

apprenticeship FRAMEWORK

Associate Ambulance Practitioner

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?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

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Wales

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Associate Ambulance Practitioner

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Framework information

Information on the Issuing Authority for this framework:

Skills for Health

The Apprenticeship sector for occupations in health care.

| | |
|--|---|
| Issue number: 1 | This framework includes: |
| Framework ID: FR04408 | Level 2 <input type="checkbox"/> Level 3 <input type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/> |
| Date this framework is to be reviewed by: 31/03/2024 | This framework is for use in: Wales |

Short description

This framework aims to provide the skills and knowledge required to become competent as an Associate Ambulance Practitioner.

Designed as a work-based programme this framework includes two mandatory combined qualifications that provide the knowledge and skills to carry out the role. One of these qualifications is at Level 4 and the other at Level 3. The Level 3 Certificate in Emergency Response Ambulance Driving ensures the apprentice has the necessary driving skills to undertake the role.

This framework and the qualifications within it have been designed and developed with a wide range of stakeholders including the main employer in Wales, the Welsh Ambulance Services NHS Trust.

The average duration for completion of this apprenticeship framework is 18 months.

Contact information

Proposer of this framework

The proposer for this framework is Skills for Health.

Skills for Health have worked with the Welsh Ambulance Services NHS Trust and other stakeholders to develop qualifications and this apprenticeship framework to ensure that these met both employer and SASW requirements. Employers and other stakeholders involved came from the NHS, 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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Issuer contact name: |Contact Name|

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Contact Details

Who is making this revision |Name|

Your organisation |Organisation Name|

Your email address: |Email address|

Revising a framework

Why this framework is being revised

|Framework Developer to complete with relevant info|

Summary of changes made to this framework

|Framework Developer to complete with relevant info|

Qualifications removed

|Framework Developer to complete with relevant info|

Qualifications added

|Framework Developer to complete with relevant info|

Qualifications that have been extended

|Framework Developer to complete with relevant info|

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 sector.

The Welsh Ambulance Services NHS Trust

2018 marks the 20th anniversary of the establishment of the Welsh Ambulance Service. Over the last two decades, the Service has evolved to become one of the most clinically advanced ambulance services in the world, with a focus on providing all patients with high quality care and service. The Service is at the forefront of innovation in unplanned clinical care.

The Service serves three million-plus people in Wales, and provide services across the country, an area of some 8,000 square miles, spread across a diverse and challenging urban, coastal and rural landscape.

The Service provides thousands of patients a year with advice, support and signposting to the right services through our "hear and treat" services. This includes NHS Direct Wales/ 111 service and the Clinical Desk. The Service take hundreds of thousands of patients to a place of care, or home, every year through our Non-Emergency Patient Transport Service (NEPTS).

Call handlers and clinical contact centre staff deal with more than half a million calls every year, 24/7 and 365 days a year. The Service is at the frontline of service delivery, making sure that patients get the right advice and help.

The Service continually works to improve what they do and how they do it. The approach is focused on two strands: improving what the Service does and how they do it; and collaborating and influencing across the wider NHS in Wales to develop services which better meet the needs of patients. (taken from Welsh Ambulance Services NHS Trust Annual Report 2017/2018)

Organisational Information

There were 714 vehicles in the fleet, comprising of:

Emergency ambulances (including UCS and neonatal) 260

Rapid response vehicles 130

Non-emergency patient transport service 268
Specialist vehicles 56
Total 714

The Service occupies: 113 buildings

The Service employs more than 3,000 people. The figures relate to the average number of employees under contract of service in each month of the financial year, divided by 12 (and rounded to nearest whole time equivalent). The table below excludes agency and seconded in staff.

Additional Clinical Services 1428
Administrative & Clerical 470
Allied Health Professionals 982
Estates & Ancillary 45
Medical & Dental 4
Nursing and Midwifery 130
Total 3,059

Strategic Framework

Promoting the Trust as an employer of choice is a key objective of the Education Strategy, with an emphasis placed on the kind of employment experience the Trust can offer potential candidates and a clear understanding of why people stay within the organisation and are prepared to go the extra mile.

Benefits

Wales

- In response to the UK Government strategy, in August 2016 the Welsh Government announced plans to create 100 000 apprenticeships over the next five years. It was proposed this would ensure peoples' skills match the needs of the economy.
- On an individual scale, Apprenticeships enable learners to develop a broader and more specialist range of skills and knowledge, and improve their career prospects all whilst learning on the job and earning a wage.

