

apprenticeship FRAMEWORK

Health (Clinical Healthcare Support) (Wales)

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Health (Clinical Healthcare Support) (Wales)

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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:

B1 - Level 2 Diploma in Clinical Healthcare Support

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

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:

B1 - Level 3 Diploma in Clinical Healthcare Support

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: 15 | This framework includes: |
| Framework ID: FR04389 | Level 2 Level 3 |
| Date this framework is to be reviewed by: 31/12/2020 | This framework is for use in: Wales |

Short description

This framework aims to provide the skills and knowledge required to become competent in supporting Health Professionals (eg doctors, nurses, allied health professionals, healthcare scientists) to provide clinical healthcare.

Apprentices are employed as clinical healthcare support workers/healthcare assistants and work alongside Health Professionals providing patient care in a range of settings. Apprentices gain the new skills and learning 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 employers.

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

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
Your organisation: Skills for Health
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Why this framework is being revised

To extend the review date of the framework until 31st December 2020 and to remove a qualification at the request of the Awarding Organisation.

This framework is operational from 1st January 2019.

Summary of changes made to this framework

To remove:

- FAQ Level 3 Diploma in Clinical Healthcare Support (601/1081/8)

To extend the review date of the framework until 31st December 2020.

Qualifications removed

- FAQ Level 3 Diploma in Clinical Healthcare Support (qualification number 601/1081/8)

Qualifications added

N/A

Qualifications that have been extended

(No requirement specified)

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 NHS careers site lists 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. Clinical healthcare support workers/healthcare assistants tend to have delegated responsibility for a range of tasks which enables the Health Professionals (eg nurses, doctors, allied health

professionals) to fulfil 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 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

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:

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

Clinical healthcare support workers /Healthcare Assistants provide vital assistance to Health Professionals that diagnose, treat and care for patients. Clinical healthcare support workers work in a variety of healthcare settings, depending upon their role, including:

- a specific hospital department (e.g. therapy, cardiac or radiotherapy department)
- a community clinic or health centre
- patients' homes
- care homes
- a hospital labour or maternity ward
- a community delivery suite
- a laboratory
- a hospital neonatal or postnatal unit or clinic
- a GP clinic

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.

As a guide, clinical duties at level 2 may include:

- generally assisting with patients' overall comfort and wellbeing
- assisting healthcare professionals with clinical tasks
- monitoring patients' conditions eg taking temperatures, pulse, respiration's and weight
- helping people to mobilise
- washing and dressing
- feeding
- toileting
- bed making

Clinical duties at level 3 may include all of the above plus:

- carrying out a range of delegated clinical tasks
- supervising other team members

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

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

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 an 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 (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 69 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) |
|---|---|
| Clinical Healthcare Support Worker / Healthcare Assistant | These roles provide vital assistance to healthcare professionals diagnosing, treating and caring for patients. They work in clinical services such as medical, surgical, outpatients, community and A&E. They are involved in looking after the well-being and comfort of patients. |

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 | | | | | |
|---|------------|-----------------------|--------------|-----------------------|--------------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | Total qualification time |
| B1a | 501/1765/8 | Pearson Edexcel | 50 | 343-425 | |
| B1b | 600/1542/1 | Agored Cymru | 50 | 343-425 | |

Relationship between competence and knowledge qualifications

On completing the combined qualification the total number of credits which an apprentice will attain equals 50 which exceeds the required minimum of 37 credits.

Credit Assignment in Mandatory Units

Level 2 Diploma in Clinical Healthcare Support

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.

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

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

The Principles of Infection Prevention and Control

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

Causes and Spread of Infection

Credit assigned to knowledge: 2

Credit assigned to skills: 0

Total unit credit: 2

Implement person centred approaches in health and social care

Credit assigned to knowledge: 3

Credit assigned to skills: 2

Total unit credit: 5

Principles of safeguarding and protection in health and social care

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

Handle information in health and social care settings

Credit assigned to knowledge: 0

Credit assigned to skills: 1

Total unit credit: 1

Totals (for units listed above not entire qualification)

Total Credit Assigned to Knowledge: 19

Total Credit Assigned to Skills: 10

Total Unit Credit: 29

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.

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

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

practitioners 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 <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 to achieve a higher level, and it is appropriate to their role, apprentices may complete one of the following qualifications instead:

- 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)

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 84 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) |
|---|--|
| Clinical Healthcare Support Worker / Healthcare Assistant | These roles provide vital assistance to healthcare professionals diagnosing, treating and caring for patients. They work in clinical services eg medical, surgical, critical care, outpatients, community and A&E and look after the well-being and comfort of patients. They may have a supervisory role. |

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 Clinical Healthcare Support | | | | | |
|---|------------|-----------------------|--------------|-----------------------|--------------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | Total qualification time |
| B1a | 501/1779/8 | Pearson Edexcel | 65 | 373-494 | TotalQualificationTime |
| B1b | 600/1754/5 | Agored Cymru | 65 | 373-494 | TotalQualificationTime |
| B1c | 501/2236/8 | City & Guilds | 65 | 373-494 | TotalQualificationTime |

Relationship between competence and knowledge qualifications

On completing the combined qualification the total number of credits which an apprentice will attain equals 65 which exceeds the required minimum of 37 credits.

Credit Assignment in Mandatory Units

Level 3 Diploma in Clinical Healthcare Support

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

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

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

Principles for implementing 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

Promote person centred approaches in health and social care

Credit assigned to knowledge: 2

Credit assigned to skills: 4

Total unit credit: 6

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

Promote good practice in handling information in health and social care settings

Credit assigned to knowledge: 1

Credit assigned to skills: 1

Total unit credit: 2

Principles of safeguarding and protection in health and social care

Credit assigned to knowledge: 3

Credit assigned to skills: 0

Total unit credit: 3

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

Causes and Spread of Infection

Credit assigned to knowledge: 2

Credit assigned to skills: 0

Total unit credit: 2

Cleaning, Decontamination and Waste Management

Credit assigned to knowledge: 2

Credit assigned to skills: 0

Total unit credit: 2

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

Total Credit Assigned to Knowledge: 21

Total Credit Assigned to Skills: 14

Total Unit Credit: 35

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 numbers | Level 2 |
| ICT/Digital literacy | N/A |

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).

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 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.

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 one of the following qualifications:

- 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 and 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 522 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 546 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 343 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 373 on-the-job training hours over 18 months.

How this requirement will be met

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

Level 2 Diploma in Clinical Healthcare Support

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

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

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