



Step Up

Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 3 Diploma in Healthcare Support
Qualification achieved	iCQ Level 3 Diploma in Healthcare Support 603/2428/4

Qualification Structure

This qualification is assessed by building a portfolio of evidence under the guidance of a personal assessor assigned to help and support the learner.

The learner will dictate the pace of the qualification to fit around work and lifestyle commitments, however we do expect a learner to complete within 12 months of enrolment.

The learner will research and undertake assignments as a distance learning qualification.

Evidence may be submitted in a number of ways including
Telephone discussions

Written Submissions usually sent by email
Electronic completion of a E-portfolio

There will be an observation of the learner in practice arranged by the assessor at a convenient time to suit the learner and care setting.

There are no exams required to achieve the qualification

Qualification Duration

The total qualification time for this qualification is 650 hours and of this 390 are recommended as guided learning hours. This equates to approximately 6 months however the timescale is dependent on a learner being fully engaged in their studies and submitting evidence back to their assessor usually on a weekly basis.

Costs

This qualification costs £1200

50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.

Who can enrol for this course?

Must be aged 16+.

Entry requirements

There are no prerequisites for this qualification, however It is advised that learners have a minimum of Level 2 in literacy or numeracy or equivalent.

Who is this qualification suitable for?

The objective of this qualification is to support a role in the workplace, such as healthcare support workers. This qualification forms the competence requirements for those learners working in healthcare settings at level 3.

The content of the qualification covers core content that applies to the healthcare sector with a variety of optional units covering additional knowledge and skills applicable to learners in adult nursing, mental health or children and young people support.

The content is appropriate for roles such as

- Carers who have already been in their role for a while.
- The qualification can be undertaken alone but links with the knowledge and skills required for the Standard Lead Adult Care Worker.
- It is applicable to a variety of job roles including below lead adult care worker and lead personal assistant.

The qualification develops the knowledge, skills and competence of learners working in a wide range of roles in a health and social care setting.

Learners must be in paid or voluntary work to enable assessment to take place. The purpose of the qualification is to support a role in the workplace and to enable learners to progress to a higher level qualification in the same subject area.

Certification

Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.

Enrolment

Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content

To complete this qualification), learners must complete the following:

- all 15 units contained within the mandatory group
- a minimum of 20 credits from the optional group

Mandatory units are:

- D/616/3896 Responsibilities of a care worker
- D/616/3915 Cleaning, Decontamination and Waste Management
- D/616/3963 Promote communication in care settings
- D/616/3994 Promote person-centred approaches in care settings
- J/616/3911 The principles of Infection Prevention and Control
- K/616/3965 Promote effective handling of information in care settings
- M/616/3868 Safeguarding and protection in care settings
- M/616/3904 Understand mental well-being and mental health promotion
- M/616/3921 Understand mental health problems
- M/616/3983 Duty of care in care settings
- M/616/4003 Promote personal development in care settings
- T/616/3905 Causes and Spread of Infection
- T/616/4004 Study Skills for Senior Healthcare Support Workers
- Y/616/3959 Promote health, safety and wellbeing in care settings

Optional Units Are:

- A/616/3923 Monitor and maintain the environment and resources during and after health care activities
- A/616/3954 Care for the physical and nutritional needs of babies and young children
- A/616/3968 Carry out wound drainage care
- A/616/3971 Care for a newborn baby
- A/616/3985 Understand care and support planning and risk management in mental health
- A/616/3999 Support individuals with feeding babies
- A/616/4537 Contribute to the discharge of individuals to carers
- A/616/4540 Assist individuals who have mental health problems when they are transferring between agencies and services
- A/616/4554 Support individuals to develop and run support groups
- A/616/4568 Assist in planning and evaluating learning activities
- A/616/4571 Administer oral nutritional products to individuals
- A/616/4585 Reprocess endoscopy equipment
- A/616/4599 Deliver training through demonstration and instruction
- A/616/4618 Obtain a client history
- D/616/3901 Assist in the administration of medication
- D/616/3929 Support individuals to live at home
- D/616/3932 Administer medication to individuals and monitor the effects
- D/616/3964 Prepare for and carry out extended feeding techniques
- D/616/3977 Perform intravenous cannulation
- D/616/3980 Prepare and apply dressings and drains to individuals in the perioperative environment
- D/616/4000 Understand the administration of medication
- D/616/4529 Support individuals with speech and language disorders to develop their communication skills
- D/616/4532 Collate and communicate health information to individuals
- D/616/4546 Implement hydrotherapy programmes for individuals and groups
- D/616/4563 Understand the process and experience of dementia
- D/616/4577 Care for individuals with naso-gastric tubes
- D/616/4594 Support individuals during a period of change
- D/616/4613 Support individuals at the end of life
- D/616/4630 Care for the elderly
- F/616/3907 Move and position individuals in accordance with their care plan 2 26 4
- F/616/3910 Select and wear appropriate personal protective equipment for work in healthcare settings
- F/616/3924 Support individuals undergoing healthcare activities
- F/616/3955 Obtain venous blood samples
- F/616/3969 Prepare and dress for scrubbed clinical roles
- F/616/3972 Awareness of the Mental Capacity Act 2005
- F/616/3986 Effective communication and building relationships in mental health work
- F/616/4006 End of life and dementia care
- F/616/4538 Communicate with individuals about promoting their health and wellbeing
- F/616/4541 Support individuals to access and use services and facilities
- F/616/4555 Perform first line calibration on clinical equipment to ensure it is fit for use
- F/616/4572 Inform an individual of discharge arrangements
- F/616/4586 Support individuals with cognition or learning difficulties
- F/616/4619 Manage the availability of physical resources to meet service delivery needs in a health setting
- F/616/4622 Carry out arterial puncture and collect arterial blood
- H/616/3897 Personal development in care settings
- H/616/3902 Undertake personal hygiene activities with individuals
- H/616/3916 Contribute to the care of a deceased person