NHS Sector

- The NHS Wales is the sixth-largest public sector employer in UK by number of employees
- Healthcare in Wales is delivered through a variety of providers, ranging from University Health Boards, Teaching Boards and NHS Trusts to community pharmacies and opticians. The University Health Boards (UHBs) in Wales are responsible for planning and securing delivery of primary, community, secondary care services, and also the specialist services for their areas. Powys Teaching Health Board provides primary care for its community and nationally, Velindre UHB offers specialist services in cancer care and a range of support services.
- There are currently 2 NHS Trusts in Wales. These are the Welsh Ambulance Services Trust and Public Health Wales NHS Trust. They have a national remit: The Welsh Ambulance Services Trust for unscheduled care, planned non-emergency transport and

telephone and online advice and Public Health Wales is an NHS organisation providing professionally independent public health advice and services to protect and improve the health and wellbeing of the population of Wales.

- There are approximately 78,000 NHS Wales employees
- 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.
- 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 new Apprenticeship Frameworks will facilitate the development of support staff to gain qualifications whilst working and to deliver critical NHS Wales services. They will also support the Widening Access agenda in providing young people with suitable alternatives to Higher Education
- They offer an ideal entry route to a wide range of careers.

About this framework:

The framework supports the broad vision of the sector to develop an increasingly skilled, flexible and effective workforce whilst maintaining high quality and safe care for patients.

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

About the role:

Emergency Medical Technicians work with other Healthcare professionals and Paramedics as part of an ambulance crew and are trained to deal with emergency care. They are employed to respond to and deal with cases arising from 999 calls received from members of the public and doctors' emergencies, urgent calls, inter-hospital transfers and other allocated details. This could be a sudden illness or injury, such as a person having a heart attack or serious accidents like a car crash.

EMTs can resuscitate and stabilise patients by using basic life support techniques, provide oxygen for pain relief, give treatment to diabetics and use different kinds of equipment if a patient is finding it difficult to breathe normally.

The post-holder is a professional who works in the specialised area of pre-hospital emergency care and is employed to respond to and drive an ambulance vehicles in response to an emergency and deal with cases arising from 999 calls received from members of the public and

doctors emergencies, urgent calls, inter-hospital transfers and other allocated details. The post-holder is required to comply fully with Trust operational arrangements and clinical guidelines and procedures, to respond promptly to instructions from Control and senior staff, and to help provide an appropriate level of care and treatment to patients which is caring and within the post-holder's level of training and competency. In addition, the post-holder is required to drive safely and be responsible for the proper use of a Trust ambulance or other vehicle, and will normally work with another Associate Ambulance Practitioner or a Paramedic, but may work alone at times as the need arises. When working with a colleague who is less clinically qualified or less experienced, the post-holder will be expected to provide appropriate guidance and instruction as necessary. Duties must be carried out in accordance with all relevant Trust operational and clinical policies, guidelines and procedures, with particular reference to those relating to clinical governance and clinical performance, and the Trust's Code of Conduct and Standards of Professional Behaviour.

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

The Welsh Ambulance Services NHS Trust has 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 apprenticeship programme leads to better productivity, retention and a qualified workforce which aids the employer. Job role and outline can be viewed later in this document (see section 'Jobs').

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

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

Entry conditions for this framework

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

Apprentices should:

- Show enthusiasm for working in the health sector
- Have basic literacy, numeracy and communication skills on which the apprenticeship will build
- Have a suitable level of physical fitness to perform some aspects of the job roles (e.g. assisting in the 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 4

Title for this framework at level 4

Associate Ambulance Practitioner

Pathways for the framework at level 4:

Pathway 1: Associate Ambulance Practitioner

Level 4, Pathway 1: Associate Ambulance Practitioner

Description of this pathway

Associate Ambulance Practitioner Total 168 credits

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

- 5 GCSE's at Grade 'C' (GCSE Grade 4 in England) and above, including Maths, English or Welsh and Science subject, or equivalent qualifications, e.g. NVQ's, C&G's Access Courses, Nursing.
- DVLA Group 2 medical standards for driving
- High degree of integrity
- Clear DBS record with no serious convictions
- Mature outlook with mental and emotional resilience
- Confident with compassionate and professional approach
- Current driving licence for Class C1 with a maximum of 3 endorsement points, and no convictions for driving under the influence of alcohol or drugs
- Willing and able to work shifts
- Ability to speak Welsh is desirable for this post
- Able to meet Welsh Ambulance Services NHS Trust Occupational Health standard for this role

