

Level 2 Intermediate Apprenticeship in Healthcare Support Services (QCF)

About the course

This qualification will enable learners to develop knowledge, understanding and skills relevant to working in the health sector. Potential job roles for working in this sector could be; Administrative assistant/administrator, Caretaker/maintenance person, Cleaner, Customer service assistant/manager, Health records clerk, Hospital porter, Kitchen assistant/porter and Receptionist

Framework qualifications

The Level 2 Certificate in Healthcare Support Services is a 26-credit and 150-guided learning hour (GLH) qualification that consists of 5 mandatory and a minimum of 12 credits from the optional units. Level 1 Mathematics Functional Skills, Level 1 English Functional Skills.

Assessment

All Components of the framework will be delivered in the candidate's workplace and the competence based qualification is designed to be assessed as they undertake their normal role.

The evidence must at all times reflect the policies and procedures of the workplace as informed by current legislation, the relevant service standards and codes of practice for the sector. The majority of assessment for this competence-based qualification will take place in the workplace under real work conditions, using observations by a qualified assessor and/or testimony from an expert witness, work products etc. All the identified assessment criteria must be evidenced and a holistic approach to assessment is encouraged.

Entry Requirements

There are no formal qualification entry requirements in order to access the framework, however you will undertake a diagnostic assessment for Maths, ICT and English prior to enrolment. You will need to show that you are working at a minimum, entry level 3 in all subjects or, if you have passed Maths, ICT and English GCSE with a grade D or above or Key skills at level 2 in the last 5 years, you will be required to evidence this with certificate/s which will then result in exemption from undertaking the Maths and English functional skill qualification.

Employment Information

To enroll onto this Intermediate Apprenticeship, potential apprentices will need a contract of employment, working in a relevant Healthcare support services role for at least 30 hours a week and also be paid the National Apprenticeship minimum wage or above (£2.68 per hour).

Start Dates

Continuous throughout the year as we run a rolling programme

Duration

Approximately 12 to 18 months

Course Modules

Mandatory Units

- Unit 1 Introduction to personal development in health, social care or children's and young people's settings
- Unit 2 Introduction to communication in health, social care or children's and young people's settings
- Unit 3 Contribute to health and safety in health and social care
- Unit 4 Introduction to equality and inclusion in health, social care or children's and young people's settings
- Unit 5 the role of the health and social care worker



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Progression

Possible progression to the Advanced Apprenticeship / Level 3 Diploma in Clinical Healthcare Support Services or to other specific job roles.

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