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# Welsh Apprenticeship Framework Pathway

in

## *Healthcare Support Services*

The content of this Pathway has been agreed by *HEIW* in collaboration with *Healthcare Sector Employers*. This is the only Apprenticeship Pathway in the Healthcare sector approved for use in Wales that is eligible for Welsh Government funding.

More Information can be obtained from:

FEAD DfES • Ty Afon  
Bedwas Rd • Bedwas  
Cf838WT

DfES-ApprenticeshipUnit@gov.wales  
Gwefan • website: [www.llyw.cymru](http://www.llyw.cymru)  
[www.gov.wales](http://www.gov.wales)

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## LEARNING PROGRAMME CONTENT

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications,
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 2 Pathway *Healthcare Support Services* is 28 credits.

The total minimum credit value required for the Level 3 Pathway *Healthcare Support Services* is 37 credits.

## ENTRY REQUIREMENTS

There are no specific qualifications required for entry to this apprenticeship framework. Apprentices should:

- Demonstrate the values of the employer organisation
- Show enthusiasm for working in the health sector
- Have basic literacy, numeracy and communication skills on which the apprenticeship will build
- Have a suitable level of physical fitness to perform some aspects of the job roles (e.g. assisting in moving and handling inanimate objects)
- Be willing to undergo Disclosure and Barring Service checks
- Be flexible as there may be a requirement to work rotas

Individual health sector employers may have additional employment entry requirements e.g. a current driving licence would also be an advantage (and may be necessary for some roles).

### Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

## APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)

**Level 2:** Foundation Apprenticeship in Health (Healthcare Support Services)

### Qualifications

Participants must achieve **one** of the following *combined* qualifications below.

Level 2 -

Agored Cymru Level 2 Diploma in Facilities Services for Healthcare in Wales

Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored	C00/1231/0	38	380	Combined	English-Welsh

Level 2 -

Agored Cymru Level 2 Extended Certificate in Facilities Services for Healthcare in Wales

Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored	C00/1230/9	28	280	Combined	English-Welsh

Level 2 -

Agored Cymru Level 2 Diploma in Primary Care Administration and Reception

Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored	C00/4189/3	37	370	Combined	English-Welsh

Please see [Annex 1](#) for the relationship between the competence and knowledge units within the combined qualifications.

### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Foundation Apprenticeship in Health (Healthcare Support Services)	Level	Minimum Credit Value
Essential Communication Skills	1	6
Essential Application of Number Skills	1	6
Essential Digital Literacy Skills	1	6

### On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Foundation Apprenticeship in	150	179

Health (Healthcare Support Services)		
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#### On/Off the Job Qualification details (Minimum Credit & Hours)

On-the-job learning will comprise either the:  
 Agored Cymru Level 2 Diploma in Facilities Services for Healthcare in Wales or:  
 Agored Cymru Level 2 Extended Certificate in Facilities Services for Healthcare in Wales or:  
 Agored Cymru Level 2 Diploma in Primary Care Administration and Reception

Evidence to support the application for an apprenticeship completion certificate for on-the-job training will include a copy of the qualification certificate for one of the above qualifications detailing the units completed.

Off-the-job learning will comprise:  
 Level 1 Essential Communication Skills  
 Level 1 Essential Application of Number Skills  
 Level 1 Essential Digital Literacy Skills

Off-the-job training undertaken before the apprentice started their apprenticeship may count towards the off-the-job training required for the apprenticeship if it was undertaken in relation to an accredited qualification contained in the framework for which a completion certificate is to be applied for.

Evidence to support the application for an apprenticeship completion certificate for off-the-job training will include a copy of the qualification certificate for each of the above qualifications detailing the units completed.

It is expected that:

- On-the-job and off-the-job training hours are both planned, reviewed and evaluated jointly between the apprentice and a tutor, or teacher, their workplace supervisor or manager and, where relevant, the apprentice's coach or mentor.
- On-the-job and off-the-job training support via either a tutor, teacher, mentor or manager is made available when required by the apprentice.
- On-the-job and off-the-job training hours are delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback & assessment; collaborative/networked learning with peers; guided study.