- H/616/3933 Provide agreed support for foot care
- H/616/3947 Insert and secure nasogastric tubes
- H/616/3964 Undertake urethral catheterisation processes
- H/616/3978 Care for individuals with urethral catheters
- H/616/3981 Support parents or carers to interact with and care for their newborn baby
- H/616/3995 Undertake tissue viability risk assessments
- H/616/4001 Communicate with children and young people in care settings
- H/616/4533 Provide information and advice to individuals on eating to maintain optimum nutritional status
- H/616/4547 Deliver exercise sessions to improve individuals' health and wellbeing
- H/616/4550 Support individuals to access education, training or employment
- H/616/4578 Understanding Suicide Interventions
- H/616/4581 Facilitate learning and development activities to meet individual needs and preferences
- H/616/4600 Support individuals during emergency situations
- H/616/4614 Develop activities and materials to enable individuals to reach specific communication goals
- H/616/4628 Understand end of life care for individuals with specific health needs
- H/616/4631 Interact with and support individuals using telecommunications
- J/616/3925 Contribute to monitoring the health of individuals affected by health conditions
- J/616/3956 Receive and handle clinical specimens within the sterile field
- J/616/3973 Understand child and young person development
- J/616/3987 Undertake stoma care
- J/616/4539 Support individuals during the last days of life
- J/616/4542 Provide support for leisure activities
- J/616/4556 Monitor and review individuals progress in relation to maintaining optimum nutritional status
- J/616/4573 Supporting individuals with loss and grief before death
- J/616/4587 Assist in testing individuals' abilities prior to planning physical activities
- J/616/4606 Carry out blood collection from fixed or central lines
- J/616/4623 Provide support for individuals with communication and interaction difficulties
- K/616/3898 Equality and inclusion in care settings
- K/616/3903 Support individuals to meet personal care needs
- K/616/3917 Undertake agreed pressure area care
- K/616/3920 Obtain and test specimens from individuals
- K/616/3948 Coordinate the progress of individuals through care pathways
- K/616/3951 Provide advice and information to enable parents to promote the health and well-being of their newborn babies
- K/616/3979 Measure and record individuals body fluid balance in a perioperative environment
- K/616/3982 Enable individuals with mental health problems to develop alternative coping strategies
- K/616/3996 Enable mental health service users and carers to manage change
- K/616/4002 Assist in the administration of oxygen
- K/616/4534 Assist in the implementation of programmes to increase mobility, movement and functional independence
- K/616/4548 Contribute to the safe use of medical devices in the perioperative environment
- K/616/4551 Support individuals to access and manage direct payments
- K/616/4579 Provide support to maintain and develop skills for everyday life
- K/616/4601 Principles of Health Promotion
- K/616/4615 Operate equipment for intraoperative cell salvage blood processing and complete intraoperative cell salvage blood process

