

Welsh Apprenticeship Pathway

in

Associate Ambulance Practitioners

The content of this Pathway has been agreed by Health Education and Improvement Wales (HEIW), in collaboration with Healthcare Sector Employers. This is the only Apprenticeship Pathway in the Associate Ambulance Practitioner approved for use in Wales that is eligible for Welsh Government funding.

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FRAMEWORK INFORMATION

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

Designed as a work-based programme this framework includes pathways for direct entry at Level 3, progression to Level 4 and direct entry at Level 4. To achieve qualification and carry out the role of Emergency Medical Technician (EMT) both the level 3 qualifications must be achieved. To achieve qualification and carry out the role of Emergency Ambulance Practitioner (EAP) via progression, the level 4 qualification must be achieved along with the EAP Induction Programme and in addition to previously achieved Level 3 Certificate in Emergency Response Ambulance Driving. To achieve qualification and carry out the role of Emergency Ambulance Practitioner (EAP) via Direct Entry, the level 4 qualification must be achieved along with the EAP Induction Programme and the Level 3 Certificate in Emergency Response Ambulance Driving.

This framework, its pathways, 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 University NHS Trust (WAST).

The average duration for completion of the pathways within this framework are:

- Level 3 (Direct Entry) – 12 months
- Level 4 (Progression) - 12 months
- Level 4 (Direct Entry) - 18 months

The Welsh Ambulance Services University 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.

LEARNING PROGRAMME CONTENT

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications,
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 3 Pathway Associate Ambulance Practitioner is 63 credits.

The total minimum credit value required for the Level 4 Pathway Associate Ambulance Practitioner is 145 credits.

ENTRY REQUIREMENTS

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 will be a requirement to work rotas

- **Learners accessing the Higher Apprenticeship – Progression pathway will need to have successfully completed the Direct Entry Level 3 Apprenticeship. If they have not, they must follow the Direct Entry Level 4 Higher Apprenticeship.**

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 also individual entry conditions for each level of within the pathway

Level 3

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

- Age 19 or over
- Level 2 Diploma including Essential/Key/Core Skills at L2 in Application of Number and Communication

OR

Level 3 Ambulance Care Assistant qualification and standalone Essential/Key/Core Skills at L2 in Application of Number and Communication

OR

5 GCSEs at grade C or above including Mathematics/Numeracy, English/Welsh and combined Sciences or any single science

- DVLA Group 2 Medical standards for driving
- High degree of integrity
- Clear Enhanced 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 University 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

Level 4

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

- Aged 18 or over
- Level 2 Diploma including Essential/Key/Core Skills at L2 in Application of Number and Communication

OR

Level 3 Ambulance Care Assistant qualification and standalone Essential/Key/Core Skills at L2 in Application of Number and Communication

OR

5 GCSEs at grade C or above including Mathematics/Numeracy, English/Welsh and combined Sciences or any single science

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 University 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 experience
- work
- 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

Apprentices who wish to accredit any prior learning must select options within the Pathway which will equip them with new skills and learning.

APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)

Level 3: Associate Ambulance Practitioner

Qualifications

Participants must achieve **both** of the following combined qualification(s) below.

Level 3: Diploma in Ambulance Emergency and Urgent Care Support (Qualification)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
FutureQuals	C00/2292/9 603/1299/3	48	480	Combined	English

Level 3: Certificate in Emergency Response Ambulance Driving (Qualification)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
FutureQuals	C00/4531/5 603/7901/7	15	120	Combined	English

Please see [Annex 1](#) for the relationship between the competence and knowledge units within the new combined qualification.

Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Health Informatics	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6
Digital Literacy	2	6

On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3 – Pathway 1	522	768

On/Off the Job Essential Skills details (Minimum Credit & Hours)

On-the-job learning will comprise:

Level 3 Diploma in Ambulance Emergency and Urgent Care Support
Evidence to support the application for an apprenticeship completion certificate for on-the-job training will include a copy of the qualification certificate detailing the units completed.

Off-the-job learning will comprise:

Level 3 Certificate in Emergency Response Ambulance Driving
Foundational elements of Level 3 Diploma in Ambulance Emergency and Urgent Care Support
Level 2 Essential Skills Wales in Communication
Level 2 Essential Skills Wales in Application of Number
Level 2 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.