#### On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 45 GLH Level 1 Essential Communication Skills
- 6 credits / 45 GLH Level 1 Essential Application of Number Skills
- 6 credits / 45 GLH Level 1 Essential Digital Literacy Skills

### Level 3: Apprenticeship in Health (Healthcare Management)

#### Qualifications

Participants must achieve the following combined qualification below.

Level 3 - Agored Cymru Level 3 Diploma in Healthcare Management					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Agored	C00/4159/7	37	370	Combined	English-Welsh

Please see [Annex 2](#) for the relationship between the competence and knowledge units within the combined qualification.

#### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 3: Apprenticeship in Health (Healthcare Management)	Level	Minimum Credit Value
Essential Communication Skills	2	6
Essential Application of Number Skills	2	6
Essential Digital Literacy Skills	2	6

#### On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3: Apprenticeship in Health (Healthcare Management)	172	173

#### On/Off the Job Qualification details (Minimum Credit & Hours)

On-the-job learning will comprise:  
Agored Cymru Level 3 Diploma in Healthcare Management  
Evidence to support the application for an apprenticeship completion certificate for on-the-job training will include a copy of the qualification certificate for the above qualification detailing the units completed.

Off-the-job learning will comprise:  
Level 2 Essential Communication Skills  
Level 2 Essential Application of Number Skills  
Level 2 Essential Digital Literacy Skills

Off-the-job training undertaken before the apprentice started their apprenticeship may count towards the off-the-job training required for the apprenticeship if it was undertaken in relation to an accredited qualification contained in the framework for which a completion certificate is to be applied for.

Evidence to support the application for an apprenticeship completion certificate for off-the-job training will include a copy of the qualification certificate for each of the above qualifications detailing the units completed.

It is expected that:

- On-the-job and off-the-job training hours are both planned, reviewed and evaluated jointly between the apprentice and a tutor, or teacher, their workplace supervisor or manager and, where relevant, the apprentice's coach or mentor.
- On-the-job and off-the-job training support via either a tutor, teacher, mentor or manager is made available when required by the apprentice.
- On-the-job and off-the-job training hours are delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback & assessment; collaborative/networked learning with peers; guided study.

#### On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 45 GLH Level 2 Essential Communication Skills
- 6 credits / 45 GLH Level 2 Essential Application of Number Skills
- 6 credits / 45 GLH Level 2 Essential Digital Literacy Skills

#### **OTHER ADDITIONAL REQUIREMENTS**

*Please add any additional requirements*

#### **PROGRESSION**

Learners may progress from this framework onto further qualifications specific to their work context. A wide range of qualifications are available for use within the health sector. These may include further apprenticeship frameworks e.g., Level 4 Apprenticeship in Management

or Operations and Quality Improvement, -other qualifications or work-related education and training to support Continuing Professional Development.

Progression should not just be seen as vertical. In some instances, progressing into another role at the same level may be just as rewarding as it offers the opportunity to develop new skills and knowledge.

Many healthcare support worker apprentices complete their apprenticeships and continue to work as healthcare support workers in roles relating to the units, they have selected within their competence qualification (e.g. Domestic Assistant, Porter, Catering Assistant, etc).

Others may wish to move into a clinical role and may select to undertake a clinical qualification or apprenticeship (e.g. Level 2 or 3 in clinical healthcare support).

Further detailed information and advice on careers within the health sector can be found at  
<http://www.wales.nhs.uk/>

**Progression routes into:**

- Level 4 qualifications
- Level 2 or 3 clinical work-based learning qualifications

**Progression from:**

Some apprentices may have already undertaken a level 2 apprenticeship e.g., Foundation Apprenticeship in Health (Healthcare Support Services).

**EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)**

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 years -18-year group) receive a full company induction programme.

