

# apprenticeship FRAMEWORK

## Health (Emergency Care Assistance) (Wales)

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# Health (Emergency Care Assistance) (Wales)

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# Framework summary

## Health (Emergency Care Assistance)

### Foundation Apprenticeship in Health (Emergency Care Assistance)

#### Pathways for this framework at level 2 include:

##### Pathway 1: Level 2 Foundation Apprenticeship in Health (Emergency Care Assistance)

###### Competence qualifications available to this pathway:

N/A

###### Knowledge qualifications available to this pathway:

N/A

###### Combined qualifications available to this pathway:

B1 - Level 2 Diploma in Emergency Care Assistance

###### 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: 10	<b>This framework includes:</b>
Framework ID: FR04306	Level 2
Date this framework is to be reviewed by: 31/12/2018	<b>This framework is for use in: Wales</b>

## Short description

This framework aims to provide the skills and knowledge required to become a competent Emergency Care Assistant within the emergency care workforce.

The role involves responding to emergency calls to provide care to patients, driving ambulance vehicles, assisting paramedics, using medical/life support equipment, providing and collecting information at the scene, and completing documentation.

Designed as a work-based programme this framework includes qualifications at Level 2.

This apprenticeship and the qualifications within it have been designed and developed with a wide range of stakeholders including employers.

The average duration for completion of a framework is 12 months.

This framework includes: Level 2

# 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 stakeholders to develop qualifications and apprenticeship frameworks to ensure that these met both employer and SASW requirements. Employers and other stakeholders involved came from the NHS, Independent sector, qualifications regulators, Awarding Organisations and training providers.

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 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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# Revising a framework

## Contact details

Who is making this revision: Nadine Singh  
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## Why this framework is being revised

To add qualifications into the framework as they have been extended in Wales.

## Summary of changes made to this framework

To add:

- Pearson BTEC Level 2 Award in Employment and Personal Learning Skills in Health (qualification number 601/0117/9)
- Pearson BTEC Level 3 Award in Employment and Personal Learning Skills in Health (qualification number 600/9666/4)

into the framework as they have been extended in Wales until 31/12/2019.

## Qualifications removed

N/A

## Qualifications added

N/A

## Qualifications that have been extended

- Pearson BTEC Level 2 Award in Employment and Personal Learning Skills in Health (qualification number 601/0117/9)
- Pearson BTEC Level 3 Award in Employment and Personal Learning Skills in Health (qualification number 600/9666/4)

# 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 sector:

The health sector comprises those working in the NHS (public sector) as well as for voluntary and private healthcare providers and employs over 2 million people. The range of roles within the sector is very varied and the 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.

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 are 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.

### 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 ensured 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 qualification to meet the requirements for ERR and Wider Key Skills Wales. Apprentices will learn new skills and knowledge whilst carrying out real work as part of the healthcare team.

### **About the role:**

The ambulance service has recently undergone a large number of changes. There has been a significant investment in the training and development of ambulance crews resulting in more effective patient care than ever before. Each year about one in twenty people in the United Kingdom will use the accident and emergency ambulance service.

The accident and emergency service deals with emergency and urgent cases as well as the more complex non-emergency admissions, discharges and transfers. Typically emergency ambulance crews comprise an Emergency Care Assistant and a Paramedic and the vehicles themselves are designed to provide a clinical workplace with the maximum mobility.

Ambulance crews are highly trained in all aspects of pre hospital emergency care ranging from crush injuries to cardiac arrest, whilst ambulances are equipped with a wide range of emergency care equipment such as heart defibrillators, oxygen, intravenous drips, spinal and traction splints and a variety of drugs for medical and traumatic emergencies. Crews have to be highly skilled and able to treat and stabilise patients before movement to hospitals without unnecessary delay, they need to be quick thinking and decisive, yet able to provide a calm and reassuring environment for patients and relatives.

Increasingly, ambulance staff will carry out and interpret more diagnostic tests and undertake basic procedures in the home. They will also be able to refer patients to social care services, directly admit patients to specialist units, and prescribe a wider range of medications.

