

# Foundation Apprenticeship in Health (Healthcare Support Services)

This programme will guide and assess the development of the knowledge and skills of those employed in support services roles within the health sector, for example:

- Administrative assistant
- Health records clerk
- Hospital porter
- Kitchen assistant
- Security services
- Stock control assistant

## On completion of this apprenticeship framework, the candidate will receive the following qualifications/certificates:

- City & Guilds Level 2 Certificate in Healthcare Support Services
- Essential Application of Number Skills Level 1 and Essential Communication Skills Level 1
- City & Guilds Level 2 Award in Employment and Personal Learning Skills in Health (QCF)
- Foundation Apprenticeship in Health (Healthcare Support Services)

## Level 2 Certificate in Healthcare Support Services

To achieve the Level 2 Certificate in Healthcare Support Services, the candidate must achieve a minimum of **26 credits**. This will comprise of:

### course units

#### Mandatory Units – 5 units (14 credits)

- Introduction to personal development in health, social care or children's and young people's settings
- Introduction to communication in health, social care or children's and young people's settings
- Introduction to equality and inclusion in health, social care or children's and young people's settings
- The role of the health and social care worker
- Contribute to health and safety in health and social care

#### Optional Units - (minimum 12 credits)

There are numerous optional units which can be chosen which will be dependent on the candidate's job role within a health sector employer. These could include:

- Housekeeping
- Catering
- Portering
- Transport
- Estate management
- Medical records
- Administration
- Customer Service
- Security
- Stock control

## Level 2 Award in Employment and Personal Learning Skills in Health (QCF)

This award consists of 5 units (7 credits) which will cover areas such as employment and the learning skills needed to be successful whilst working in the health sector; such as your rights and responsibilities as an employee, working within a team and problem solving.

### The five mandatory units are:

- Understand employment responsibilities and rights in health, social care or children and young people's settings
- Preparing for an apprenticeship
- Using enquiry and investigative techniques to solve problems
- Manage own learning
- Participating in teamwork

This qualification will be achieved between a combination of an assignment and evidence gathered in a portfolio.

### Essential Skills

There are two skills areas that you will develop through a variety of controlled tasks and confirmatory tests. The controlled task must be completed within 8 weeks of its start date:

- Essential Application of Number Skills Level 1
- Essential Communication Skills Level 1

### Course Delivery

An Assessor will visit the candidate at their workplace every four weeks for approximately two hours. In addition to this, they will be set approximately four hours of work to complete before the next meeting.

### Recommended Time on Framework

The recommended time to complete this Foundation Apprenticeship framework is 14 months.