**RESPONSIBILITIES**

It is the responsibility of the Training Provider and Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

**Further information may be obtained from:**

Welsh Government  
**[DfES-ApprenticeshipUnit@gov.wales](mailto:DfES-ApprenticeshipUnit@gov.wales)**



## Annex 1

### Level 2: Healthcare Support Services

An integrated qualification at Level 2, which combines competence and technical knowledge elements in which each element is separately assessed and in which each element carries at least ten credits on the CQCF.

Relationship between competence and knowledge qualifications

<b>Agored Cymru Level 2 Diploma in Facilities Services for Healthcare in Wales</b>			
<b>Agored Cymru Level 2 Extended Certificate in Facilities Services for Healthcare in Wales</b>			
<b>Unit Title</b>	<b>credit value</b>	<b>credits for competency</b>	<b>credits for knowledge</b>
<b>Mandatory Units</b>			
Manual Handling: Inanimate Loads	1	1	0
Communication and Customer Service for Health Care Support Workers	2	1	1
Dignity at Work	1	0	1
Equality, Diversity and Inclusion	1	0	1
Introduction to Continued Professional Development within the NHS Wales	2	0	2
Introduction to Infection Prevention and Control	2	0	2
Introduction to Waste Management	2	1	0
Personal Health and Wellbeing in the Workplace	3	0	3
Using Electronic Devices to Record and Submit Information	2	1	1
Introduction to Professional Behaviour	2	0	2
<b>Total</b>	<b>18</b>	<b>4</b>	<b>13</b>

<b>Optional Units</b>			
Community Food and Nutrition Skills	3	1	2
Community Food and Nutrition Skills	1	0.5	0.5
Arrange and Record Meetings for Healthcare Service in Wales	3	2	1
Cleaning Residential Accommodation for the NHS Wales	2	1	1
Co-ordination of Stock and Storage for the NHS Wales	2	2	0
Data Information Management using Specialist Software for NHS Services in Wales	3	2	1
Maintain the Protection and Arrangements of Departmental Records for Healthcare Services in Wales	3	2	1
Patient Money and Valuables Management in a Healthcare Setting in Wales	1	1	0
Produce Documents for use in Healthcare Services in Wales	2	1	1
Store and Retrieve Information for Healthcare Services in Wales	2	1	1
Using Office Equipment for Healthcare Services in Wales	2	1	1
Conveyance of Passengers (without Specialist Needs or Requirements) for the NHS Wales Service	3	2	1
Driving Inanimate, Non-Specialist, Non-Time Critical Goods for the NHS Wales Service	5	4	1
Moving and Transporting of Linen within the NHS in Wales	2	1	1
Moving and Transporting of Medical Gas Cylinders within the NHS in Wales	1	1	0
Receiving, Storing and Preparing for Distribution of Goods in Logistic Operations for the NHS in Wales	6	5	1
Driving Inanimate, Specialist, Non-Time Critical Goods for the NHS Wales Service	1	1	0
Using Electrically Powered Equipment in Cleaning Duties for the NHS in Wales	2	2	0
Driving Inanimate, Specialist, Time Critical Goods for the NHS Wales Service	1	1	0
Finishing Laundry within the NHS in Wales Service	3	1	2
Collection and delivery of blood components - Welsh Blood Service	2	1	1
Food Allergen Awareness	1	0	1
Safe Use and Cleaning of Electrical Equipment within the NHS in Wales Service	2	1	1
Standard Operating Procedure for Blast Chilling for NHS Wales Service	1	1	0
Using Electrically Powered Equipment in Laundry Duties for the NHS in Wales	2	2	0
General Cleaning and Waste (Including Food Waste, Clinical Waste and Confidential Waste) Management for the NHS Wales	9	7	2
Sorting and Washing Laundry within the NHS in Wales	6	5	1