- K/616/4629 Understand Long Term Conditions and Frailty
- L/616/3926 Undertake physiological measurements
- L/616/3943 Understand Advance Care Planning
- L/616/3957 Maintaining quality standards in the health sector
- L/616/3960 Provide support to the surgical team when preparing individuals for operative and invasive procedures
- L/616/3974 Carry out intravenous infusion
- L/616/3988 Support children and young people with mental health conditions
- L/616/3991 Remove wound drains
- L/616/4526 Support individuals who are bereaved
- L/616/4557 Give presentations to groups
- L/616/4560 Control the use of physical resources in a health setting
- L/616/4574 Support individuals to access housing and accommodation services
- L/616/4588 Assist in receiving, handling and dispatching clinical specimens
- L/616/4591 Support the spiritual wellbeing of individuals
- L/616/4607 Operate equipment for intraoperative cell salvage blood collection
- L/616/4610 Support carers to meet the care needs of individuals
- L/616/4624 Monitor individuals progress in relation to managing their body weight and nutrition
- M/616/3918 Provide support for sleep
- M/616/3935 Prepare individuals for healthcare activities
- M/616/3949 Develop positive relationships with children and young people
- M/616/3950 Perform the non-scrubbed circulating role for perioperative procedures
- M/616/3952 Facilitate and monitor housing and accommodation services to support individuals with mental health needs
- M/616/3966 Understand the legal, policy and service framework in mental health
- M/616/3997 Remove wound closure materials
- M/616/4535 Prepare anaesthetic environment and provide support for pre and post operative anaesthesia and recovery
- M/616/4552 Work in partnership with families to support individuals
- M/616/4566 Perform routine Electrocardiograph (ECG) Procedures
- M/616/4583 Enable individuals to develop strategies to manage their behaviour
- M/616/4597 Conduct routine maintenance on clinical equipment
- M/616/4602 Promotion of General Health and Well-being
- M/616/4616 Prepare equipment for intraoperative cell salvage blood collection
- R/616/3913 Support individuals who are distressed
- R/616/3927 Obtain and test capillary blood samples
- R/616/3930 Understand the context of supporting individuals with learning disabilities
- R/616/3944 Understand risk management in the paediatric mental health setting
- R/616/3958 Understand mental health and behaviour management of children and young people
- R/616/3975 Prepare equipment for intraoperative cell salvage blood processing
- R/616/3989 Support children and young people with additional needs
- R/616/3992 Enable children and young people to understand their health and well-being
- R/616/4527 Support individuals to access and use information about services and facilities
- R/616/4530 Support individuals to manage their finances
- R/616/4544 Carry out vision screening
- R/616/4558 Support individuals in undertaking their chosen activities
- R/616/4561 Assist others to plan presentations
- R/616/4575 Provide support to manage pain and discomfort
- R/616/4589 Support individuals to manage dysphagia
- R/616/4611 Anatomy and Physiology for Maternity Support Workers
- R/616/4625 Assist in implementing treatment programmes for individuals with severely reduced movement/mobility

- T/616/3919 Support individuals to carry out their own health care procedures
- T/616/3922 Assist the practitioner to carry out health care activities
- T/616/3953 Collaborate in the assessment of environmental and social support in the community
- T/616/3967 Undertake treatments and dressings of lesions and wounds
- T/616/3970 Prepare and provide surgical instrumentation and supplementary items for the surgical team
- T/616/3984 Understand mental health interventions
- T/616/3998 Assist in the delivery of perioperative care and support to individuals
- T/616/4536 Make recommendations for the use of physical resources in a health setting
- T/616/4553 Provide support for mobility
- T/616/4584 Support positive risk taking for individuals
- T/616/4598 Assist and support individuals to use alternative and augmentative communication systems (AAC)
- T/616/4603 Support Child and Young Person Development
- T/616/4617 Support parents/carers and those in a parental role to care for babies during their first year
- T/616/4620 Understand how to safeguard the wellbeing of children and young people
- Y/616/3914 Support individuals to eat and drink
- Y/616/3928 Support independence in the tasks of daily living
- Y/616/3931 Support individuals with specific communication needs
- Y/616/3945 Work with babies and young children to support their development and learning
- Y/616/3962 Support individuals to manage their own recovery from mental health problems
- Y/616/3976 Transport, transfer and position individuals and equipment within the perioperative environment
- Y/616/4531 Implement therapeutic group activities
- Y/616/4545 Assist professionals to support individuals from diverse linguistic and cultural backgrounds to access speech and language therapy services
- Y/616/4559 Conduct external ear examinations
- Y/616/4562 Service improvement in the health sector
- Y/616/4576 Develop and prepare speech and language therapy resources for alternative and augmentative communication (AAC) use
- Y/616/4593 Recognise indications of substance misuse and refer individuals to specialists
- Y/616/4609 Assist others to monitor individuals progress in managing dysphagia
- Y/616/4612 Support individuals to prepare for and settle in to new home environments
- Y/616/4626 Develop and agree individualised care plans for babies and families