

Qualification Factsheet

Qualification overview

Qualification title	NCFE CACHE Level 2 Technical Occupational Entry in Healthcare Support (Diploma) QN: 610/4528/7		
	NCFE CACHE Level 2 Extended Technical Occupational Entry in Healthcare Support (Diploma) QN: 610/4529/9		
Total qualification time (TQT)	Diploma: 457 Extended diploma: 525	Guided learning hours (GLH)	Diploma: 322 Extended diploma: 385
Entry requirements	<p>These qualifications are designed for learners aged 16 to 19 and adults who wish to work or are already working in healthcare settings in England, such as in a hospital, as part of a community team, in a day-case unit, birthing centre, individual's homes, operating theatres, nursing or care homes, hospices and in general practice.</p> <p>They may also be useful to learners studying qualifications in health and social care or a related subject area. The units within this qualification can also be a basis for continuing professional development in the learner's chosen field.</p> <p>There are no specific prior skills/knowledge a learner must have for these qualifications. However, learners may find it helpful if they have already achieved a level 1 qualification in a related subject area.</p>		

About these qualifications

These qualifications are designed to provide learners with the knowledge, understanding and skills required to develop competence as a healthcare support worker in a range of healthcare support settings. The extended diploma also provides introductory sector knowledge of professional practice and transferable employability skills to support wider contextual understanding of the healthcare sector.

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

The qualifications will provide employers with reliable evidence of a learner's attainment against occupational standard knowledge, skills and behaviours (KSBs) which form the minimum requirements for entry into the occupation. The content of these qualifications aligns with the KSBs required for the Healthcare Support Worker occupational standard.

The qualifications are designed to form an engaging, flexible and (typically) core element of a 16 to 19/adult learner's course of study.

Qualification structure

Mandatory units

DC1 Communication in healthcare settings (T/651/2499)
DC2 Handle information in healthcare settings (H/651/2500)
DC3 Personal development in healthcare settings (J/651/2501)
DC4 Implement person-centred approaches in healthcare settings (K/651/2502)
DC5 Equality and inclusion in healthcare settings (L/651/2503)
DC6 Health, safety and wellbeing in healthcare settings (M/651/2504)
DCHS7 Responsibilities of a healthcare support worker (R/651/2505)
DC8 Duty of care (T/651/2506)
DCHS9 Safeguarding and protection in healthcare settings (Y/651/2507)
DHS 10 The principles of infection prevention and control (A/651/2508)
DHS 12 Cleaning, decontamination and waste management (D/651/2509)
DHS 13 Understand mental health conditions (J/651/2510)
AN 1 Undertake physiological measurements (K/651/2511)

Extended diploma only mandatory units

The three units listed below are only mandatory for the extended diploma.

EDM 1 Principles of professional practice (A/651/2580)
EDM 2 Working as part of a professional team (D/651/2581)
EDM 3 Preparing for employment in a healthcare setting (F/651/2582)

Extended diploma only optional units

The two employability skills units listed below are only applicable to the extended diploma.

EDO 4 Reflexive and reflective practice (J/651/2584)
EDO 5 Contribute to effective communication in healthcare settings (K/651/2585)

Adult Nursing Support optional units

The table below lists all the units available in the Adult Nursing Support optional unit group.

AN 2 Undertake personal hygiene activities with individuals (Y/651/2516)
AN 15 Assist in the administration of medication (A/651/2517)
AN 17 Understand how to obtain and test specimens from individuals (D/651/2518)
AN 25 Move and position individuals safely in accordance with their care plan (F/651/2519)
AN 28 Undertake agreed pressure area care (K/651/2520)
AN 30 Understand the administration of medication (L/651/2521)
AN 35 Understand the process and experience of dementia (M/651/2522)
AN 36 Care for the older person (R/651/2523)
AN 38 Support independence in the tasks of daily living (T/651/2524)
AN 39 Awareness of mental health legislation (Y/651/2525)
AN 41 Understand how to work in partnership with families to support individuals (A/651/2526)
AN 46 Support individuals to live at home (D/651/2527)

