 7 You start your qualification!

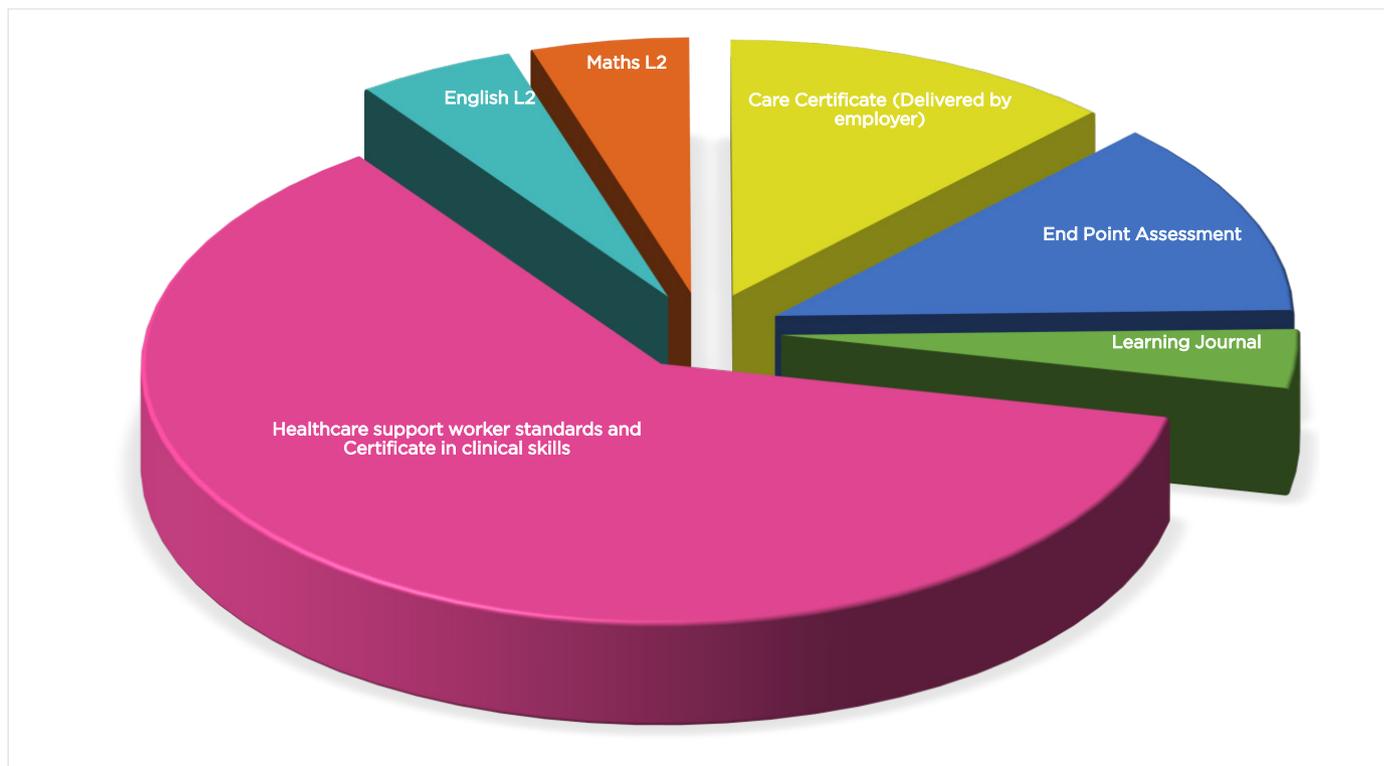
Non-Levy

- 1 Visit our website www.atem.co.uk
- 2 Complete an application form
- 3 We check your application
- 4 We set you up with English and/or Maths assessments if required (see exemptions.)
- 5 We complete enrolment paperwork with you
- 6 You start your qualification!



STANDARDS

This is the breakdown of the Senior Healthcare Support Worker Level 3 qualification, which shows the different elements that go together to form the Apprenticeship.



12-21 months

(Depending on experience) Minimum duration of programme

Exemptions

If you have any of the following then you may be exempt from English and Maths assessments and the corresponding Functional Skills parts of your qualification.

