

# Qualification Factsheet

## Qualification overview

<b>Qualification title</b>	NCFE CACHE Level 3 Technical Occupational Entry in Senior Healthcare Support (Diploma)		
<b>Qualification number (QN)</b>	610/3988/3		
<b>Total qualification time (TQT)</b>	830	<b>Guided learning hours (GLH)</b>	491
<b>Entry requirements</b>	Learners should be at least 19 years old. We do not set any other entry requirements but colleges and training providers may have their own guidelines.		

## About this qualification

This qualification aims to:

- focus on the study of healthcare support
- enable entry to the associated occupation, providing entry competence (further learning may be required in the workplace to reach full occupational competence)
- offer breadth and depth of study, incorporating a key core of knowledge and skills
- provide opportunities to acquire a number of practical and technical skills

The objectives of this qualification are to:

- provide learners with the knowledge, understanding and skills required to work in a range of healthcare support settings
- support progression to employment and/or further study

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 qualification is 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, 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 occupational standard**.

The optional units have been categorised based on the occupational options within the occupational standard (each option has its own optional unit specification that can be found on the NCFE website):

- adult nursing support
- maternity support
- theatre support
- mental health support

- children and young people support
- allied health profession therapy support

To be awarded this qualification, learners are required to successfully achieve a minimum of **83 credits**. Learners must achieve **63 credits** from the 19 mandatory units and a minimum of **20 credits** from the 151 optional units.

At least **58** of the credits must be achieved at level 3 or above.

## Qualification structure

### Mandatory units

DHCS 1	R/651/0741	Effective communication in care settings
DHCS 2	Y/651/0743	Promote effective handling of information in care settings
DHCS 3	D/651/0745	Promote personal development in care settings
DHCS 4	J/651/0748	Person-centred practice, choice and independence
DHCS 5	R/651/0750	Promote equality and inclusion in care settings
DHCS 6	Y/651/0752	Promote health, safety and wellbeing in care settings
DHCS 7	D/651/0754	Responsibilities of a senior healthcare support worker
DHCS 8	H/651/0756	Duty of care in care settings
DHCS 9	L/651/0759	Safeguarding and protection in care settings
DHCS 10	H/651/0774	Maintain infection prevention and control in a care setting
DHCS 11	L/651/0777	Cleaning, decontamination and waste management
DHCS 12	A/651/0780	Understand mental ill health
DHCS 13	F/651/0782	Communicate with individuals about promoting their health and wellbeing
DHCS 14	H/651/0783	Study skills for senior healthcare support workers
DHCS 15	J/651/0784	Maintaining quality standards in the health sector
DHCS 16	K/651/0785	Service improvement within the health sector
DHCS 17	L/651/0786	Provide support to manage pain and discomfort
DHCS 18	M/651/0787	Contribute to monitoring the health of individuals affected by health conditions
DHCS 19	R/651/0788	Undertake physiological measurements

### Optional units

The optional units below are available in separate documents on the qualification's page on the NCFE website and are categorised by occupational subject area.

### Adult Nursing Support optional units

AN 2A	J/651/0964	Undertake personal hygiene activities with individuals
AN 3	K/651/0965	Perform intravenous cannulation
AN 4	L/651/0966	Obtain venous blood samples
AN 5	M/651/0967	Obtain and test capillary blood samples
AN 7	L/651/0975	Carry out blood collection from fixed or central lines
AN 9	M/651/0976	Insert and secure nasogastric tubes

