

# apprenticeship FRAMEWORK

## Apprenticeship in Health (Occupational Therapy Support) (Wales)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

[afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR02758](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR02758)

Issue date: 24 June 2014

Published by  
Skills for Health

apprenticeship  
FRAMEWORKS ONLINE  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

## Alternatives for Essential Skill qualifications

**Foundation apprenticeships (Level 2):** Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics ; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

**Apprenticeships (Level 3):** Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

**Higher Apprenticeships (Levels 4-7):** Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

## Employer Rights and Responsibilities (ERR)

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

## Additional Information

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

# Apprenticeship in Health (Occupational Therapy Support) (Wales)

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# Framework summary

## Apprenticeship in Health (Occupational Therapy Support)

## Apprenticeship in Health (Occupational Therapy Support)

### Pathways for this framework at level 3 include:

#### Pathway 1: Apprenticeship in Health (Occupational Therapy Support)

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 3 Diploma in Occupational Therapy Support (QCF)

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing Authority for this framework:

### Skills for Health

The Apprenticeship sector for occupations in health care.

Issue number: 1	<b>This framework includes:</b>
Framework ID: FR02758	Level 3
Date this framework is to be reviewed by: 31/12/2017	<b>This framework is for use in: Wales</b>

## Short description

Occupational Therapy Support workers work alongside Health Professionals (eg Occupational Therapists, Nurses) to provide patient care in a range of settings. This framework aims to provide the skills and knowledge required to become competent as an Occupational Therapy Support Worker.

Designed as a work-based programme this framework includes qualifications at QCF Level 3.

These apprenticeships and the qualifications within them have been designed and developed with a wide range of stakeholders including employers.

The duration for completion of a Level 3 framework is 18 months.

# Contact information

## Proposer of this framework

The proposer for this framework is Skills for Health. Where the proposal for the Apprenticeship framework comes from a third party/ies they are provided with information on the requirements for SASW compliance and additional guidance on the development of Apprenticeship frameworks in the Health sector. This guidance is also available by contacting [qualifications@skillsforhealth.org.uk](mailto:qualifications@skillsforhealth.org.uk)

Skills for Health worked with employers and the College of Occupational Therapy through the Occupational Therapy Advisory Forum (OTAF) and Agored Cymru in Wales to develop QCF qualification and apprenticeship framework to ensure that these met both employer and SASW requirements.

Awarding Organisation/s included in the framework have completed the Skills for Health Qualifications Dialogue form and Skills for Health have supported these qualifications for inclusion in the Qualifications and Credit Framework. The Qualifications Dialogue form requires the Awarding Organisation to provide a summary of their overall approach to employer engagement, names of employers, sector representatives, professional bodies or statutory regulators consulted in the development. All of this information is then considered by Skills for Health to ascertain whether the qualifications are suitable for inclusion before they are entered into the framework.

## Developer of this framework

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# Purpose of this framework

## Summary of the purpose of the framework

### Definition:

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience along with essential and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context.

On completion of the Apprenticeship, an apprentice will be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the health sector.

### About the health sector:

The health sector comprises those working in the NHS (public sector) as well as voluntary and private healthcare providers and employs over 2 million people. The range of roles within the sector is very varied, careers sites list in the region of 300 different jobs.

Individuals are likely to stay within the health sector for the majority of their working lives although they are also likely to change between different job roles and different employers as their career progresses.

Whilst all roles in the health sector are open to both male and female applicants, a large proportion of the health sector workforce is female. This is due in part to the flexible terms and conditions many employers offer but also varies from role to role. As a whole the workforce within the health sector tends to reflect the population within the local community it serves. As the UK population as a whole becomes older and lives longer so does the healthcare workforce. Widening participation policies apply and health sector employers recruit accordingly and may use their apprenticeship schemes as a means to address some of these issues.

There is a range of challenges for the health sector as a whole: an ageing population creates higher demand for services and ongoing care; patients have a greater choice of which services and treatments they access; and the current economic climate means that budgets are tight.

Apprenticeships are one of the many ways in which employers within the health sector are seeking to address some of these increasing pressures. A qualified and competent support workforce is vital to the patient experience and to the smooth running of services. Support workers tend to have delegated responsibility for a range of tasks which enables the professionally qualified staff (eg Occupational Therapists, nurses, doctors and other allied

health professionals) to fulfil their own roles more effectively.

These are responsible and rewarding support roles with a direct impact on patients' lives. They also offer an ideal entry route to a wide range of careers.

#### **About this framework:**

The framework supports the broad vision of the sector to develop an increasingly skilled, flexible and effective workforce whilst maintaining high quality and safe care for patients and addresses specific outcomes of the Skills for Health Sector Skills Assessment 2011.

[http://www.skillsforhealth.org.uk/about-us/resource-library/doc\\_download/328-sfh-summary-sector-skills-assessment-2011.html](http://www.skillsforhealth.org.uk/about-us/resource-library/doc_download/328-sfh-summary-sector-skills-assessment-2011.html)

Skills for Health is committed to engaging with Welsh employers, professional bodies and other stakeholders in the development of Apprenticeship frameworks. Engagement and consultation is through meetings including face to face and teleconferences and e-consultation. Consultation ensures that employer views are reflected in this framework on the minimum duration, the on and off the job learning time, the inclusion of Essential Skills Wales in IT and the use of a QCF qualification to meet the requirements for ERR. Apprentices will learn new skills and knowledge whilst carrying out real work as part of the healthcare team.

