

Qualification factsheet

Qualification overview

Qualification title	NCFE CACHE Level 3 Diploma in Healthcare Support		
Qualification number (QN)	603/2414/4		
Total qualification time (TQT):	650	Guided learning hours (GL)	378
Entry requirements:	Learners should be at least 16 years old. We do not set any other entry requirements but colleges and training providers may have their own guidelines.		

About this qualification

Healthcare support staff can work in a variety of different settings within the NHS and private care facilities. The role of the support staff is to provide assistance to healthcare professionals in diagnosing, treating and caring for patients. The Level 3 Diploma in Healthcare Support provides learners with the knowledge, understanding and skills required to work in a range of healthcare support settings.

The qualification is formed of mandatory and optional units. The mandatory units cover core competencies whilst the optional units allow learners to choose from a variety of specialist areas to tailor the qualification to their needs, interests and to reflect the context of their work.

The content of the qualification also aligns with the knowledge and skills required for the Senior Healthcare Support Worker apprenticeship standard. The content is applicable to a variety of roles, examples of which are included below:

- adult nursing support
- maternity support
- theatre support
- mental health support
- children and young people's support
- allied health profession (therapy support)

The qualification is suitable for learners or apprentices who wish to work or are working in a variety of different settings within the NHS and private care facilities.

Qualification structure

Learners must achieve a minimum of 65 credits to gain this qualification. Learners must achieve 45 credits from the mandatory units and a minimum of 20 credits from the optional units. At least 37 of the credits must be achieved at level 3 or above.

Learners can usually complete this qualification within 18-24 months, either as a standalone qualification or if taken as part of the Senior Healthcare Support Worker apprenticeship standard.

Mandatory units

H/615/7145 Promote communication in care settings
K/615/7146 Promote effective handling of information in care settings
M/615/7147 Promote personal development in care settings
M/615/7150 Promote person-centred approaches in care settings
T/615/7151 Promote equality and inclusion in care settings
A/615/7152 Promote health, safety and well-being in care settings
R/615/7142 Responsibilities of a care worker
F/615/7153 Duty of care in care settings
D/615/7144 Safeguarding and protection in care settings
J/615/7154 The principles of infection prevention and control
L/615/7155 Causes and spread of infection
R/615/7156 Cleaning, decontamination and waste management
Y/615/7157 Understand mental health problems
D/615/7158 Understand mental well-being and mental health promotion
T/616/3015 Study skills for senior healthcare support workers

Optional units

J/615/7297 Undertake physiological measurements
K/615/7177 Undertake personal hygiene activities with individuals
A/615/7281 Perform intravenous cannulation
R/615/7187 Obtain venous blood samples
K/615/7325 Obtain and test capillary blood samples
J/615/7350 Carry out arterial puncture and collect arterial blood
F/615/7301 Carry out blood collection from fixed or central lines
T/615/7263 Carry out intravenous infusion
D/615/7175 Insert and secure naso-gastric tubes
F/615/7251 Care for individuals with naso-gastric tubes
T/615/7232 Undertake urethral catheterisation processes
F/615/7282 Care for individuals with urethral catheters
J/615/7302 Undertake stoma care
L/615/7169 Prepare for and carry out extended feeding techniques
Y/615/7174 Assist in the administration of medication
H/615/7338 Undertake tissue viability risk assessments
M/615/7231 Obtain and test specimens from individuals
L/615/7236 Undertake treatments and dressings of lesions and wounds
A/615/7247 Carry out wound drainage care
T/615/7327 Remove wound drains
T/615/7358 Remove wound closure materials
L/615/7205 Carry out vision screening
D/615/7211 Conduct hearing assessments
J/615/7221 Conduct external ear examinations
T/615/7229 Move and position individuals in accordance with their care plan
M/615/7164 Understand advance care planning
F/615/7234 Perform routine electrocardiograph (ECG) procedures
H/615/7324 Undertake agreed pressure area care
R/615/7335 Administer medication to individuals, and monitor the effects
D/615/7368 Understand the administration of medication