AN 10	R/651/0977	Supporting the care of individuals with nasogastric tubes
AN 11	T/651/0978	Undertake urethral catheterisation processes
AN 12	Y/651/0979	Care for individuals with urethral catheters
AN 13	F/651/0980	Undertake stoma care
AN 14	H/651/0981	Prepare for and carry out extended feeding techniques
AN 15	J/651/0982	Assist in the administration of medication
AN 16	K/651/0983	Undertake tissue viability risk assessments
AN 17	L/651/0984	Obtain and test specimens from individuals
AN 18	M/651/0985	Undertake treatments and dressings of lesions and wounds
AN 19	R/651/0986	Carry out wound drainage care
AN 20	T/651/0987	Remove wound drains
AN 21	Y/651/0988	Remove wound closure materials
AN 22	A/651/0989	Carry out vision screening
AN 23	H/651/0990	Conduct hearing assessments
AN 24	J/651/0991	Conduct external ear examinations
AN 25	K/651/0992	Move and position individuals safely in accordance with their care plan
AN 26	L/651/0993	Understand advance care planning
AN 27	M/651/0994	Perform routine electrocardiograph (ECG) procedures
AN 28A	R/651/0995	Undertake agreed pressure area care
AN 29A	T/651/0996	Administer medication to individuals and monitor the effects
AN 30	Y/651/0997	Understand the administration of medication
AN 31	A/651/0998	Assist in the administration of oxygen
AN 32	D/651/0999	Administer oral nutritional products to individuals
AN 33	R/651/1000	Support individuals to access and use services and facilities
AN 34	F/651/1023	Obtain a client history
AN 35	H/651/1024	Understand the process and experience of dementia
AN 36	L/651/1027	Care for the older person
AN 37	M/651/1028	Understand long-term conditions and frailty
AN 38	A/651/1030	Support independence in the tasks of daily living
AN 39	D/651/1031	Awareness of mental health legislation
AN 40	J/651/1034	Understand the context of supporting individuals with learning disabilities
AN 41	L/651/1036	Work in partnership with families to support individuals
AN 43	M/651/1037	Advise and inform individuals on managing their condition
AN 44	D/651/1040	Co-ordinate the progress of individuals through care pathways
AN 45	F/651/1041	Implement therapeutic group activities
AN 46	K/651/1044	Support individuals to live at home
AN 47	L/651/1045	Dementia awareness
AN 48	R/651/1047	Understanding the effect of dementia on end-of-life care
AN 49	Y/651/1049	Managing symptoms in end-of-life care
AN 50	J/651/1052	Support individuals at the end of life
AN 52	K/651/1053	Support individuals who are bereaved
AN 53	L/651/1054	Understand end-of-life care for individuals with specific health needs
AN 54	T/651/1057	Support individuals during the last days of life
AN 55	H/651/1060	Support individuals during emergency situations
AN 56A	J/651/1061	Support individuals during a period of change

AN 57	M/651/1064	Support individuals to access and use information about services and facilities
AN 59	R/651/1065	Support individuals to access and manage direct payments
AN 60	K/651/1062	Support individuals to access housing and accommodation services
AN 61	A/651/1059	Support individuals to prepare for and settle in to new home environments
AN 63A	M/651/1055	Support individuals to carry out their own healthcare procedures
AN 64	F/651/1050	Support individuals to manage continence
AN 65	T/651/1048	Support individuals who are distressed
AN 66	J/651/1043	Support individuals to manage dysphagia
AN 67	T/651/1039	Support the spiritual wellbeing of individuals
AN 68	K/651/1035	Support individuals to meet personal care needs
AN 69	F/651/1032	Support individuals to eat and drink
AN 71	R/651/1029	Provide support for sleep
AN 72	K/651/1026	Support individuals with specific communication needs
AN 73	D/651/1022	Support individuals undergoing healthcare activities
AN 75	Y/651/1020	Collate and communicate health information to individuals
HSC AS 17	M/651/1019	Implement positive behaviour support
AN 79	L/651/1018	Understand planning and the practical application of health promotion
AN 80	K/651/1017	Human structure and functionality
AN 81	J/651/1016	Prepare individuals for healthcare activities
AN 82	H/651/1015	Select and wear appropriate personal protective equipment (PPE) for work in healthcare settings
AN 83	F/651/1014	Assist the practitioner to carry out healthcare activities
AN 84	D/651/1013	Monitor and maintain the environment and resources during and after healthcare activities
AN 85	A/651/1012	Contribute to the discharge of individuals to carers
AN 86	Y/651/1011	Inform an individual of discharge arrangements
AN 87	T/651/1010	Contribute to the care of a deceased person
AN 89	L/651/1009	Support carers to meet the care needs of individuals
AN 90	K/651/1008	Perform first line calibration on clinical equipment to ensure it is fit for use
AN 91	J/651/1007	Reprocess endoscopy equipment
AN 92	H/651/1006	Conduct routine maintenance on clinical equipment
AN 93	F/651/1005	Make recommendations for the use of physical resources in a health setting
AN 95	D/651/1004	Manage the use of physical resources in a health setting
AN 98	A/651/1003	Contribute to the effectiveness of teams
AN 99	Y/651/1002	Managing digital radiographic images
AN 100	T/651/1001	Assist in assuring the effective functioning of the radiographic image quality assurance programme