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 They should

also:

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

| Job title(s) | Job role(s) |
|---|--|
| Trainee Emergency Medical Technician (EMT) | Work as part of the wider Emergency & Urgent Care setting, have direct contact with service users, providing high quality & compassionate care. As part of an ambulance crew, respond to emergency & urgent calls providing emergency & urgent assistance, driving safely & progressively at high speed. |

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 4 Diploma for Associate Ambulance Practitioners

| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
|-----|------------|-----------------------|--------------|-----------------------|-------------------|
| B1a | 601/7496/1 | FutureQuals | 145 | 1240 | 1450 |

B2 – - Level 3 Certificate in Emergency Response Ambulance Driving

| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
|-----|------------|-----------------------|--------------|-----------------------|-------------------|
| B2a | 601/7335/X | FutureQuals | 23 | 150 | 230 |

Relationship between competence and knowledge qualifications

Both combined qualifications B1 and B2 must be completed for this apprenticeship

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? YES NO

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? YES NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Digital Literacy (ICT)

Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for **Digital Literacy (ICT)** and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Progression routes into and from this pathway

PROGRESSION INTO THIS PATHWAY

See Entry Conditions.

PROGRESSION FROM THIS PATHWAY

On completion of this pathway, learners may progress onto further qualifications specific to their work context. A 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.

The Level 4 Diploma for Associate Ambulance Practitioners has been specifically designed to support progression to Higher Education Professional Health Programme at university. This would allow progression to, for example:

- BSc (Hons) Paramedic Science
- BSc (Hons) Paramedic Practice

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.

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

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

Apprentices will achieve Employee Rights and Responsibilities requirements as part of the Welsh Ambulance Services NHS Trust Induction Programme and the completion and achievement of the Level 4 Diploma for Associate Ambulance Practitioners

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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.

The Trust actively seeks to recruit and appoint people currently under represented in the workforce. This includes women, people with disabilities, LGBT, and those from minority ethnic groups. All staff are encouraged and supported to learn Welsh

Skills for Health is not aware of any other imbalance in the take up of this particular framework

e.g. 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.

On and off the job training

Summary of on- and off-the-job training

To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 1923 on and off-the-job training hours over 18 months.

Off-the-job training

For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 883 hours (including mentoring, appraisal, induction ERR etc) off-the-job training hours.

How this requirement will be met

Off-the-job learning will comprise:

Level 4 Diploma for Associate Ambulance Practitioners (490 glh)

Level 3 Certificate in Emergency Response Ambulance Driving (150 glh)

Level 2 Essential Skills Wales in Communication (60 glh)

Level 2 Essential Skills Wales in Application of Number(60 glh)

Level 2 Digital Literacy Skills(60 glh)

Organisational Induction (22 hours)

Mentoring (36 hours = 2 hours per month)

Appraisal (5 hours = 2 appraisals)

Off-the-job training undertaken before the apprentice started their apprenticeship may count towards the off-the-job training required for the apprenticeship if it was undertaken in relation to an accredited qualification contained in the framework for which a completion certificate is to be applied for.

Evidence to support the application for an apprenticeship completion certificate for off-the-job training will include a copy of the qualification certificate for each of the above qualifications detailing the units completed.

On-the-job training

For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 1040 on-the-job training hours over 18 months.

How this requirement will be met

On-the-job learning will comprise:

Level 4 Diploma for Associate Ambulance Practitioners (960 hours)

Level 3 Certificate in Emergency Response Ambulance Driving (80 hours)

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

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

| |
|---------------------------|
| Enter Qualification Names |
|---------------------------|

Improving own learning and performance

Give examples - signpost to specific units in framework qualifications that would meet these requirements

Working with others

Give examples - signpost to specific units in framework qualifications that would meet these requirements

Problem solving

Give examples - signpost to specific units in framework qualifications that would meet these requirements

apprenticeship FRAMEWORK

For more information visit-
www.acwcerts.co.uk/framework_library