AN 47 Dementia awareness (F/651/2528)
AN 50 Understand how to support individuals at the end-of-life (H/651/2529)
AN 52 Support individuals who are bereaved (L/651/2530)
AN 57 Support individuals to access and use information about services and facilities (M/651/2531)
AN 64 Support individuals to manage continence (R/651/2532)
AN 65 Support individuals who are distressed (T/651/2533)
AN 68 Understand how to support individuals to meet personal care needs (Y/651/2534)
AN 69 Support individuals to eat and drink (D/651/2536)
AN 70 Provide support to manage pain and discomfort (F/651/2537)
AN 71 Understand how to provide support for sleep (H/651/2538)
AN 72 Support individuals with specific communication needs (J/651/2539)
AN 73 Support individuals undergoing healthcare activities (M/651/2540)
AN 79 Understand planning and the practical application of health promotion (R/651/2541)
AN 81 Prepare individuals for healthcare activities (T/651/2542)
AN 82 Select and wear appropriate personal protective equipment (PPE) for work in healthcare settings (Y/651/2543)
AN 83 Assist the practitioner to carry out healthcare activities (A/651/2544)
AN 84 Monitor and maintain the environment and resources during and after healthcare activities (D/651/2545)
AN 98 Contribute to the effectiveness of teams (F/651/2546)
HSC AS 1 Support activities for individuals and groups that promote wellbeing (H/651/2547)
HSC AS 13 Support individuals to meet nutritional and hydration needs (K/651/2549)
HSC AS 15 Understand personalisation in adult care (R/651/2550)
HSC AS 16 Understand the principles of positive behaviour support (T/651/2551)
HSC AS 22 Support person-centred thinking, planning and review (D/651/2554)
HSC AS 24 Contribute to facilitating person-centred assessment, planning, implementation and review (F/651/2555)
HSC AS 26 Support care plan activities (J/651/2557)
HSC S 1 Contribute to supporting individuals with acquired brain injury and their families and carers (K/651/2558)
HSC S 2 Understand the impact of acquired brain injury on individuals (L/651/2559)
HSC S 5 Understand autism spectrum disorder (ASD) (T/651/2560)
HSC S 6 Contribute to supporting individuals with autism spectrum disorder (ASD) (A/651/2562)
HSC S 8 Support individuals with dementia (D/651/2563)
HSC S 10: Diabetes awareness (H/651/2565)
HSC S 12 Awareness of end-of-life care (J/651/2566)
HSC S 15 Understanding learning disability (L/651/2568)
HSC S 14 Contribute to supporting individuals with learning disabilities to access healthcare (Y/651/2570)
HSC S 16 Principles of supporting individuals with a learning disability regarding sexuality and sexual health (A/651/2571)
HSC S 21 Contribute to the support of individuals with multiple conditions and/or disabilities (D/651/2572)
HSC S 23 Support individuals with Parkinson's disease (H/651/2574)
HSC S 25 Awareness of sensory loss (J/651/2575)
HSC S 27 Support the assessment of individuals with sensory loss (K/651/2576)
HSC S 28 Support stroke care management (L/651/2577)
HSC S 30 Parkinson's disease awareness (R/651/2579)

Mental Health Support optional units

The table below lists all the units available in the Mental Health Support optional unit group.

DHS 14 Understand mental wellbeing and mental health promotion (L/651/2512)
HSC AS 25 Contribute to the support of positive risk-taking for individuals (H/651/2556)
HSC S 18 Support mental wellbeing and mental health (F/651/2573)
HSC S 29 Understanding mental health (M/651/2578)

Allied Health Profession Therapy Support optional units

The table below lists all the units available in the Allied Health Profession Therapy Support optional unit group.

AHP 3 Contribute to monitoring the health of individuals affected by health conditions (M/651/2513)
AHP 4 Principles of health promotion (R/651/2514)
AHP 20 Provide support for mobility (T/651/2515)
HSC AS 6 Support individuals in the use of assistive living technology (J/651/2548)
HSC AS 20 Provide support for therapy sessions (Y/651/2552)
HSC AS 21 Understand how to support individuals with foot care (A/651/2553)

Assessment

All units are internally assessed through a portfolio of evidence.

Placement requirements

It is recommended for these qualifications that learners complete work/industry placement experience throughout the duration of the qualification, before certification.

Level 2 Technical Occupational Entry in Healthcare Support (Diploma): the recommended number of placement hours for this qualification is 30 hours.

Level 2 Extended Technical Occupational Entry in Healthcare Support (Diploma): the recommended number of placement hours for this qualification is 30 hours (this may include the 30 hours completed during the diploma).

Progression opportunities

Learners who achieve this qualification could progress to the following:

- employment:
 - healthcare support worker
 - healthcare assistant
 - mental health support worker
 - nursing assistant
- further education



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
Website: www.ncfe.org.uk

NCFE © Copyright 2025 All rights reserved worldwide.

Version 1.0 August 2025

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.***