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.

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number
- 6 credits / 60 GLH Level 2 Essential Skills Wales Digital Literacy

Level 4: Associate Ambulance Practitioner

Qualifications

Participants must achieve one of the following combined qualification(s) below.

Level 4 Diploma for Associate Ambulance Practitioner (Qualification)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
FutureQuals	C00/4533/3 610/0240/9	145	1450	Combined	English

Please see [Annex 2](#) for the relationship between the competence and knowledge units within the combined qualification.

Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 4: Associate Ambulance Practitioner	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6
Digital Literacy	2	6

On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 4 – Pathway 1	1040	883
Level 4 – Pathway 2	1075	553

On/Off the Job Qualification details (Minimum Credit & Hours)

On-the-job learning will comprise:

One of the Level 4 qualifications listed above

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

Off-the-job learning will comprise:

Level 2 Essential Skills Wales in Communication

Level 2 Essential Skills Wales in Application of Number

Level 2 Digital Literacy

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number
- 6 credits / 60 GLH Level 2 Essential Skills Wales Digital Literacy

JOB ROLES

After completing the level 3 Pathway an apprentice may become an Emergency Medical Technician (EMT). After completing the level 4 Pathway, and an in-house Induction, an apprentice may become an Emergency Ambulance Practitioner (EAP).

EMTs and EAPs work with other Healthcare professionals and Paramedics as part of an ambulance crew in the specialised area of pre-hospital emergency care. They are employed to respond and drive an ambulance vehicle in response to emergencies arising from 999 calls received from members of the public and doctors' surgeries, urgent calls, inter-hospital transfers and other allocated duties.

Apprentices are required to comply fully with Trust operational arrangements and clinical guidelines and procedures, to respond promptly to instructions from Ambulance Control and senior staff, and to help provide an appropriate level of care and treatment to patients, which is compassionate and within the post-holders' level of training and competency.

The post-holder is required to drive safely and be responsible for the proper use of a Trust ambulance or other vehicle, and as such must maintain correct driving standards, abide by the exemptions in law extended to them and keep a clean C1 driving licence.

The post-holder will normally work with another Associate Ambulance Practitioner (EMT or EAP) or 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.

PROGRESSION

Level 3

Progression routes into the Apprenticeship:

See Entry Requirements

Progression from the Apprenticeship:

Upon completion of the Level 3 pathway, Emergency Medical Technicians (EMTs) will become eligible to apply to the Level 4 Pathway, with a view to become an Emergency Ambulance Practitioner (EAP). This will include further apprenticeship Pathways, qualifications or other work-related education and training to support Continuing Professional Development.

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.

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

Level 4

This Pathway can be a **Direct entry** or **Progression** pathway for learners who have completed the level 3 pathway.

Progression routes into the Apprenticeship:

See Entry Requirements

Progression from the Apprenticeship:

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.

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.

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

EQUALITY & DIVERSITY

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.

The protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

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 discourage 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. For all health apprenticeships local recruitment is encouraged to reflect the local community.

It is equally important that we must increase the numbers of Welsh speakers in healthcare and improve access to services through the medium of Welsh. This will meet the Government expectation of More than Just Words and the Active Offer where people are offered and can receive their support through the medium of Welsh if they want to.

Apprentices undertaking this pathway may also be adult learners who may have been away from education for a considerable period of time. It is therefore important that the education/training provider delivering this pathway has support systems in place to maximise learners' potential and to ensure that their educational needs are met by developing a personalised learning programme. Healthcare apprentices undertaking this pathway must be made aware of all the learner support services available to them. There should be open recruitment of apprentices to the programme, which is available to all people, regardless of gender, ethnic origin, religion/belief, sexual orientation or disability who meet the stated selection criteria. Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment.

All promotional, selection and training activities must comply with the following relevant legislation such as:

The Equality Act 2010
The Welsh Language Act 1993
The Care Standards Act 2000
Data Protection Act 1998
Employment Right Act 1996
Health and Safety at Work Act 1974
Human Rights Act 1998
Public Interest Disclosure Act 1998 (Whistle Blowing Charter)
Rehabilitation of Offenders Act 1974-1986
Amendment Sexual Discrimination Act 1976
Additional Learning Needs and Education Tribunal (Wales) Act 2018

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.

EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 years -18 year group) receive a company induction programme.

RESPONSIBILITIES

It is the responsibility of the Training Provider and Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

Further information may be obtained from:

Welsh Government
DfES-ApprenticeshipUnit@gov.wales

Annex 1

Level 3: Diploma in Ambulance Emergency and Urgent Care Support

Relationship between competence and knowledge qualifications

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

Component name	Knowledge (K)	Competency (C)	K&C with emphasis on K	K&C with emphasis on C
Principles of Ambulance Patient Care in emergency and urgent settings	X			
Anatomy and physiology for ambulance patient care	X			
Assessment, physiological measurements and continued monitoring of emergency and urgent care patients				X
Airway management, basic life support and external defibrillation				X
Support the clinician in the management of surgical and medical conditions in the emergency and urgent care setting				X
Care for Older People in the Emergency and Urgent Care Setting			X	
Support the emergency care of wounds, bleeding and burns				X
Support the management of trauma in the emergency and urgent care setting				X
Support the Senior Clinician with Cannulation, Intraosseous, Infusion and Advanced Airway Management in the Emergency and Urgent Care Setting				X
Support the clinician in the management of patients during pregnancy, childbirth and care of babies and children				X
Support the senior clinician in the administration of medication in the emergency and urgent care setting				X

Bereavement and end of life care in the emergency and urgent care setting				X
Vehicle Familiarisation				X
Support the clinician in the management of hostile & major incidents in the emergency and urgent care setting			X	
Extrication and light rescue in the emergency and urgent care setting				X
Managing hazardous materials, cleaning, decontamination and waste management in the emergency and urgent care setting				X
Conflict resolution training			X	
Conflict resolution training for ambulance services			X	
Safe moving and handling during ambulance patient care				X
Using communication and information systems in ambulance patient care				X
Conveyance of patients with own medication and medical devices				X
Administration of oxygen therapy in ambulance patient care				X
Administration of medical gases in ambulance patient care				X

Level 3: Certificate in Emergency Response Ambulance Driving

Component name	Knowledge (K)	Competency (C)	K&C with emphasis on K	K&C with emphasis on C
Prepare, drive and manoeuvre ambulance vehicles			X	
Drive emergency ambulance vehicles		X		

Annex 2

Level 4: Diploma for Associate Ambulance Practitioner

Relationship between competence and knowledge qualifications

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

Component Title	ACs		Total
	Knowledge	Skill	
Principles of Working as an Associate Ambulance Practitioner	31	4	35
Professional Communication, Reporting and Record-keeping	15	3	18
Conflict Resolution	22	2	24
Information Governance and Confidentiality	12	2	14
Ambulance Vehicle Familiarisation and Using Electronic Communication Systems and Devices	10	12	22
Equality, Diversity and Inclusion	15	2	17
Person-centred Care, Mental Capacity and Consent	41	6	47
Principles of Safeguarding and Protecting Individuals and Groups	28	0	28
Health and Safety	28	2	30
Infection Prevention, Control and Decontamination	39	7	46
Manual Handling of People and Objects	22	5	27

Scene Assessment, Environmental Safety and Safe Management of Hazardous Materials and Substances	20	3	23
Management of Major Incidents	32	4	36
Anatomy and Physiology of the Human Body	15	0	15
Patient Assessment, Examination and Physiological Measurements	30	13	43
Stepwise Airway Management	13	10	23
Life Support and External Defibrillation	21	5	26
Supporting the Senior Clinician with Cannulation, Infusion and Advanced Airway Management	10	4	14
Management of Medical and Surgical Conditions and Emergencies	51	11	62
Principles and Management of Traumatic Injury	37	11	48
Light Rescue, Patient Extrication and Immobilisation	15	8	23
Management of Obstetrics and Gynaecological Conditions	39	6	45
Management of Paediatric Patients	23	2	25
Administration of Medication and Medical Gases	19	8	27

Supporting Individuals with Mental Health	31	2	33
Supporting Individuals with Learning Disabilities	18	3	21
Supporting Individuals Living with Dementia	27	3	30
Caring for Older People and Individuals Living with Frailty	22	3	25
End of Life Care and Bereavement	29	3	32
Working in Emergency Ambulance Operations	0	2	2
TOTALS	715	146	861