GCSE English Language
Grade C/4 or higher

Functional Skills
English L2 or higher

GCSE Mathematics
Grade C/4 or higher

Functional Skills
Maths L2 or higher

THE STANDARD FOR THE SENIOR HEALTHCARE WORKER

The standard for the Senior Healthcare Worker consists of 6 core units:

- C1 Health and Well-being,
- C2 Duty of care and candour, safeguarding , equality and diversity
- C3 Person centred care, treatment and support
- C4 Communication
- C5 Personal people and quality improvement
- C6 Health, safety and security

Option 1 - Senior Healthcare support worker (Adult Nursing Support)

Assist with clinical tasks, Support with activities of daily living. Apprentices will need to complete a level 3 Diploma in healthcare support prior to completion of the apprenticeship.

Option 2 - Senior healthcare support worker (Maternity support)

Assist with clinical tasks, assist with caring for babies, Support mothers and birthing partners. Apprentices will need to complete a level 3 Diploma in healthcare support prior to completion of the apprenticeship.

Option 3 - Senior healthcare worker (Theatre Support)

Assist Healthcare practitioners with delegated clinical tasks,Support individuals, prepare equipment and resources. Apprentices will need to complete a level 3 Diploma in healthcare support prior to completion of the apprenticeship.

Option 4 Senior Healthcare worker (Mental health support)

Assist with delegated clinical tasks and therapeutic interventions, Support individuals, risk assessment and risk management. Apprentices will need to complete a level 3 Diploma in healthcare support prior to completion of the apprenticeship.

Option 5 Senior healthcare support worker(Children and young people)

Assist with clinical tasks, support with activities of daily living, child development Assist Healthcare practitioners with delegated clinical tasks,Support individuals, prepare equipment and resources. Apprentices will need to complete a level 3 Diploma in healthcare support prior to completion of the apprenticeship.

Option 6 Senior healthcare worker (Allied profession- Therapy support)

Assist with delegated therapeutic or clinical tasks and interventions, Support, educate and enable individuals with their health and well-being, Use equipment and resources. Apprentices will need to complete a level 3 Diploma in healthcare support prior to completion of the apprenticeship.

WHAT'S INCLUDED (QUALIFICATION)

Level 3 Diploma in Clinical Healthcare Support

15 mandatory units
(total of 45 credits)



Optional units
(total of 20 credits)

37 credits must be at level 3
or above

Learner Name:

Mandatory Units completed by:

Mandatory (45 credits)

Level	Unit title	Credits	Doing? Y/N	Chosen
201	Safeguarding and protection in care settings	3		
202	Responsibilities of a care worker	2		
208	Cleaning, Decontamination and Waste Management	2		
204	Causes and Spread of Infection	2		
282	The principles of Infection Prevention and Control	3		
300	Study Skills for Senior Healthcare Support Workers	4		
301	Promote personal development in care settings	3		
302	Promote health, safety and well-being in care settings	6		
303	Promote communication in care settings	3		
304	Promote effective handling of information in care settings	2		
305	Duty of care in care settings	1		
306	Promote equality and inclusion in care settings	2		
307	Promote person-centred approaches in care settings	6		
308	Understand mental well-being and mental health promotion	3		
309	Understand mental health problems	3		

Select the units best suited to your role and responsibilities as identified in your skills scan. These units will also work alongside the option selected in the standard

Functional Skills

- **Maths (Level 2)**
- **English (Level 2)**

You will complete Functional Skills in Maths and English. Assessments are designed to measure the competent application of skills within real-life scenarios. Assessments are task based with no portfolio to complete. These can be completed on-screen, offline or paper-based. Completion of Functional Skills may not be required where evidence of a current transferable skills qualification exists e.g. GCSE.

How will learning take place?

20% Off the job learning

Off-the-job refers to the time taken to develop technical skills and knowledge of theoretical concepts across a range of contexts. It can be seen as time away from 'the immediate pressures of the job', and may include all of the following (non-exclusive) activities:

- Individual and Group teaching
- Coaching
- Distance learning
- e-learning
- Feedback and Assessment
- Guided study
- Learning with peers
- Networked or collaborative learning
- Mentoring

You may attend sessions at Access Training during your qualification and you will have an assessor visit you in the workplace. You will need to spend some time at home providing written accounts and research for your portfolio.

On the job learning

On-the-job refers to the time taken to develop the practical skills applied in the context of a job role. It can be seen as the time you spend being guided whilst undertaking normal activities as part of your job role, and which provide opportunities to learn, develop and practice skills.

Learning Journal

The learning journal is completed by the learner in the 3 months leading up to the End Point Assessment.

