

Qualification Purpose Statement

Qualification title

NCFE CACHE Level 3 Diploma in Healthcare Support Services [600/6218/6]

What does this qualification cover?

This qualification provides you with the core knowledge and skills needed to work in a range of healthcare services.

You will need to complete 5 mandatory units and approximately 7 optional units to achieve this qualification, allowing you to choose from a variety of specialist areas to tailor the qualification to your needs and interests.

From the mandatory units, you will gain knowledge, understanding and skills in the following areas:

- communication
- health and safety
- personal development
- equality and inclusion
- role of the health and social care worker.

From the optional units, you will gain knowledge, understanding and skills in the areas of your choice; these include (but are not limited to):

- working in partnership with families
- coordinating the progress of individuals through care pathways
- supporting individuals to develop and run support groups
- the role and responsibilities of a health trainer.

Completion of this qualification is achieved through a combination of classroom-based learning and experience in the workplace.

All the units within this qualification are vocationally based, directly helping you to develop the knowledge and skills required to work in a support role within healthcare workforce settings in England.

There are no formal entry requirements for this qualification but you will need to be at least 16 years of age.

This qualification will take approximately 12-18 months to complete.

What knowledge and skills will this qualification give you?

This qualification provides you with the core knowledge and skills needed to work as a supervised support worker at level 3 in a healthcare organisation, giving you knowledge and an understanding of emergency first aid, communication in the health sector and clinical data coding.

Is this qualification right for you?

This qualification is ideal if you are working, or wish to work, in a level 3 support role within a healthcare service.

You will need to be working, volunteering or on practical placement as you will need to show competence in both knowledge and skills.

If you are already working in a healthcare organisation this qualification could be undertaken to consolidate and extend your knowledge, understanding and skills. It will also confer your competence in your role as a support worker in your chosen specialist area.

If you are working as a volunteer or on practical placement, this qualification will provide you with the necessary knowledge, understanding and skills to support you in gaining employment as a support worker.

Why should you take this particular qualification?

Our suite of Healthcare Support Services qualifications is made up of the:

- Level 2 Certificate in Healthcare Support Services
- Level 3 Diploma in Healthcare Support Services

The Level 2 Certificate confers competence in the role of a supervised support worker in the healthcare organisation.

If you wish to build on the knowledge, understanding and skills gained from the Level 2 Certificate, the Level 3 Diploma supports progression within the support workforce in the healthcare organisation to more senior or specialist roles.

What could this qualification lead to?

If you are not currently employed this qualification will support you to gain employment as a support worker in a healthcare organisation. If you are already working as a support worker in a healthcare organisation, this qualification provides you with the knowledge, understanding and skills to progress to specialist roles, such as:

- Health Records Clerk
- Hospital Porter
- Records Manager
- Stores Assistant
- Technical Support Assistant.

If you are looking to continue studying after completion of this qualification, the NCFE CACHE Level 3 Diploma in Healthcare Support Services provides you with the core knowledge and skills required to progress to the:

- NCFE CACHE Level 3 Diploma in Clinical Healthcare Support
- NCFE CACHE Level 3 Diploma in Healthcare Support in the Pediatric Setting
- NCFE CACHE Level 3 Diploma in Health and Social Care

Who supports this qualification?

The CACHE Level 3 Diploma in Healthcare Support Services (QCF) is supported by the following employers:

- Eldonian Group Ltd
- Langley Corner Surgery
- North East Ambulance Service (NHS)
- Optegra Manchester Eye Hospital
- Shooting Star Chase Children's Hospice
- The Alexandra Hospital

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