#### **About the role:**

Occupational Therapy Support workers (sometimes known as therapy assistants or therapy helpers) accessing this framework will report to Occupational Therapists and may work alongside other Health Professionals such as nurses, physiotherapists, podiatrists, speech and language therapists and dieticians.

The types of duties include the following:

- preparing people for their therapy
- setting up equipment to use in the session/treatment
- assisting the Occupational Therapist during treatment
- helping people to follow their rehabilitation plan
- showing people how to use equipment that may improve or assist them in their daily living
- contributing to record keeping

### **Aims and objectives of this framework (Wales)**

The apprenticeship framework will contribute towards developing a health sector with a skilled, flexible and effective workforce whilst maintaining high quality and safe care for patients.

Through completion of this apprenticeship learners will gain:

- Broad base training in the chosen occupational area
- Work experience that leads to competency in the work place
- Transferable Skills

Employers have endorsed the apprenticeship programme as it gives the broad base training in the skills for the occupational area through the completion of qualifications which are based on National Occupational Standards. This programme leads to better productivity, retention and a qualified workforce which aids the employer. Job role and outline can be viewed later in this document (see section 'Jobs').

The apprenticeship programme ensures that learners are supported in the application of their learning directly into the workplace. Learners receive a minimum guaranteed amount of on and off the job training and will acquire transferable skills to support further progression.

The framework specifically supports the need to develop the skills and knowledge of workers at Career Framework levels 1 – 4 and provides career progression routes.

# Entry conditions for this framework

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

## **Apprentices should:**

- 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 (eg assisting in moving and handling of people)
- 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.

(See individual pathways for entry conditions at each level)

## Level 3

Title for this framework at level 3

# Apprenticeship in Health (Occupational Therapy Support)

### Pathways for this framework at level 3

Pathway 1:      Apprenticeship in Health (Occupational Therapy Support)

## Level 3, Pathway 1: Apprenticeship in Health (Occupational Therapy Support)

### Description of this pathway

Health (Occupational Therapy Support). Total 80 credits.

### Entry requirements for this pathway in addition to the framework entry requirements

Applicants to this Apprenticeship will be from different age groups, with differing backgrounds and experience.

As a guide, applicants may enter via a range of routes including from:

- work
- work experience
- school
- college
- training and/or experience which may include a portfolio showing what they have done

Applicants may have already achieved a range of qualifications eg:

- Essential Skills Wales
- Foundation Apprenticeship
- GCSEs
- GCEs
- Welsh Baccalaureate
- Welsh Baccalaureate with Principal Learning
- Other level 2 qualifications

### Personal Attributes

Employers look for health sector apprentices who are:

- Caring
- Conscientious

- Discreet
- Respectful
- Personable

They also expect them to:

- Be able to work in a team
- Carry out their duties meticulously

<b>Job title(s)</b>	<b>Job role(s)</b>
Occupational Therapy Support Worker	An OTSW works as part of a team that helps people to manage their day-to-day activities after illness or an accident or with a disability. They assist occupational therapists who assess and treat people in hospital, in the community, or in their own homes.



# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 3 Diploma in Occupational Therapy Support (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	601/3028/3	Agored Cymru	65	439-486	n/a

## Relationship between competence and knowledge qualifications

On completing the combined qualification the total number of credits which an apprentice will attain on the Qualifications and Credit Framework (QCF) equals 65 which exceeds the required minimum of 37 credits.

### Credit Assignment in Mandatory Units

#### Level 3 Diploma in Occupational Therapy Support (QCF)

The minimum requirement of 10 credits of assessed knowledge and 10 credits of assessed competence is met in this framework through the achievement of the mandatory units. The learner will achieve in excess of the minimum requirement in undertaking the full qualification.

The list below sets out how the credit has been assigned across the mandatory units.

**J/601/1434** - Promote Communication in health, social care or children's and young people's settings

Credit assigned to knowledge: 1

Credit assigned to skills: 2

Total unit credit: 3

**Y/601/1437** - Promote equality and inclusion in health, social care or children's and young people's settings

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

**Y/601/8145** - Promote person centred approaches in health and social care

Credit assigned to knowledge: 2

Credit assigned to skills: 4

Total unit credit: 6

**J/601/9470** - Promote good practice in handling information in health and social care settings

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

**A/601/8574** - Principles of safeguarding and protection in health and social care

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

**L/501/6737** - The Principles of Infection Prevention and Control

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

**F/601/8138** - Promote and implement health and safety in health and social care

Credit assigned to knowledge: 2

Credit assigned to skills: 4

Total unit credit: 6

**F/601/3442** - Introductory awareness of sensory loss

Credit assigned to knowledge: 2

Credit assigned to skills: 0

Total unit credit: 2

**J/506/1174** - Occupational Therapy Philosophy

Credit assigned to knowledge: 4

Credit assigned to skills: 0

Total unit credit: 4

**L/506/1175** - Understanding the Occupational Impact of Health Conditions

Credit assigned to knowledge: 4

Credit assigned to skills: 0

Total unit credit: 4

**Totals** (for units listed above not entire qualification)

Total Credit Assigned to Knowledge: 23

Total Credit Assigned to Skills: 12

Total Credits: 35

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	n/a	n/a

## Progression routes into and from this pathway

### PROGRESSION INTO THIS PATHWAY

See Entry Conditions. Some apprentices may have already undertaken a level 2 apprenticeship (eg Clinical Healthcare Support).