The work of Emergency Care Assistants is varied and demanding. Crews rarely know in advance the severity of the emergency to which they are responding; they can range between minor injuries to a road accident involving seriously injured casualties. This framework aims to provide the skills and knowledge required to become a competent Emergency Care Assistant working at the heart of the emergency care workforce.

This framework is aimed at workers who may be employed in occupations with the title Emergency Care Assistant.

## 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 framework contributes toward addressing the skills gaps identified in 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)

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 2

Title for this framework at level 2

# Foundation Apprenticeship in Health (Emergency Care Assistance)

### Pathways for this framework at level 2

Pathway 1:      Level 2 Foundation Apprenticeship in Health (Emergency Care Assistance)

## Level 2, Pathway 1: Level 2 Foundation Apprenticeship in Health (Emergency Care Assistance)

### Description of this pathway

Health (Emergency Care Assistance). Total 64 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
- GCSEs
- Welsh Baccalaureate
- Welsh Baccalaureate with Principal Learning
- foundation learning at level 1
- Other level 1 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

Job title(s)	Job role(s)
Emergency Care Assistant	Respond to emergency calls as part of an A&E crew; assist Paramedic; drive ambulance vehicle and ensure it is clean, appropriately stocked and has fuel; use, store, transport and care for medical and life support equipment; complete documentation; use communication equipment (eg radios/telephones).

# 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 2 Diploma in Emergency Care Assistance						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
B1a	501/1804/3	Pearson Edexcel	45	388-405	N/A	

## Relationship between competence and knowledge qualifications

On completing this qualification the total number of credits which an apprentice will attain equals 45 which exceeds the required minimum of 37 credits.

### Credit Assignment in Mandatory Units

#### Level 2 Diploma in Emergency Care Assistance

The minimum requirement of 10 credits of assessed knowledge is met in this framework through the achievement of the mandatory units required to meet the credit threshold. The learner may achieve in excess of the minimum requirement in undertaking the full qualification.

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

#### Introduction to personal development in health, social care or children's and young people's settings

Credit assigned to knowledge: 2

Credit assigned to skills: 1

Total unit credit: 3

#### Introduction to 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

#### Introduction to duty of care in health, social care or children's and young people's settings

Credit assigned to knowledge: 1

Credit assigned to skills: 0

Total unit credit: 1

#### Introduction to equality and inclusion in health, social care or children's and young people's settings

### **settings**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

### **Cleaning, Decontamination and Waste Management**

Credit assigned to knowledge: 2

Credit assigned to skills: 0

Total unit credit: 2

### **The role of the health and social care worker**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

### **The Principles of Infection Prevention and Control**

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

### **Move and position individuals in accordance with their plan of care**

Credit assigned to knowledge: 1

Credit assigned to skills: 3

Total unit credit: 4

### **Patient monitoring and observation in emergency care situations**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

### **Principles of safeguarding and protection in health and social care**

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

### **Anatomy and physiology of body systems**

Credit assigned to knowledge: 1

Credit assigned to skills: 0

Total unit credit: 1

### **Basic adult life support and automated external defibrillation**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

### **Support the emergency care of babies and children**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

### **Support emergency care during pregnancy and childbirth**

Credit assigned to knowledge: 2

Credit assigned to skills: 0

Total unit credit: 2

### **Assisting the clinician in the initial care of the trauma patient**

Credit assigned to knowledge: 3

Credit assigned to skills: 1

Total unit credit: 4

### **Care for the elderly**

Credit assigned to knowledge: 1

Credit assigned to skills: 0

Total unit credit: 1

### **Major incidents involving emergency carers**

Credit assigned to knowledge: 1

Credit assigned to skills: 0

Total unit credit: 1

### **Extrication of patients from vehicles and light rescue**

Credit assigned to knowledge: 1

Credit assigned to skills: 0

Total unit credit: 1

### **Special procedures for hazardous substances**

Credit assigned to knowledge: 1

Credit assigned to skills: 0

Total unit credit: 1

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

Total Credit Assigned to Knowledge: 28

Total Credit Assigned to Skills: 12

Total Unit Credit: 40

# Transferable skills (Wales)

## Essential skills (Wales)

Subject	Minimum Level
Communication	Level 1
Application of numbers	Level 1
ICT/Digital literacy	N/A

For a full list of available proxies for starts on or after 14th October 2016 please see section 24 of the current [SASW](#).

