

Guidance

Level 3 Diploma in Healthcare Support

This document is intended to be helpful guidance for employers and Senior Healthcare Support Worker apprentices. It illustrates possible combinations of qualification units that are available for Senior Healthcare Support Worker apprentices which might reasonably fit for different service areas and options in the apprenticeship.

The actual combination on units selected remains the responsibility of the employer.

How does the Level 3 Diploma in Healthcare Support fit with the Apprenticeship?

The Level 3 Diploma in Healthcare Support is the mandatory qualification requirement that must be completed by all Senior Healthcare Support Worker apprentices before they can go through the gateway to end point assessment. This qualification sits on the Regulated Qualifications Framework (RQF) and is regulated by Ofqual. The size of the qualification is illustrated by the number of credits required to achieve the qualification. The Level 3 Diploma in Healthcare Support has a minimum of 65 credits (650 hours total qualification time).

The qualification has 15 mandatory units that equate to 45 credits; the mandatory units align with the core in the Apprenticeship Standard. All apprentices must complete the mandatory units regardless of which Apprenticeship option they are taking. Apprentices and their employer must additionally choose from the optional selection of units to align with the context of the apprentices' workplace. There is a mixture of competence and knowledge-only units to select from. The optional units must enable the apprentice to achieve the minimum credit value for the qualification and should take optional units which cumulatively equate to at least 20 credits. 37 credits of the units taken across the whole qualification must be at or above Level 3.

The apprentice is measured against learning outcomes and assessment criteria described in each unit of the qualification. The apprentice must meet all the learning outcomes within the chosen units to be able to be awarded the qualification.

The competence units in the qualification will be assessed in the workplace. Assessors will observe apprentices in their workplace, provide support and guidance by collecting evidence, assessing the learner's knowledge and skills and enabling them to achieve their qualification. Assessors will be expected to make an informed judgement about the range of evidence an apprentice may produce to demonstrate their competence to meet the assessment criteria. The assessor role can be as part of a wider role within an organisation's training department.



The qualification will be assessed by a portfolio of evidence, which must include a piece of extended writing or a project which provides evidence towards the mandatory unit, 'Study Skills for Senior Healthcare Support Workers'.

The Awarding Organisation will set out the competence, qualification and experience requirements for assessors. Your chosen Awarding Organisation will guide you through the process. The competence requirements for the end-point assessment of the Senior Healthcare Support Worker Apprenticeship Standard is set out separately in the Apprenticeship Assessment Plan.

It is up to employers (with their employees) to select which optional units are clustered together to meet the minimum credit value for the qualification. The end-point assessment organisation for the Apprenticeship will test the knowledge, skills and behaviours of the apprentice in line with the Apprenticeship Assessment Plan; the end point assessment organisation will not need to check which units have been completed from the on-programme qualification.

Guidance on selecting optional units in the Level 3 Diploma in Healthcare Support

The Level 3 Diploma in Healthcare Support is a large qualification with a wide range of optional units. This gives the apprentice and their employer maximum freedom to be innovative in which units best fit local needs and workplace contexts.

To help apprentices and employers make sense of **possible routes** through the qualification, the following **indicative** list shows some of the units that are available and how they may align with the options in the Apprenticeship Standard.

Please note that these are for illustration only. Apprentices and employers are free to select the optional units that best fit the needs of the service and the apprentice's job role.

Option 1 Senior Healthcare Support Worker - Adult Nursing Support. *Optional units might include:*

a. Clinical care units

- Undertake physiological measurements
- Undertake tissue viability risk assessments
- Undertake treatments and dressings of lesions and wounds
- Care for individuals with urethral catheters
- Undertake personal hygiene activities with individuals
- Undertake stoma care
- Perform intravenous cannulation
- Care for individuals with naso-gastric tubes
- Obtain and test capillary blood samples
- Obtain venous blood samples
- Carry out blood collection from fixed or central lines



As well as the units above, apprentices and employers may wish to select alternative units from areas such as those listed below. All units selected must meet the minimum credit value to achieve the qualification:

b. Health navigation units

- Obtain a client history
- Coordinate the progress of individuals through care pathways
- Support individuals to access and use services and facilities

c. Elderly care units

- Care for the elderly
- Understand the process and experience of dementia
- Support individuals during a period of change
- Support individuals at the end of life
- Support individuals who are bereaved

d. Learning disability support units

- Understand the context of supporting individuals with learning disabilities
- Awareness of the Mental Capacity Act 2005
- Support independence in the tasks of daily living

e. Community support units

- Support independence in the tasks of daily living
- Advise and inform individuals on managing their condition
- Support individuals to live at home
- Work in partnership with families to support individuals
- Implement therapeutic group activities
- Support individuals to develop and run support groups

