

# apprenticeship FRAMEWORK

## Health (Healthcare Support Services) (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=FR04190](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR04190)

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# 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.

# Health (Healthcare Support Services) (Wales)

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# Framework summary

## Health (Healthcare Support Services)

### Foundation Apprenticeship in Health (Healthcare Support Services)

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

##### Pathway 1: Foundation Apprenticeship in Health (Healthcare Support Services)

**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 Certificate in Healthcare Support Services

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

## Health (Healthcare Support Services)

### Apprenticeship in Health (Healthcare Support Services)

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

##### Pathway 1: Level 3: Apprenticeship in Health (Healthcare Support Services)

**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 Healthcare Support Services

**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: 9	<b>This framework includes:</b>
Framework ID: FR04190	Level 2 Level 3
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 competent in supporting the wider healthcare team.

Various support roles exist within the health sector (eg porter, housekeeper, switchboard operator, catering, gardener, records management etc). These roles are central to the smooth running of healthcare services.

Designed as a work-based programme this framework includes qualifications at Level 2 and 3. This framework 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 Level 2 framework is 12 months and a Level 3 framework is 18 months.

This framework includes: Level 2 and Level 3

# 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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## Issuing Authority's contact details

Issued by: Skills for Health  
Issuer contact name: Anne Clarke  
Issuer phone: 0117 9221155  
Issuer email: [qualifications@skillsforhealth.org.uk](mailto:qualifications@skillsforhealth.org.uk)



# Revising a framework

## Contact details

Who is making this revision: Nadine Singh  
Your organisation: Skills for Health  
Your email address: [qualifications@skillsforhealth.org.uk](mailto:qualifications@skillsforhealth.org.uk)

## Why this framework is being revised

To remove references to the Qualifications and Credit Framework (QCF) as this no longer exists, and remove qualifications that are no longer available in Wales.

**This revised Framework is operational from 1st January 2018.**

## Summary of changes made to this framework

To remove:

- References to the QCF
- The old shared QCF unit reference numbers
- City & Guilds Level 3 Diploma in Healthcare Support Services as this qualification has been withdrawn in Wales
- FAQ, Skillsfirst and Pearson ERR qualifications at Levels 2 and 3 as these qualifications are no longer available in Wales

## Qualifications removed

- C&G Level 3 Diploma in Healthcare Support Services (501/2235/6)
- FAQ Level 2 Award in Employment and Personal Learning Skills in Health (601/0947/6)
- FAQ Level 3 Award in Employment and Personal Learning Skills in Health (601/0957/9)
- Skillsfirst Level 2 Award in Employment and Personal Learning Skills in Health (600/6219/8)
- Skillsfirst Level 3 Award in Employment and Personal Learning Skills in Health (600/6220/4)
- Pearson BTEC Level 2 Award in Employment and Personal Learning Skills in Health (601/0117/9)
- Pearson BTEC Level 3 Award in Employment and Personal Learning Skills in Health

(600/9666/4)

## Qualifications added

## Qualifications that have been extended

*(no information)*

# 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 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.

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.

### 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:**

Support workers tend to have delegated responsibility for a range of tasks which enables Health Professionals (eg nurses, doctors, allied health professionals) and the wider healthcare team to fulfil their own roles more effectively.

Healthcare Support Services play a vital part in the smooth running of healthcare services. Individuals undertaking this framework may have a wide range of job roles eg porter, housekeeper/housekeeping assistant, catering manager /assistant, medical records supervisor/clerk, estate manager/worker, etc (this list is not exhaustive). The competence qualification within the framework has been designed in consultation with representatives from the sector so that it is flexible enough to cater for such a broad range of roles.

These are rewarding support roles with a direct impact on patient experience. They also offer an ideal entry route to a wide range of careers.

