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1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

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City & Guilds Level 3 Level 3 Diploma in Healthcare Support Services

OVERVIEW

- What does this qualification cover?

This qualification covers the knowledge and skills that learners will need in order to confirm their competence when working in healthcare support non-clinical roles, in a variety of health and social care settings.

Mandatory areas covered are:

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

All learners will completed the mandatory units and will then be able to select from a wide range of optional units. This will enable them to tailor their learning to the needs of their work role.

Optional areas covered include:

- First Aid essentials
- Supporting individuals to access and use services and facilities
- Working in partnership with families to support individuals
- Working as a Health Trainer
- Sterilisation of equipment
- Routine management of clinical equipment
- Decontamination
- Team work, including planning and monitoring of work of the team
- Customer services principles
- Manage physical resources to meet need of individuals
- Produce coded clinical data for external audit purposes



- Who is this qualification designed for?

This qualification is designed for learners who are already working in healthcare in non-clinical roles and who need to demonstrate their competence. The qualification is suitable for learners who are least 16 years of age

WHAT COULD THIS QUALIFICATION LEAD TO?

Learners who completed this qualification will be able to confirm their competence in the areas of Healthcare Support in non-clinical roles, such as:

- Assistant/Administrator
- Caretaker/Maintenance Person
- Cleaner
- Customer Service Manager
- Database Administrator
- Gardener
- Health Records Clerk
- Hospital Porter
- Kitchen Supervisor/Manager
- Library Assistant
- Personal Assistant (PA)
- Receptionist
- Records Manager
- Security Officer/Manager
- Stock Control/Replenishment Manager
- Technical Support Person
- Van Driver

They could progress onto the Level 3 Diploma in Clinical Healthcare Support Services and the Advanced Apprenticeship in Healthcare Support Services.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following employers:

Royal Devon and Exeter NHS Foundation Trust
Compton Hospice
EllenorLions Hospices
Airedale NHS Foundation Trust
The Rowans Hospice