

# Health (Clinical Healthcare Support) (Wales)

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## Health (Clinical Healthcare Support) (Wales)

# Framework summary

## Health (Clinical Healthcare Support)

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

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

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

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1a Level 2 Diploma in Clinical Healthcare Support in Wales

**This pathway also contains information on:**

- Essential skills
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## Health (Clinical Healthcare Support)

### Apprenticeship in Health (Clinical Healthcare Support)

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

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

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B2a Level 3 Diploma in Clinical Healthcare Support in Wales

B2b Level 3 Diploma in Primary Care Healthcare Support (General Practice Wales)

**This pathway also contains information on:**

- 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: 17	<b>This framework includes:</b>  Level 2 Level 3
Framework ID: FR05001	
Date this framework is to be reviewed by: May 2023	
<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 healthcare professionals to provide clinical healthcare.

Apprentices are employed as clinical healthcare support workers/healthcare assistants and work alongside healthcare professionals providing patient care to individuals in a range of settings. Apprentices gain the skills and knowledge they need to carry out these job roles as well as preparing them for future employment and career progression within the health sector.

This work-based programme was designed and developed with healthcare employers in Wales.

# Contact information

## Proposer of this framework

The proposer for this framework is Skills for Health.

Skills for Health consulted with stakeholders to ensure the apprenticeship framework met both employer and SASW requirements. Employers and other stakeholders consulted were from the NHS, Independent sector, qualifications regulators, Awarding Organisations and training providers.

## Developer of this framework

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# Revising a framework

## Contact details

Who is making this revision: Dawn Probert  
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## Why this framework is being revised

This framework has been revised as a result of a public consultation in Wales and the development of updated clinical healthcare support qualifications which are Wales specific and meet the needs of the Welsh health sector across both primary and secondary care.

## Summary of changes made to this framework

To revise the Framework and remove:

Pearson Edexcel Level 2 Diploma in Clinical Healthcare Support  
Pearson Edexcel Level 3 Diploma in Clinical Healthcare Support

To add:

Agored Cymru Level 2 Diploma in Clinical Healthcare Support in Wales  
Agored Cymru Level 3 Diploma in Clinical Healthcare Support in Wales  
Agored Cymru Level 3 Diploma in Primary Care Healthcare Support (General Practice Wales)

## Qualifications removed

Pearson Edexcel Level 2 Diploma in Clinical Healthcare Support  
Pearson Edexcel Level 3 Diploma in Clinical Healthcare Support

## Qualifications added

Agored Cymru Level 2 Diploma in Clinical Healthcare Support in Wales  
Agored Cymru Level 3 Diploma in Clinical Healthcare Support in Wales  
Agored Cymru Level 3 Diploma in Primary Care Healthcare Support (General Practice Wales)



## Qualifications that have been extended

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NA

# 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 independent healthcare providers and employs over 2 million people. The range of roles within the sector is very varied and the NHS careers site lists in the region of 350 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.

The workforce within the health sector tends to reflect the population within the local community it serves. As the Welsh population 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 in Wales: an ageing population creates higher demand for services and ongoing care; individuals 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 seek to address some of these increasing pressures. A qualified and competent support workforce is vital to an individual's healthcare experience and to the smooth running of services. Clinical healthcare support workers/healthcare assistants have delegated responsibility for a range of tasks which enables the healthcare professionals to undertake their own roles more effectively.

### **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 individuals.

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 virtual meetings 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 Digital Literacy and the use of a qualification to meet the requirements for ERR and Essential Employability Skills Wales. Apprentices will develop new skills and knowledge whilst carrying out real work as part of the healthcare team.

### **About the role:**

Healthcare Support Workers (HCSW) are a pivotal part of the health work force in Wales, forming approximately 41% of the workforce in NHS Wales. In addition, and of equal significance are Health Support Workers in care homes and domiciliary care, the independent and private sectors.

Clinical Healthcare Support Workers have delegated responsibility for a range of tasks which enables the healthcare professionals to undertake their own roles more effectively.

Clinical Healthcare Support Workers/Healthcare Assistants provide assistance to healthcare professionals that diagnose, treat and care for individuals. Clinical Healthcare Support workers work in a variety of healthcare settings, depending upon their role, including:

- hospital departments or wards (e.g. cardiac, orthopedic, oncology etc)
- community clinics or health centres
- care homes
- GP practices

It is possible that Clinical Healthcare Support Workers/Healthcare Assistants may undertake an Apprenticeship at either level 2 or level 3. This is because the same job title is used within the health sector for roles which may have a wide variety of duties and differing levels of responsibility.

At level 2 Clinical Healthcare Support Workers will at all times work under the delegation of a registered practitioner or assistant practitioner in the delivery of person-centred care. Clinical Healthcare Support Workers are expected to work as part of a team providing care within defined protocols, under supervision of and reporting to a registered practitioner/assistant practitioner. They will be responsible for following care plans and

recording all personally generated observations and documenting care given in an individual's notes.