Optional units

H/615/7372 Assist in the administration of oxygen
R/615/7240 Administer oral nutritional products to individuals
A/615/7202 Support individuals to access and use services and facilities
J/615/7333 Obtain a client history
M/615/7228 Understand the process and experience of dementia
A/615/7376 Care for the elderly
L/615/7365 Understand long term conditions and frailty
D/615/7323 Support independence in the tasks of daily living
R/615/7254 Awareness of the Mental Capacity Act 2005
M/615/7374 Understand the context of supporting individuals with learning disabilities
M/615/7214 Work in partnership with families to support individuals
A/615/7216 Support individuals to develop and run support groups
R/615/7304 Advise and inform individuals on managing their condition
H/615/7176 Coordinate the progress of individuals through care pathways
Y/615/7188 Implement therapeutic group activities
D/615/7337 Support individuals to live at home
K/615/7227 Dementia awareness
K/615/7311 End of life and dementia care
M/615/7276 Managing symptoms in end of life care
M/615/7326 Support individuals at the end of life
D/615/7242 Supporting individuals with loss and grief before death
F/615/7167 Support individuals who are bereaved
F/615/7363 Understand end of life care for individuals with specific health needs
F/615/7198 Support individuals during the last days of life
D/615/7290 Support individuals during emergency situations
A/615/7278 Support individuals during a period of change
J/615/7168 Support individuals to access and use information about services and facilities
J/615/7185 Support individuals to manage their finances
K/615/7213 Support individuals to access and manage direct payments
H/615/7243 Support individuals to access housing and accommodation services
L/615/7317 Support individuals to prepare for and settle in to new home environments
H/615/7212 Support individuals to access education, training or employment
L/615/7186 Support individuals to carry out their own health care procedures
K/615/7230 Support individuals to manage continence
K/615/7258 Support individuals who are distressed
Y/615/7269 Support individuals to manage dysphagia
K/615/7275 Support the spiritual well-being of individuals
J/615/7204 Support individuals to meet personal care needs
F/615/7279 Support individuals to eat and drink
K/615/7244 Provide support to manage pain and discomfort
K/615/7339 Provide support for sleep
L/615/7320 Support individuals with specific communication needs
H/615/7260 Support individuals undergoing healthcare activities
F/615/7203 Provide support for leisure activities
D/615/7189 Collate and communicate health information to individuals
T/615/7196 Communicate with individuals about promoting their health and well-being
F/615/7377 Interact with and support individuals using telecommunications
T/615/7201 Promote positive behaviour

Optional units

K/615/7292 Promotion of general health and well-being
R/615/8596 Human structure and functionality
J/615/7235 Prepare individuals for healthcare activities
M/615/7245 Select and wear appropriate personal protective equipment for work in healthcare settings
D/615/7239 Assist the practitioner to carry out health care activities
F/615/7248 Monitor and maintain the environment and resources during and after health care activities
M/615/7195 Contribute to the discharge of individuals to carers
Y/615/7241 Inform an individual of discharge arrangements
F/615/7296 Contribute to the care of a deceased person
D/615/7306 Assist others to monitor individuals' progress in managing dysphagia
H/615/7307 Support carers to meet the care needs of individuals
F/615/7217 Perform first line calibration on clinical equipment to ensure it is fit for use
A/615/7264 Reprocess endoscopy equipment
J/615/7283 Conduct routine maintenance on clinical equipment
K/615/7194 Make recommendations for the use of physical resources in a health setting
L/615/7334 Manage the availability of physical resources to meet service delivery needs in a health setting
L/615/7222 Control the use of physical resources in a health setting
A/615/7197 Maintaining quality standards in the health sector
D/615/7225 Service improvement in the health sector
D/615/7256 Contribute to the effectiveness of teams
K/602/2720 Prepare and reproduce permanent radiographic images
R/602/2680 Assure the effective functioning of radiographic image processing equipment
M/615/7181 Provide advice and information to enable parents to promote the health and wellbeing of their newborn babies
J/615/7252 Care for a newborn baby
H/615/7288 Support parents or carers to interact with and care for their newborn baby
F/615/7315 Anatomy and physiology for maternity support workers
K/615/7356 Develop and agree individualised care plans for babies and families
Y/615/7367 Support individuals with feeding babies
K/615/7180 Perform the non-scrubbed circulating role for perioperative procedures
D/615/7192 Receive and handle clinical specimens within the sterile field
H/615/7193 Prepare anaesthetic environment and provide support for pre- and postoperative anaesthesia and recovery
H/615/7209 Contribute to the safe use of medical devices in the perioperative environment
Y/615/7210 Provide support to the surgical team when preparing individuals for operative and invasive procedures
R/615/7268 Assist in receiving, handling and dispatching clinical specimens
R/615/7271 Transport, transfer and position individuals and equipment within the perioperative environment
R/615/7285 Measure and record individuals' body fluid balance in a perioperative environment
M/615/7360 Assist in the delivery of perioperative care and support to individuals
J/615/7249 Prepare and dress for scrubbed clinical roles
A/615/7250 Prepare and provide surgical instrumentation and supplementary items for the surgical team
L/615/7267 Prepare equipment for intra-operative cell salvage blood processing
Y/615/7286 Prepare and apply dressings and drains to individuals in the perioperative environment
L/615/7303 Operate equipment for intra-operative cell salvage blood collection