## **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 (Healthcare Support Services)

### Pathways for this framework at level 2

Pathway 1:      Foundation Apprenticeship in Health (Healthcare Support Services)

## Level 2, Pathway 1: Foundation Apprenticeship in Health (Healthcare Support Services)

### Description of this pathway

Health (Healthcare Support Services). Total 45 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)
Healthcare Support Service Worker	Healthcare support service workers cover a range of areas eg domestic, administration, corporate and estates. Duties may include cleaning, housekeeping, catering, portering, security, parking, waste disposal, moving equipment and/or individuals, gardening, looking after buildings and machinery.
Ward Clerk	A Ward Clerk will be involved in receiving patients, visitors and other individuals onto the ward. They are likely to use patient administration systems to maintain records and make appointments. They will communicate with patients, members of the public and clinical staff using a variety of means.
Medical/Health Records Clerk	A Health Records Clerk will assist in retrieving and filing health records. This will include exchanging information with staff relating to records, appointments, and admissions. They will require knowledge of patient admissions systems and health records procedures.

# 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 Certificate in Healthcare Support Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	501/2124/8	City and Guilds	26	150-232	N/A
B1b	501/1768/3	Pearson Edexcel	26	150-232	N/A
B1c	600/1543/3	Agored Cymru	26	150-232	N/A

## Relationship between competence and knowledge qualifications

On completing this qualification and the other framework qualification requirements 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 Certificate in Healthcare Support Services

The minimum requirement of 10 credits of assessed knowledge is met in this framework through the achievement of the mandatory and optional 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 and gives an **example of the option units that could be undertaken by an Apprentice in a Ward Housekeeper role**.

#### 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 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

**Contribute to health and safety in health and social care**

Credit assigned to knowledge: 2

Credit assigned to skills: 2

Total unit credit: 4

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

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

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

Total Credit Assigned to Knowledge: 7

Total Credit Assigned to Skills: 7

Total Unit Credit: 14

The minimum credit required to meet the SASW knowledge component cannot be achieved through completing the mandatory units in this qualification. Of the minimum additional 12 credits required from the option units to meet the credit threshold of the qualification it would be expected that the learner will be able to achieve the additional 3 credits of knowledge. **An example of the option units that may be undertaken by a Ward Housekeeper and the assignment of credit are given below.** This example is indicative of the various option units that may be undertaken in this qualification.

**Contribute to the effectiveness of teams**

Credit assigned to knowledge: 1

Credit assigned to skills: 2

Total unit credit: 3

**Collect linen and make beds in a healthcare environment**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

**Minimise the risk of infection during the removal of used linen**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

**Minimise the risks of spreading infection when storing and using clean linen**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

**Clean and maintain internal surfaces and areas**

Credit assigned to knowledge: 2

Credit assigned to skills: 2

Total unit credit: 4

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

Total Credit Assigned to Knowledge: 6

Total Credit Assigned to Skills: 7

Total Unit Credit: 13

**Totals** *(for qualification as outlined in the example above)*

Total Credit Assigned to Knowledge: 13

Total Credit Assigned to Skills: 14

Total Unit Credit: 27

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	N/A	N/A

## Progression routes into and from this pathway

### PROGRESSION INTO THIS PATHWAY

See Entry Conditions.

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 apprenticeship frameworks (eg Apprenticeship in Health (healthcare Support Services)), 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 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 (eg 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 (eg level 3 in clinical healthcare support).

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/>



# Employee rights and responsibilities

Foundation Apprentices must complete the following qualification:

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

At Level 2 where the learner is able and it is appropriate to their role apprentices may complete the:

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

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.

## Level 3

Title for this framework at level 3

# Apprenticeship in Health (Healthcare Support Services)

### Pathways for this framework at level 3

Pathway 1:      Level 3: Apprenticeship in Health (Healthcare Support Services)

## Level 3, Pathway 1: Level 3: Apprenticeship in Health (Healthcare Support Services)

### Description of this pathway

Health (Healthcare Support Services). Total 56 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

Job title(s)	Job role(s)
Healthcare Support Service Worker	These roles provide vital support in a range of services including cleaning, housekeeping, catering, portage, security, parking, waste disposal, moving equipment and/or individuals, gardening, looking after buildings and machinery. Some may have supervisory responsibilities at this level.
Ward Housekeeper	Ward Housekeepers supervise staff whose duties may include washing, cleaning and changing bedding/linen used in wards; and keeping the ward and public areas clean and tidy. These are responsible roles that have an impact on hygiene and health & safety in the ward area.
Medical/Health Records Team Leader/Supervisor	These roles retrieve and file health records. This includes exchanging information with staff relating to records, appointments and admissions. They will require knowledge of patient admissions systems and health records procedures. Some may have supervisory responsibilities at this level.