At level 3 Clinical Healthcare Support Workers will have a greater degree of autonomy and may undertake a broader range of more complex interventions, problem solving and taking action on an individual's health and care in accordance with organisational policy and procedures. They will work on their own initiative, undertaking delegated tasks with appropriate supervision in place from a registered practitioner/assistant practitioner. They should contribute to assessment and assist in the development, implementation and evaluation of individualised care plans. They are able to supervise other staff and will promote the delivery of high-quality individual care.

These are responsible and rewarding support roles with a direct impact on the lives of individuals. 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 individuals.

Through completion of this apprenticeship learners will gain:

- Broad base training in the chosen occupational area
- Work experience that leads to competence in the workplace
- Transferable Skills

Employers have supported 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 numeracy and communication skills on which the apprenticeship will build on and will be assessed prior to entry to the apprenticeship programme.
- 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
- Undertake an occupational health assessment and required immunisations as per employer policy.

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 (Clinical Healthcare Support)

### Pathways for this framework at level 2

Pathway 1: Level 2: Foundation Apprenticeship in Health (Clinical Healthcare Support)

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

### Description of this pathway

Health (Clinical Healthcare Support). Total 60 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 will either come directly into an employed apprenticeship route or as part of upskilling from a current role.

Applicants may have already achieved a range of qualifications. These can include:

- Essential Skills Wales
- GCSEs
- Welsh Baccalaureate (at this time there is no credit transfer)
- Welsh Baccalaureate with Principal Learning (at this time there is no credit transfer)
- Foundation learning at level 1
- Other level 1 qualifications

(This is not an exhaustive list and these are not a pre- Framework requirement)

### Personal Attributes

Employers look for health sector apprentices who are:

- Caring
- Conscientious
- Discreet
- Respectful
- Personable
- Compassionate
- Empathetic
- Trustworthy

They also expect them to:

- Be able to work in a team
- Carry out their duties confidently and competently



<b>Job title(s)</b>	<b>Job role(s)</b>
Clinical Healthcare Support Worker / Healthcare Assistant	These roles deliver essential person- centred care whilst assisting the healthcare professionals who are diagnosing, treating and caring for individuals. They are involved in looking after the well-being and comfort of individuals. They work in clinical services within hospitals, community services and GP surgeries.

# 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 Clinical Healthcare Support in Wales					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	Total qualification time
B1a	C00/3692/7	Agored Cymru	60	341-600	600

## Relationship between competence and knowledge qualifications

Learners will need to meet the requirements of the Level 2 Diploma in Clinical Healthcare Support in Wales before the qualification can be awarded and the framework achieved. This is a combined knowledge and competence qualification.

# Transferable skills (Wales)

## Essential skills (Wales)

Subject	Minimum Level
Communication	Level 1
Application of number	Level 1
Digital literacy	Entry Level 3

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.

### PROGRESSION FROM THIS PATHWAY

Apprentices 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 (Clinical Healthcare Support)), 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 apprentices complete their apprenticeships and continue to work as clinical healthcare support workers or healthcare assistants with delegated duties assigned to them by the healthcare professionals they work alongside.

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: [www.nhswalescareers.com](http://www.nhswalescareers.com)

# Employee rights and responsibilities

ERR is not a requirement of this apprenticeship framework.

# Additional employer requirements

*(No requirement specified)*

## Level 3

Title for this framework at level 3

# Apprenticeship in Health (Clinical Healthcare Support)

### Pathways for this framework at level 3

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

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

### Description of this pathway

Health (Clinical Healthcare Support). Total 60 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 will either come directly into an employed apprenticeship route or as part of upskilling from a current role.

Applicants may have already achieved a range of qualifications. These can include:

- Essential Skills Wales
- Foundation Apprenticeship
- GCSEs
- GCEs
- Welsh Baccalaureate (at this time there is no credit transfer)
- Welsh Baccalaureate with Principal Learning (at this time there is no credit transfer)
- Other level 2 qualifications

(This is not an exhaustive list and these are not a pre- Framework requirement)

### Personal Attributes

Employers look for health sector apprentices who are:

- Caring
- Conscientious
- Discreet
- Respectful
- Personable
- Compassionate



- Empathetic
  - Trustworthy
- 

They also expect them to:

- Be able to work in a team
- Carry out their duties confidently and competently

<b>Job title(s)</b>	<b>Job role(s)</b>
Clinical Healthcare Support Worker / Healthcare Assistant	These roles deliver essential person-centred care whilst assisting the healthcare professionals who are diagnosing, treating and caring for individuals. They are involved in looking after the well-being and comfort of individuals. They may also have additional supervisory roles and responsibilities. They work in clinical services within hospitals, community services and GP surgeries.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

Learners should undertake **ONE** of the following qualifications:

### B2 - Level 3 Diploma in Healthcare Support in Wales

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	Total qualification time
B2 a	C00/3692/8	Agored Cymru	60	398	600

**OR**

### B2 - Level 3 Diploma in Primary Healthcare Support (General Practice Wales)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	Total qualification time
B2 b	C00/1190/7	Agored Cymru	60	366	600

## Relationship between competence and knowledge qualifications

Learners will need to meet the requirements of either the:

- Level 3 Diploma in Clinical Healthcare Support in Wales
- **OR** the Level 3 Diploma in Primary Care Health Support (General Practice Wales)

before the qualification can be awarded and the framework achieved.