## Progression routes into and from this pathway

### PROGRESSION INTO THIS PATHWAY

See Entry Conditions.

Employers may have additional employment entry requirements e.g. in order to drive an ambulance you will need a full, manual driving licence. Ambulance services use vehicles of different gross weights and staff will be required to hold a driving licence with the appropriate classifications to enable them to drive ambulance service vehicles in that particular service.

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 ICT requirement for this Framework. However, health sector employers are encouraged to deliver ICT skills locally in-line with their organisation's usual practice and to enable Apprentices to fulfil their role.

### PROGRESSION FROM THIS PATHWAY

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 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.

Apprentices having completed this framework will have the skills and knowledge to become a competent Emergency Care Assistant. With further experience, they may then take further training and apply for positions as Student Paramedics. If successful, the training offered can enable them to progress to paramedic training on an approved paramedic science degree, leading to registration as a Paramedic.

Paramedics can undertake extended training to become Emergency Care Practitioners. This enables them to provide greater assessment and examination techniques and to treat minor injuries and illnesses. Emergency Care Practitioners are also trained in the management of long term conditions.

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.

Apprentices may progress onto the Apprenticeship in Health (Clinical Healthcare Support).

Higher Apprenticeships are not currently available. Should they become available in the future this document will be updated.

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

# Employee rights and responsibilities

Foundation Apprentices must complete one of the following qualifications:

- City & Guilds Level 2 Award in Employment and Personal Learning Skills in Health (qualification number 600/1812/4)
- Pearson BTEC Level 2 Award in Employment and Personal Learning Skills in Health (qualification number 601/0117/9)

Where the learner is able and it is appropriate to their role apprentices may complete one of the following:

- City & Guilds Level 3 Award in Employment and Personal Learning Skills in Health (qualification number 600/1854/9)
- Pearson BTEC Level 3 Award in Employment and Personal Learning Skills in Health (qualification number 600/9666/4)

These qualifications are nationally recognised and were developed specifically to deliver the ERR and Wider Key Skills Wales requirements of apprenticeships.

From the range of units included within the qualification, learners must select and complete the unit 'Understand employment responsibilities and rights in health, social care or children and young people's settings' to meet the ERR requirements of this apprenticeship framework.

In order to satisfy the evidence requirement for the apprenticeship, learners will have to provide a copy of the qualification certificate that clearly indicates completion of this particular unit.

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

ERR is designed so that the apprentice:

- Knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers.
- Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme.
- Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme.

- Understands the role played by their occupation within their organisation and industry.
- Has an informed view of the types of career pathways that are open to them.
- Knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities.
- Knows where and how to get information and advice on their industry, occupation, training and career.
- Can describe and work within their organisation's principles and codes of practice.
- Recognises and can form a view on issues of public concern that affect their organisation and industry.

# Additional employer requirements

*(No requirement specified)*



*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 567 on and off-the-job training hours over 12 months.

## Off-the-job training

For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 179 off-the-job training hours.

## How this requirement will be met

Off-the-job learning will comprise:

Level 1 Essential Skills Wales in Communication

Level 1 Essential Skills Wales in Application of Number

Level 2 Extended Award in Workskills for Apprenticeships / Level 2 Award in Employment and Personal Learning Skills in Health OR Level 3 Extended Award in Workskills for Apprenticeships / Level 3 Award in Employment and Personal Learning Skills in Health including the required ERR and Wider Key Skills units

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 388 on-the-job training hours over 12 months.

## How this requirement will be met

On-the-job learning will comprise:

Level 2 Diploma in Emergency Care Assistance

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.

# Essential employability skills (Wales)

## Essential employability skills

*(No requirement specified)*

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apprenticeship  
**FRAMEWORKS** ONLINE

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