The journal must contain a minimum of 3 reflective accounts completed by the apprentice which demonstrate their learning and applications of knowledge in practicing their values and behaviours.

The apprentice is required to evidence the knowledge and skills requirement:

- Assist with clinical tasks
- Assist with daily living

The Assessment Process

Access Training use a blended learning model which means that training, assessment and support will be delivered in a variety of ways to suit you and your employer. Webinars, e-learning, and Skype will be combined with face-to-face visits and self-study to provide flexible learning that you can access when and where you want - whether that's during an appointment in working hours, taking part in a Skype call at your desk or watching a video on your phone.

Achievement of the qualification is based around the provision of sufficient evidence to show that the job can be done to the national standards. You need to collect a variety of evidence and this collection of evidence is called a 'portfolio'. This will be done electronically via an e-portfolio and your assessor may use any of the following for sources of evidence:

Performance at Work (Observation)

Your assessor will observe your performance in the work place against the national standards.

Work Product

There may be tasks that you routinely carry out which are applicable to your qualification - i.e. send and receive emails. The products of these tasks may be used as evidence, as long as the evidence is sufficiently current and relevant to the standards.

Recognition of Prior Learning

This could be a relevant qualification or achievement, for example, First Aid, Safeguarding etc. This is sometimes referred to as 'Recognition of Prior Learning' and abbreviated to RPL.

Witness Statement

Witnesses can provide evidence of the way the job is done, usually in the form of a witness statement. Your supervisor/line manager will provide you with the testimony relating to your performance at work.

Self Assessment of your own knowledge and skills

In the last month of your Apprenticeship, you will undertake a self assessment to enable you to see if you are confident and have taken on board all aspects of your occupation. this self assessment must be submitted to the independent end point assessor as a source of evidence to prepare for the end point discussion.

Questioning

Questioning may be oral or written. Your assessor will ask you questions to make sure you have the necessary knowledge and understanding to carry out your job activities to the national standard. Where suitable, your assessor may electronically record question and answer sessions.

Professional Discussion

Your assessor may use a dictaphone or smartphone to record a professional discussion. These will be based on activities you have taken part in and are a good way for yourself and your assessor to discuss and explore the event.

Reflective Account

Reflective accounts are used to reflect on your working practice. You will be asked to provide a statement on how you have carried out a task e.g. how you dealt with an accident, this will then be assessed and used as evidence of your competence.

Completion of the diploma

When all outcomes have been achieved, your paperwork and portfolio is passed onto the Internal Quality Assurer, who will sample it and apply for your certificate, if it is of the required standard.

On achievement of the following your employer and training provider will decide if you are ready for the end point assessment:

- Met the 15 standards of the care certificate
- Achieved level 2 in English and Maths
- Achieved Diploma in Clinical Healthcare support level 3
- Portfolio of evidence completed during the last three months
- Learning journal completed during the last three months

End Point Assessment

The employer and assessor decide the apprentice is ready for the end point assessment

End point assessment

1. The apprentice completes a multiple choice test. The apprentice sits the test which the independent assessor administers (60 minutes)
2. Practical observation. The independent assessor observes the apprentice in the course of their normal work (minimum of 90 minutes)
3. Evidence portfolio and interview. The independent assessor assesses the evidence portfolio generated by the apprentice. The interview takes place between the assessor and the apprentice at the end of the assessment. (minimum of 30 minutes maximum of 60 minutes)

For certification the apprentice must have passed all components of the end point assessment. The independent assessor collates evidence and determines the final grading.

Assessment Flowchart



20% Off-the-job training

Over the course of the apprenticeship, each learner will be required to spend 20% of their time doing off-the-job training and this will be documented through the assessor.

Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of the apprenticeship. This can include training that is delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties.

The off-the-job training must be directly relevant to the apprenticeship framework or standard and could include the following:

- The teaching of theory (for example; lectures, role play, simulation exercises, online learning or job specific training)
- Practical training, such as; shadowing, mentoring, industry visits and attendance at competitions
- Learning support and time spent writing assessments/assignments
- Team meetings

It does not include:

- English and Maths (up to level 2) which is funded separately
- Progress reviews or on-programme assessment needed for an apprenticeship framework or standard
- Training which takes place outside the apprentice's paid working hours
- Access Training Induction

Non-Levy paying Employers there is a contribution of 10% of the funding.