### Maternity Support optional units

MAT 1	R/651/0831	Provide advice and information to enable parents to promote the health and wellbeing of their newborn babies
MAT 2	T/651/0832	Care for a newborn baby

MAT 3	A/651/0834	Support parents or carers to interact with and care for their newborn baby
MAT 4	D/651/0835	Anatomy and physiology for maternity support workers
MAT 5	F/651/0836	Develop and agree individualised care plans for babies and families
MAT 6	H/651/0837	Support individuals with feeding babies
MAT 7	J/651/0838	Support families who are bereaved
MAT 8	K/651/0839	Obtain and test specimens from newborn babies

### Theatre Support optional units

THEA 1	R/651/0840	Perform the non-scrubbed circulating role for perioperative procedures
THEA 2	T/651/0841	Receive and handle clinical specimens within the sterile field
THEA 3	Y/651/0842	Prepare anaesthetic environment and provide support for pre- and post-operative anaesthesia and recovery
THEA 4	A/651/0843	Contribute to the safe use of medical devices in the perioperative environment
THEA 5	D/651/0844	Provide support to the surgical team when preparing individuals for operative and invasive procedures
THEA 6	F/651/0845	Assist in receiving, handling and dispatching clinical specimens
THEA 7	H/651/0846	Transport, transfer and position individuals and equipment within the perioperative environment
THEA 8	J/651/0847	Measure and record individuals' body fluid balance in a perioperative environment
THEA 9	K/651/0848	Assist in the delivery of perioperative care and support to individuals
THEA 10	L/651/0849	Prepare and dress for scrubbed clinical roles
THEA 11	T/651/0850	Prepare and provide surgical instrumentation and supplementary items for the surgical team
THEA 12	Y/651/0851	Prepare and apply dressings and drains to individuals in the perioperative environment

### Mental Health Support optional units

MH 1	T/651/0789	Understand the legal, policy and service framework in mental health
MH 2	D/651/0790	Support individuals to manage their own recovery from mental health conditions
MH 3	F/651/0791	Understanding suicide interventions
MH 4	J/651/0793	Support positive risk-taking for individuals
MH 5	K/651/0794	Support individuals with mental health conditions to change patterns of behaviour using coping strategies
MH 6	M/651/0796	Understand mental health interventions
MH 7	R/651/0797	Effective communication and building relationships in mental health work
MH 8	Y/651/0799	Enable mental health service users and carers to manage change
MH 9	J/651/0800	Enable individuals with behaviours that challenge to develop strategies to manage their behaviour
MH 10	L/651/0802	Support children and young people with mental health conditions
MH 11	R/651/0804	Understand care and support planning and risk management in mental health

MH 12	A/651/0807	Recognise indications of substance misuse and refer individuals to specialists
MH 13	R/651/0813	Understand the importance of personal wellbeing when working in mental health services

