

4223 Level 2 and Level 3 Certificate and Diploma in Healthcare Support



Qualification handbook for centres

www.cityandguilds.com
December 2013
Version 3.0

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4223 Level 2 and Level 3 Certificate and Diploma in Healthcare Support

Qualification handbook for centres

Qualification title	Number	QAN
Level 2 Diploma in Clinical Healthcare Support	4223-01	501/2282/4
Level 2 Certificate in Healthcare Support Services	4223-02	501/2124/8
Level 3 Diploma in Clinical Healthcare Support	4223-11	501/2236/8
Level 3 Diploma in Healthcare Support Services	4223-12	501/2235/6
Level 3 Diploma in Pathology Support	4223-13	501/2234/4
Level 3 Diploma in Allied Health Profession Support	4223-14	501/1785/3
Level 3 Diploma in Maternity and Paediatric Support	4223-15	501/2253/8
Level 3 Diploma in Perioperative Support	4223-16	501/2238/1
Level 3 Diploma in Healthcare Support Services (Decontamination)	4223-17	501/2235/6

Version and date	Change detail	Section
1.4 Oct 2012	Unit 030 Level amended to 2	Structure
	Units 201-206 added to 4223-12	Structure
	Unit 308 credit amended to 2	Structure
	Unit 309 credit amended to 3	Structure
	Unit 310 credit amended to 4	Structure
	Unit 312 credit amended to 3	Structure
	Unit 362 credit amended to 3	Structure
	Unit 399 new unit number 364	Structure
	Unit 400 new unit number 366	Structure
2.0 June 2013	Unit 268 replaced Unit 030	Qualification structure
2.1 August 2013	Clarified wording of 4223-17 rules of combination – actual RoC not changed	Structure
3.0 December 2013	Provided information on new Apprenticeship requirements coming into affect	1.2 Apprenticeships

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1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	City & Guilds qualification number	Qualification accreditation number	Registration and certification dates
Level 2 Diploma in Clinical Healthcare Support	4223-01	501/2282/4	
Level 2 Certificate in Healthcare Support Services	4223-02	501/2124/8	
Level 3 Diploma in Clinical Healthcare Support	4223-11	501/2236/8	
Level 3 Diploma in Healthcare Support Services	4223-12	501/2235/6	
Level 3 Diploma in Pathology Support	4223-13	501/2234/4	See Walled Garden/ Online Catalogue for last dates
Level 3 Diploma in Allied Health Profession Support	4223-14	501/1785/3	
Level 3 Diploma in Maternity and Paediatric Support	4223-15	501/2253/8	
Level 3 Diploma in Perioperative Support	4223-16	501/2238/1	
Level 3 Diploma in Healthcare Support Services (Decontamination)	4223-17	501/2235/6	

The NHS is recognised as the largest employer in Europe. There is a need to recruit, retain and develop the skills of this workforce. Our diplomas in Health are the benchmark qualifications, covering eight specialist pathways and forming the basis for career and workforce development in the health services.

These 2011 qualifications are based on the National Occupational Standards for Health. They contain some units in common with the Health and Social Care diplomas but offer a different structure and specialist options. This supports career development and flexible working by crediting units that have already been achieved in the Health and Social Care diplomas.

The table below outlines the individual purposes and target groups of the qualifications outlined in this handbook.

Qualification	What does this qualification cover?	Who is this qualification for?
4223-01	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of clinical healthcare support skills.	Healthcare Assistant

Qualification	What does this qualification cover?	Who is this qualification for?
4223-02	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of healthcare support service skills	Administrative Assistant/Administrator Caretaker/Maintenance Person Cleaner Customer Service Assistant/Manager Database Administrator Gardener Health Records Clerk Hospital Porter Kitchen Assistant/Porter Library Assistant Personal Assistant (PA) Receptionist Records Manager Security Officer/Manager Stock Control/Replenishment Assistant Stores Assistant Technical Support Person Van Driver
4223-11	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of clinical healthcare support skills.	Healthcare Assistant Phlebotomist
4223-12	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of healthcare support service skills.	Administrative Assistant/Administrator Caretaker/Maintenance Person Cleaner Customer Service Assistant/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 Assistant Stores Assistant Technical Support Person Van Driver

Qualification	What does this qualification cover?	Who is this qualification for?
4223-13	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of pathology support skills.	Healthcare Assistant
4223-14	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of allied health profession support skills.	Healthcare Assistant
4223-15	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of maternity and paediatric support skills.	Healthcare Assistant
4223-16	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in a range of perioperative support skills.	Healthcare Assistant
4223-17	The purpose of this qualification is to guide and assess the development of knowledge and skills relating to the health workforce. This qualification confirms competence in the decontamination field.	Decontamination workforce

1.1 Qualification structure

The tables below illustrate the unit titles, the credit value of each unit and the title of the qualifications which will be awarded to candidates successfully completing the required combinations of units and/or credits. It also shows any excluded combination of units.