# 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 Healthcare Support Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	501/1767/1	Pearson Edexcel	37	172-276	N/A
B1b	600/1643/7	Agored Cymru	37	172-276	N/A

## Relationship between competence and knowledge qualifications

On completing these qualifications the total number of credits which an apprentice will attain equals 37 which equals the required minimum of 37 credits.

### Credit Assignment in Mandatory Units

#### Level 3 Diploma in Healthcare Support Services

The minimum requirement of 10 credits of assessed knowledge is met in this framework through the achievement of the mandatory and optional units required to achieve 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 and **gives an example of the option units that could be undertaken by an Apprentice in a Ward Clerk role.**

#### 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

#### Engage in personal development 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

#### 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

**Promote and implement health and safety in health and social care**

Credit assigned to knowledge: 3

Credit assigned to skills: 3

Total unit credit: 6

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

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

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

Total Credit Assigned to Knowledge: 7

Total Credit Assigned to Skills: 9

Total Unit Credit: 16

The minimum credit required to meet the SASW knowledge component cannot be achieved through completing the mandatory units in this qualification. Of the minimum additional 21 credits required from the option units to meet the credit threshold of the qualification it would be expected that the learner will be able to achieve the additional 3 credits of knowledge. **An example of the option units that may be undertaken by a Ward Clerk and the assignment of credit are given below.** This example is indicative of the various option units that may be undertaken in this qualification.

**Service improvement in the health sector**

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

**Plan and organise meetings**

Credit assigned to knowledge: 2

Credit assigned to skills: 3

Total unit credit: 5

**Contribute to the effectiveness of teams**

Credit assigned to knowledge: 1

Credit assigned to skills: 2

Total unit credit: 3

**Monitor and solve customer service problems**

Credit assigned to knowledge: 2

Credit assigned to skills: 4

Total unit credit: 6

**Manage own performance in a business environment**

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

**Manage the availability of physical resources to meet service delivery needs in a health setting**

Credit assigned to knowledge: 2

Credit assigned to skills: 3

Total unit credit: 5

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

Total Credit Assigned to Knowledge: 11

Total Credit Assigned to Skills: 13

Total Unit Credit: 24

**Totals** *(for qualification as outlined in the example above)*

Total Credit Assigned to Knowledge: 18

Total Credit Assigned to Skills: 22

Total Unit Credit: 40

# 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 Foundation Apprenticeship in Health (Healthcare Support Services)).

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

On completion of this framework, 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 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 healthcare support services 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 (eg Housekeeper/Domestic Supervisor, Senior Porter, Catering Manager, etc). Many of these roles supervise the work of other team members.

Others may select to undertake further training to move into a clinical role.

To become a Health Professional (eg Nurse, Allied Health Practitioner, Healthcare Scientist) 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 the following qualification:

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

This qualification is nationally recognised and was 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.

*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

Level 2: To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 329 on and off-the-job training hours over 12 months.

Level 3: To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 345 on and off-the-job training hours over 18 months.

## Off-the-job training

Level 2: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 179 off-the-job training hours.

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 173 off-the-job training hours.

## How this requirement will be met

Level 2: 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 including the required ERR and Wider Key Skills units 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.

Level 3: Off-the-job learning will comprise:

Level 2 Essential Skills Wales in Communication

Level 2 Essential Skills Wales in Application of Number

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

Level 2: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 150 on-the-job training hours over 12 months.

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 172 on-the-job training hours over 18 months.

## How this requirement will be met

Level 2: On-the-job learning will comprise:

Level 2 Certificate in Healthcare Support Services

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.

Level 3: On-the-job learning will comprise:

#### Level 3 Diploma in Healthcare Support Services

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

These skills are embedded in the qualifications listed as meeting the requirements under delivery and assessment of Employee Rights and Responsibilities.

## Working with others

These skills are embedded in the qualifications listed as meeting the requirements under delivery and assessment of Employee Rights and Responsibilities.

## Problem solving

These skills are embedded in the qualifications listed as meeting the requirements under delivery and assessment of Employee Rights and Responsibilities.

# 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)