### Children and Young People Support optional units

CYP 1	Y/651/0680	Support parents/carers and those in a parental role to care for babies during their first year
CYP 2	R/651/0689	Care for the physical and nutritional needs of babies and young children
CYP 3	J/651/0694	Work with babies and young children to support their development and learning
CYP 4	L/651/0696	Understand child and young person development
CYP 5	M/651/0697	Develop positive relationships with children and young people
CYP 6	T/651/0699	Support children and young people experiencing transitions
CYP 7	H/651/0700	Enable children and young people to understand their health and wellbeing
CYP 8	Y/651/0815	Understand how to safeguard the wellbeing of children and young people
CYP 9	D/651/0817	Communicate with children and young people in care settings
CYP 10	H/651/0819	Understand mental health and behaviour management of children and young people
CYP 11	M/651/0821	Support children and young people with additional needs
CYP 12	R/651/0822	Undertake treatments and dressings of lesions and wounds for children and young people
CYP 13	A/651/0825	Obtain and test specimens from children and young people
CYP 14	F/651/0827	Discharge arrangements for children and young people
CYP 15	H/651/0828	Support end-of-life care for children and young people

### Allied Health Profession Therapy Support optional units

AHP 1	F/651/0692	Provide information and advice to individuals on eating to maintain optimum nutritional status
AHP 2	H/651/0693	Principles of health promotion
AHP 3	K/651/0695	Deliver training through demonstration and instruction
AHP 4	R/651/0698	Monitor individuals' progress in relation to managing their body weight and nutrition
AHP 5	J/651/0701	Implement hydrotherapy programmes for individuals and groups
AHP 6	K/651/0702	Deliver exercise sessions to improve individuals' health and wellbeing
AHP 7	L/651/0703	Assist in testing individuals' abilities prior to planning physical activities
AHP 8	M/651/0704	Support individuals in undertaking their chosen activities
AHP 9	R/651/0705	Support individuals with cognition or learning difficulties
AHP 10	T/651/0706	Provide support for individuals with communication and interaction difficulties
AHP 11	Y/651/0707	Support individuals with speech and language disorders to develop their communication skills
AHP 12	D/651/0709	Collaborate in the assessment of environmental and social support in the community



HSC AS 19	K/651/0711	Support individuals to retain, regain and develop skills for everyday life
AHP 16	M/651/0713	Provide support to individuals to continue recommended therapies
AHP 13	T/651/0715	Assist in implementing treatment programmes for individuals with severely reduced movement/mobility
AHP 15	A/651/0717	Assist in the implementation of programmes to increase mobility, movement and functional independence
AHP 20	F/651/0719	Provide support for mobility
AHP 21A	L/651/0721	Provide agreed support for foot care
AHP 22	R/651/0723	Examine the feet of individuals with diabetes
AHP 23	Y/651/0725	Provide advice on foot care for individuals with diabetes
AHP 24	F/651/0728	Adapt and fit healthcare equipment, medical devices, assistive technology or products to meet individuals' needs
AHP 25	L/651/0730	Give presentations to groups
AHP 26	R/651/0732	Assist others to plan presentations
AHP 31	A/651/0735	Facilitate learning and development activities to meet individual needs and preferences

## Assessment

This qualification is internally assessed and externally quality assured.

The assessment consists of one component:

- an internally assessed portfolio of evidence, which is assessed by centre staff and externally quality assured by NCFE (internal quality assurance must still be completed by the centre as usual)

Learners must be successful in this component to gain the Level 3 Technical Occupational Entry in Senior Healthcare Support (Diploma).

Please note the mandatory assessment for DHCS 14 Study skills for senior healthcare support workers (H/651/0783) must provide evidence of a piece of extended writing or a project.

This qualification must be assessed in line with Skills for Health's assessment principles.

## Placement requirements

The learner must be working, volunteering or on practical placement in an appropriate setting to be able to meet the assessment requirements of this qualification

## Progression opportunities

Learners who achieve this qualification could progress to the following:

- employment:
  - senior healthcare support worker
  - community support worker
  - senior healthcare assistant
  - maternity support worker
  - theatre assistant

- mental health support worker
- children and young people support worker
- therapy assistant
- rehabilitation assistant
- enablement worker
- further education
- higher education





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