Both are combined knowledge and competence qualifications.

Following discussion with their manager the learner will undertake the qualification most appropriate to their role and work setting.

Apprentices who have already achieved combined and/or competence and/or knowledge qualifications and units prior to entry to the Apprenticeship must select options which will equip them with new skills and learning.

# Transferable skills (Wales)

## Essential skills (Wales)

Subject	Minimum Level
Communication	Level 2
Application of number	Level 2
Digital literacy	Level 1

For a full list of available proxies for starts on or after 14th October 2016 please see section 35 of the current [SASW](#).

## 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).

### 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 apprentices complete their apprenticeships and continue to work as Clinical Healthcare Support Workers/Healthcare Assistants with delegated responsibility for a range of clinical tasks. They may also supervise other team members.

Apprentices would need to progress from their apprenticeship to undertake a specific qualification in order to become a registered healthcare professional. This will often include a 3-year university Degree, which, on completion, may enable them to register as a healthcare professional. To do this, individuals would have to meet the specific entry qualifications as outlined by their chosen Higher Education Provider. Completion of this

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..... level 3

Pathway 1

pathway may support their application to study to become a registered healthcare professional.

Further detailed information and advice on careers within the health sector can be found at:

[www.nhswalescareers.com](http://www.nhswalescareers.com)

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

# Employee rights and responsibilities

ERR is not a requirement of this apprenticeship framework.



# 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. All partners involved in the delivery of the apprenticeship must 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 9 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. Gender
9. 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.

## **Welsh language**

Skills for Health recognises the principle that the Welsh and English languages should be treated on a basis of equality. Consideration should be given to those whose first language is Welsh or those who simply are able and choose to speak Welsh.

Awarding Bodies, employers, HEIs and training providers should take a proportionate approach to delivering the on programme and assessment elements of qualifications delivered in Wales in the Welsh language: based on a level of established demand to cater for both languages where needed and/or required when delivering this apprenticeship.



# 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 780 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 780 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 341 off-the-job training hours.

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of between 366 and 398 off-the-job training hours depending on which Level 3 qualification is selected:

- Level 3 Diploma in Clinical Healthcare Support in Wales
- Level 3 Diploma in Primary Care Health Support (General Practice Wales)

## 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  
Entry Level 3 Essential Skills in Digital Literacy

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 1 Essential Skills in Digital Literacy

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

Level 2: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 439 on-the-job training hours over 12 months.

Level 2 Diploma in Clinical Healthcare Support in Wales

Level 1 Essential Skills Wales in Communication - the Total Qualification Time (TQT)	60 hours
Level 1 Essential Skills Wales in Application of Number (TQT)	60 hours
Entry Level 3 Essential Skills in Digital Literacy-(TQT)	60 hours
Level 2 Diploma in Clinical Healthcare Support in Wales - (TQT)	600 hours
<b>All total qualification time</b>	<b>780 hours</b>
<b>Minus</b> hours off- the- job hours	<b>-341</b>
<b>=Total on-the-job training</b>	<b>439</b>

### Level 3

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of between 382 and 414 on-the-job training hours over 18 months depending on which qualification is selected.

Level 3 Diploma in Clinical Healthcare Support in Wales

Level 2 Essential Skills Wales in Communication - the Total Qualification Time (TQT)	60 hours
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Level 2 Essential Skills Wales in Application of Number (TQT)	60 hours
Level 1 Essential Skills in Digital Literacy-(TQT)	60 hours
Level 3 Diploma in Clinical Healthcare Support in Wales - (TQT)	600 hours
<b>All total qualification time</b>	<b>780 hours</b>
<b>Minus</b> hours off- the- job hours	<b>-398</b>
<b>=Total on-the-job training</b>	<b>382</b>

### Level 3 Diploma in Primary Care Health Support (General Practice)

Level 2 Essential Skills Wales in Communication - the Total Qualification Time (TQT)	60 hours
Level 2 Essential Skills Wales in Application of Number (TQT)	60 hours
Level 1 Essential Skills in Digital Literacy-(TQT)	60 hours
Level 3 Diploma in Primary Care Health Support (TQT)	600 hours
<b>All total qualification time</b>	<b>780 hours</b>
<b>Minus</b> hours off- the- job hours	<b>-366</b>
<b>=Total on-the-job training</b>	<b>414</b>

## How this requirement will be met

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

- Level 2 Diploma in Clinical Healthcare Support in Wales

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 Clinical Healthcare Support in Wales
- **OR** Level 3 Diploma in Primary Care Health Support (General Practice)

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)*

apprenticeship  
FRAMEWORKS ONLINE

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

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