There are no proxies or relaxations for Essential Skills Wales and candidates must complete Communication and Application of Number at the level stated above.

Based on employer feedback there is no IT requirement for this framework. Basic IT is a life skill that all apprentices should have to work in the modern world. However Essential Skills Wales in IT does not provide the job specific skills that healthcare employers are seeking. Apprentices should be encouraged to use IT skills as appropriate during their apprenticeships and employers are already expected to deliver basic skills in line with their usual practice for other support staff. Apprentices require skills to support their practice that would include: inputting and retrieving data from electronic systems, accessing on-line training systems internal to the organisation, using email and the internet. Apprentices will often need to be taught how to use specific local systems in order to their jobs rather than the more general IT skills taught in the Essential Skills in IT qualification. Many of the systems used are local not just to organisations but often to the division in which apprentice is employed. Apprentices who are able and willing to achieve an Essential Skills Wales in IT qualification independent or who have the ability to achieve the next level should be encouraged to do so.

### PROGRESSION FROM THIS PATHWAY

On completion of this pathway, learners may progress 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 QCF qualifications, a range of higher education qualifications or other 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 apprentices complete their apprenticeships and continue to work as Occupational Therapy Support Workers with delegated responsibility for a range of tasks. They may also supervise other team members.

To become a Health Professional (eg Occupational Therapist, Nurse or other Allied Health Professional) apprentices would have to progress from their apprenticeship to undertake a specific qualification, often a 3-year university Degree, which, on completion, would enable them to register as a professional. To do this, individuals would have to meet the specific entry qualifications as outlined by their chosen Higher Education Provider.

Apprentices who wish to progress into Higher Education are encouraged to complete GCSEs in English and Maths. GCSE qualifications are widely recognised across the Higher Education Sector and support progression into healthcare undergraduate programmes.

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

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

Apprentices must complete Agored Cymru Level 2 Award In Employment Rights and Responsibilities (QCF) (qualification number 600/7776/1)

This qualification is are nationally recognised and was developed specifically to deliver the ERR requirements of apprenticeships.

This qualification may form part of the induction programme offered by employers.

*The remaining sections apply to all levels and pathways within this framework.*

## How equality and diversity will be met

There should be open recruitment to apprenticeship frameworks which is available to all who meet the stated selection criteria for the apprenticeship programme they are applying to. Skills for Health expects all partners involved in the delivery of the apprenticeship to comply with the Equality Act 2010 to ensure that applicants are not discriminated against, in terms of entry to and progression within the health sector, using the 8 protected characteristics of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or Belief
8. Sex or sexual orientation

Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection, recruitment and employment. All promotional, selection and training activities must be monitored and comply with legislation.

There is a gender imbalance within the health sector, which is a predominantly female workforce. All jobs are open to both males and females and are advertised accordingly. Male role models are positively promoted through marketing materials, photos and case studies. However, a perception that certain job roles are for women remains and this may prevent some males from applying to work in these job roles. Local apprenticeship programmes may be designed by employers to encourage a higher number of male applicants into these roles and into the workforce as a whole.

Skills for Health is not aware of any other imbalance in the take up of this particular framework eg by ethnic groups. For all health apprenticeships local recruitment is encouraged to reflect the local community.

It is recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion. During the learner's exit interview, it is recommended that information on learners leaving the programme before completion is identified and used to support the learner and develop the provision where necessary.

Skills for Health will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

# On and off the job training (Wales)

## Summary of on- and off-the-job training

To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 583 on and off-the-job training hours over 18 months.

## Off-the-job training

For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 144 off-the-job training hours.

## How this requirement will be met

### Off-the-job learning will comprise:

Level 2 Essential Skills Wales in Communication

Level 2 Essential Skills Wales in Application of Number

Level 2 Agored Cymru Level 2 Award In Employment Rights and Responsibilities (QCF)

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.

## On-the-job training

For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 439 on-the-job training hours over 18 months.

## How this requirement will be met

On-the-job learning will comprise:

**Level 3 Diploma in Occupational Therapy Support (QCF)**



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.

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.

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

N/A

## Working with others

N/A

## Problem solving

N/A

## Additional employer requirements

There are no additional employer requirements for this apprenticeship framework.

Further information about working in the health sector can be found at  
<http://www.wales.nhs.uk/>

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apprenticeship  
FRAMEWORKS ONLINE

For more information visit  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)