Option 2 Senior Healthcare Support Worker - Maternity Support. *Optional units might include:*

- Support parents/carers to interact with and care for their newborn baby
- Anatomy and Physiology for Maternity Support Workers
- Care for the physical and nutritional needs of babies and young children
- Provide advice and information to enable parents to promote the health and well-being of their newborn babies
- Care for a newborn baby
- Develop and agree individualised care plans for babies and families
- Support individuals with feeding babies



Option 3 Senior Healthcare Support Worker - Theatre Support. *Optional units might include:*

- Transport, transfer and position individuals and equipment within the perioperative environment
- Contribute to the safe use of medical devices in the perioperative environment
- Assist in the delivery of perioperative care and support to individuals
- Measure and record individuals' body fluid balance in a perioperative environment
- Assist in receiving, handling and dispatching clinical specimens
- Provide support to the surgical team when preparing individuals for operative and invasive procedures
- Perform the non-scrubbed circulating role for perioperative procedures
- Prepare anaesthetic environment and provide support for pre and post-operative anaesthesia and recovery

Option 4 Senior Healthcare Support Worker - Mental Healthcare Support. *Optional units might include:*

- Understand mental health interventions
- Effective communication and building relationships in mental health work
- Enable individuals with mental health problems to develop alternative coping strategies
- Support individuals to manage their own recovery from mental health problems
- Support positive risk taking for individuals
- Understanding suicide interventions
- Enable mental health service users and carers to manage change

Option 5 Senior Healthcare Support Worker - Children and Young People. *Optional units might include:*

- Understand how to safeguard the well-being of children and young people
- Communicate with children and young people in care settings
- Understand child and young person development
- Develop positive relationships with children and young people
- Enable children and young people to understand their health and well-being
- Work with babies and young children to support their development and learning
- Care for the physical and nutritional needs of babies and young children
- Support children and young people experiencing transitions

Option 6 Senior Healthcare Support Worker - Allied Health Profession Therapy Support. *Optional units might include:*

a. Dietetics support units

- Contribute to monitoring the health of individuals affected by health conditions
- Undertake physiological measurements
- Assist the practitioner to carry out health care activities



- Monitor individuals' progress in relation to managing their body weight and nutrition
 - Provide information and advice to individuals on eating to maintain optimum nutritional status
 - Principles of Health Promotion
 - Monitor and review individuals progress in relation to maintaining optimum nutritional status
 - Deliver training through demonstration and instruction
- b. Physiotherapy support units. *Optional units might include:***
- Assist the practitioner to carry out health care activities
 - Assist in testing individuals' abilities prior to planning physical activities
 - Deliver exercise sessions to improve individuals' health and wellbeing
 - Assist in implementing treatment programmes for individuals with severely reduced movement/mobility
 - Assist in the implementation of programmes to increase mobility, movement and functional independence
 - Implement hydrotherapy programmes for individuals and groups
- c. Occupational Therapy units. *Optional units might include:***
- Support individuals with cognition or learning difficulties
 - Support independence in the tasks of daily living
 - Collaborate in the assessment of environmental and social support in the community
 - Provide support to maintain and develop skills for every day life
 - Support individuals to live at home
 - Implement therapeutic group activities
 - Assist in planning and evaluating learning activities
- d. Speech and Language Therapy support units. *Optional units might include:***
- Assist the practitioner to carry out health care activities
 - Develop and prepare speech and language therapy resources for alternative and augmentative communication use
 - Assist and support individuals to use alternative and augmentative communication systems
 - Develop activities and materials to enable individuals to reach specific communication goals
 - Support individuals with speech and language disorders to develop their communication skills
 - Assist professionals to support individuals from diverse linguistic and cultural backgrounds to access speech and language therapy services
 - Provide support for individuals with communication and interaction difficulties
- e. Podiatry support units. *Optional units might include:***
- Assist the practitioner to carry out health care activities



- Provide support for mobility
 - Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs
 - Assist in implementing treatment programmes for individuals with severely reduced movement/mobility
 - Provide agreed support for foot care
 - Examine the feet of individuals with diabetes
 - Provide advice on foot care for individuals with diabetes
 - Support individuals undergoing healthcare activities
- f. Prosthetic/Orthotic support units. *Optional units might include:***
- Assist the practitioner to carry out health care activities
 - Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs
 - Provide support to continue recommended therapies
 - Coordinate the progress of individuals through care pathways
 - Advise and inform individuals on managing their condition
 - Examine the feet of individuals with diabetes
 - Provide advice on foot care for individuals with diabetes