Safe Operating Systems for Roll Cages and Pallets within the NHS in Wales	1	1	0
Specialist Cleaning and Decontamination (including Vehicles) for the NHS Wales	6	5	1
Performing Security Operations to Deal with Incidents Based Situations for the NHS in Wales	5	4	1
Mail Room Operations for the NHS in Wales	6	5	1
Control of Waste for the NHS Wales Service	5	4	1
Moving and Transporting Individuals Internally within a Healthcare Environment	2	1	1
Introduction to Healthcare Support Worker Administration	1	0	1
Performing Security Operations to Deal with Car Parking Situations for the NHS in Wales	1	1	0
Performing Security Operations to Deal with Criminal Activity Situations for the NHS in Wales	1	1	0
Performing Security Operations to Deal with Violent and Aggressive Situations for the NHS in Wales	1	1	0

<b>Agored Cymru Level 2 Diploma in Primary Care Administration and Reception</b>			
<b>Unit Title</b>	<b>credit Value</b>	<b>credits for knowledge</b>	<b>credits for competency</b>
<b>Mandatory Units</b>			
Provide Reception Services	3	1	2
Supporting and Managing Patients	2	1	1
Care Navigation in Primary Care	2	1	1
Communicating with Patients	3	0	3
Employment Rights and Responsibilities	2	2	0
Maintaining Quality Standards in General Practice	2	2	0
Understanding Welsh Language Provision in Non-Clinical Primary care	2	0	2
Primary Care Digital and Information Technology	4	1	3
Understanding Safeguarding	1	1	0
Working with Carers in Primary care	2	1	1
<b>Total</b>	<b>23</b>	<b>10</b>	<b>13</b>

<b>Optional Units</b>			
Chaperoning	2	2	0
Resilience and Stress Management	2	2	0
Mental Health and Wellbeing	2	2	0
Principles of Managing information and Producing Documents	3	3	0
Develop working relationships with colleagues	3	1	2
Maintain and deal with payments	3	2	1
Infection Risks in a Healthcare Environment	3	3	0
Disability Awareness	1	1	0
Decision making	1	0.5	0.5

## Annex 2

### Level 3: Healthcare Management

An integrated qualification at Level 3, which combines competence and technical knowledge elements in which each element is separately assessed and in which each element carries at least ten credits on the CQCF.

Relationship between competence and knowledge qualifications

<b>Agored Cymru Level 3 Diploma in Healthcare Management</b>			
<b>Unit Title</b>	<b>Total Credit</b>	<b>knowledge (credits)</b>	<b>Competency (credits)</b>
<b>Mandatory Units</b>			
Principles of Working in Healthcare Services	3	3	0
Supervision of Staff in Healthcare Organisations	5	4	1
Manage Human Resource Records in a Healthcare Organisation	3	1	2
Manage Individuals' Performance in a Healthcare Setting	4	2	2
Deliver Training Through Demonstration and Instruction	3	1	2
Understanding Welsh Language Provision in Healthcare Organisations	2	2	0
Promote Equality, Diversity and Inclusion in the Workplace	3	2	1
<b>Total</b>	<b>23</b>	<b>15</b>	<b>8</b>
<b>Optional Units</b>			

More Information can be obtained from:

FEAD DfES • Ty Afon  
Bedwas Rd • Bedwas  
Cf838WT

DfES-ApprenticeshipUnit@gov.wales  
Gwefan • website: [www.llyw.cymru](http://www.llyw.cymru)  
[www.gov.wales](http://www.gov.wales)

Collaborate with other Departments in Organisations	3	1	2
Maintaining Quality Standards in the Health Sector	2	2	0
Service Improvement in the Health Sector	3	3	0
Implement Change	5	2	3
Encourage Innovation	4	0	4
Monitor the Quality of Customer Service Interactions in Healthcare Organisations	5	2	3
Manage a Budget	4	2	2
Manage Resources in a Healthcare Organisation	4	0	4
Administer the Recruitment and Selection Process within a Healthcare Setting	3	1	2
The Principles of Finance Administration for Supervisors/Team Leaders in Healthcare Settings	2	2	0
Resilience and Stress Management in the Workplace	2	2	0
Managing a Meeting	1	0.5	0.5
Manage Conflict within a Team	5	1	4
Manage an Office Facility	4	2	2