Optional units

T/615/7330 Operate equipment for intra-operative cell salvage blood processing and complete intra-operative cell salvaged blood process
A/615/7331 Prepare equipment for intra-operative cell salvage blood collection
A/615/7233 Understand the legal, policy and service framework in mental health
H/615/7226 Support individuals to manage their own recovery from mental health problems
L/615/7253 Understanding suicide interventions
M/615/7262 Support positive risk-taking for individuals
M/615/7293 Enable individuals with mental health problems to develop alternative coping strategies
L/615/7298 Understand mental health interventions
A/615/7300 Effective communication and building relationships in mental health work
D/615/7340 Enable mental health service users and carers to manage change
J/615/7199 Assist individuals who have mental health problems when they are transferring between agencies and services
T/615/7182 Facilitate and monitor housing and accommodation services to support individuals with mental health needs
K/615/7261 Enable individuals to develop strategies to manage their behaviour
T/615/7277 Recognise indications of substance misuse and refer individuals to specialists
R/615/7299 Understand care and support planning and risk management in mental health
M/615/7309 Support children and young people with mental health conditions
F/615/7332 Support parents/carers and those in a parental role to care for babies during their first year
F/615/7184 Care for the physical and nutritional needs of babies and young children
A/615/7166 Work with babies and young children to support their development and learning
Y/615/7255 Understand child and young person development
T/615/7179 Develop positive relationships with children and young people
Y/615/7224 Support children and young people experiencing transitions
F/615/7329 Enable children and young people to understand their health and well-being
Y/615/7336 Understand how to safeguard the wellbeing of children and young people
H/615/7369 Communicate with children and young people in care settings
T/615/7165 Understand risk management in the paediatric mental health setting
M/615/7200 Understand mental health and behaviour management of children and young people
T/615/7294 Support child and young person development
T/615/7313 Support children and young people with additional needs
R/615/7190 Provide information and advice to individuals on eating to maintain optimum nutritional status
J/615/7218 Monitor and review individuals' progress in relation to maintaining optimum nutritional status
T/615/7280 Contribute to monitoring the health of individuals affected by health conditions
H/615/7291 Principles of health promotion
K/615/7289 Deliver training through demonstration and instruction
Y/615/7353 Monitor individuals' progress in relation to managing their body weight and nutrition
D/615/7354 Assist in implementing treatment programmes for individuals with severely reduced movement/mobility
Y/615/7191 Assist in the implementation of programmes to increase mobility, movement and functional independence
Y/615/7207 Implement hydrotherapy programmes for individuals and groups
D/615/7208 Deliver exercise sessions to improve individuals' health and well-being
J/615/7266 Assist in testing individuals' abilities prior to planning physical activities
A/615/7183 Collaborate in the assessment of environmental and social support in the community

Optional units

R/615/7237 Assist in planning and evaluating learning activities
H/615/7257 Provide support to maintain and develop skills for every day life
F/615/7265 Support individuals with cognition or learning difficulties
F/615/7170 Provide support to individuals to continue recommended therapies
T/615/7361 Examine the feet of individuals with diabetes
L/615/7270 Provide advice on foot care for individuals with diabetes
Y/615/7238 Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs
T/615/7215 Provide support for mobility
A/615/7295 Provide agreed support for foot care
R/615/7352 Provide support for individuals with communication and interaction difficulties
M/615/7178 Support individuals with speech and language disorders to develop their communication skills
R/615/7206 Assist professionals to support individuals from diverse linguistic and cultural backgrounds to access speech and language therapy services
T/615/7246 Develop and prepare speech and language therapy resources for alternative and augmentative communication (AAC) use
L/615/7284 Assist and support individuals to use alternative and augmentative communication systems (AAC)
A/615/7328 Develop activities and materials to enable individuals to reach specific communication goals
L/615/7219 Give presentations to groups
R/615/7223 Assist others to plan presentations
F/615/7220 Support individuals in undertaking their chosen activities
M/615/7259 Facilitate learning and development activities to meet individual needs and preferences
L/615/7348 Manufacture equipment or medical devices for individuals within healthcare

Assessment

All units are internally assessed by a Tutor or Assessor using a portfolio of evidence.

Please note, mandatory assessment for the unit 'Study Skills for Senior Healthcare Support Workers' (DHS 15) must provide evidence of a piece of extended writing or a project.

Placement requirements

Learners will need to be working, volunteering or on practical placement to be able to show competence in both knowledge and skills.



Contact us

NCFE
Q6
Quorum Park
Benton Lane
Newcastle upon Tyne
NE12 8BT

Tel: 0191 239 8000*
Fax: 0191 239 8001
Email: customersupport@ncfe.org.uk
Websites: www.ncfe.org.uk

NCFE © Copyright 2021 All rights reserved worldwide.

Version 1.0 August 2021

Information in this Qualification Factsheet is correct at the time of publishing but may be subject to change.

NCFE is a registered charity (Registered Charity No. 1034808) and a company limited by guarantee (Company No. 2896700).

CACHE; Council for Awards in Care, Health and Education; and NNEB are registered trademarks owned by NCFE.

All the material in this publication is protected by copyright.

**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***