Level 2 Diploma in Clinical Healthcare Support 4223-01 (501/2282/4)

To achieve the Level 2 Diploma in Clinical Healthcare Support, learners must achieve **50** credits overall. **29** credits from the **mandatory** units (shaded table) and a minimum of **21** credits from the **optional** units available.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/601/5470	4223-001	Introduction to personal development in health, social care or children's and young people's settings	2	3	
F/601/5465	4223-002	Introduction to communication in health, social care or children's and young people's settings	2	3	Equivalent unit: T/502/3651 – Communication skills for working in the health sector
H/601/5474	4223-003	Introduction to duty of care in health, social care or children's and young people's settings	2	1	
R/601/5471	4223-004	Introduction to equality and inclusion in health, social care or children's and young people's settings	2	2	Equivalent unit: T/502/3665 – Equality and diversity in the health sector
J/601/8576	4223-005	The role of the health and social care worker	2	2	
R/601/8922	4223-006	Contribute to health and safety in health and social care	2	4	
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8140	4223-009	Implement person centred approaches in health and social care	2	5	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
J/601/8142	4223-011	Handle information in health and social care settings	2	1	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
R/502/3138	4223-012	Principles of health promotion	2	2	
R/502/3141	4223-013	Promotion of general health and wellbeing	2	2	
Y/502/3674	4223-014	Maintaining quality standards in the health sector	2	1	Barred combination with K/502/3680
K/502/3680	4223-015	Service improvement in the health sector	2	2	Barred combination with Y/502/3674
J/601/2874	4223-016	Dementia awareness	2	2	
R/602/0928	4223-017	Carry out pre-donation assessment at blood/blood component donation sessions	2	4	
Y/602/0929	4223-018	Prepare donors for blood or blood component donation and monitor the donation process	2	5	
Y/602/0932	4223-019	Conclude the collection of blood or blood component donations	2	3	
A/602/0938	4223-020	Manage the refreshment area at blood donation sessions	2	3	
T/602/0940	4223-021	Contribute to the promotion and effective functioning of blood and blood component sessions and services	2	3	
F/602/0942	4223-022	Register donors at blood donation sessions	2	2	
Y/602/0946	4223-023	Record and organise information related to blood donation sessions	2	2	
H/602/0951	4223-024	Prepare blood donations, samples and documentation for transport	2	2	
A/602/0955	4223-025	Welcome donors at donation sessions and provide information	2	2	
K/602/1034	4223-026	Select and wear appropriate personal protective equipment for work in health care settings	2	2	
J/602/3096	4223-027	Prepare individuals for healthcare activities	2	3	
L/601/8725	4223-028	Support individuals undergoing healthcare activities	2	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
K/602/3883	4223-029	Monitor and maintain the environment and resources during and after clinical/ therapeutic activities	2	3	
R/501/6738	4223-031	Cleaning, Decontamination and Waste Management	2	2	
J/601/8853	4223-032	Obtain and test specimens from individuals	2	2	
D/601/8017	4223-033	Support individuals to carry out their own health care procedures	2	2	
M/601/9026	4223-034	Contribute to monitoring the health of individuals affected by health conditions	2	2	
K/601/9025	4223-035	Provide support to manage pain and discomfort	2	2	
D/601/9023	4223-036	Provide support for therapy sessions	2	2	
T/601/8721	4223-037	Undertake agreed pressure area care	2	4	
J/601/8027	4223-038	Move and position individuals in accordance with their plan of care	2	4	
A/601/9420	4223-039	Assist in the administration of medication	2	4	
K/602/3091	4223-040	Receive and store medication and products	2	2	
L/601/8143	4223-041	Support individuals who are distressed	2	3	
F/601/8060	4223-042	Support individuals to meet personal care needs	2	2	
R/601/8256	4223-043	Contribute to the care of a deceased person	2	3	
J/602/3924	4223-044	Assist the practitioner to carry out health care activities	2	2	
M/601/8054	4223-045	Support individuals to eat and drink	2	2	
A/601/7926	4223-046	Support individuals to access and use information about services and facilities	2	3	
J/601/8058	4223-047	Support individuals to manage continence	2	3	
J/601/9050	4223-048	Protecting from the risk of violence at work	2	3	
Y/601/9490	4223-049	Provide support for sleep	2	2	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
L/601/0933	4223-052	Give customers a positive impression of yourself and your organisation	2	5	
A/602/3001	4223-053	Administer appointments in a healthcare environment	2	3	
D/504/6101	4223-268	First aid essentials	2	1	
F/602/0097	4223-314	Understand mental well-being and mental health promotion	3	3	
J/602/0103	4223-315	Understand mental health problems	3	3	
T/601/8850	4223-339	Obtain and test capillary blood samples	3	4	
T/601/9495	4223-386	Support individuals at the end of life	3	7	
L/602/4489	4223-452	Transport, transfer and position individuals and equipment within the perioperative environment	3	5	

Level 2 Certificate in Healthcare Support Services 4223-02 (501/2124/8)

To achieve the Level 2 Certificate in Healthcare Support Services, learners must achieve **26** credits overall; **14** credits from the **mandatory** units (shaded table) and a minimum of **12** credits from the **optional** units available. At least 2 of these optional credits must be from the level 2/3 units.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/601/5470	4223-001	Introduction to personal development in health, social care or children's and young people's settings	2	3	
F/601/5465	4223-002	Introduction to communication in health, social care or children's and young people's settings	2	3	(Equivalent unit: T/502/3651 - Communication skills for working in the health sector)
R/601/5471	4223-004	Introduction to equality and inclusion in health, social care or children's and young people's settings	2	2	(Equivalent unit: T/502/3665 - Equality and diversity in the health sector)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
R/601/8922	4223-006	Contribute to health and safety in health and social care	2	4	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
Y/502/3674	4223-014	Maintaining quality standards in the health sector	2	1	Barred combination with K/502/3680
K/502/3680	4223-015	Service improvement in the health sector	2	2	Barred combination with Y/502/3674
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
J/601/9050	4223-048	Protecting from the risk of violence at work	2	3	
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
L/601/0933	4223-052	Give customers a positive impression of yourself and your organisation	2	5	
A/602/3001	4223-053	Administer appointments in a healthcare environment	2	3	
M/601/5039	4223-054	Maintain and deal with payments	2	4	
A/601/5030	4223-055	Maintain food safety when storing, holding and serving food	2	4	
T/600/6312	4223-056	Clean surfaces using correct methods	1	3	
T/601/2482	4223-057	Produce documents in a business environment	2	4	
H/601/2493	4223-058	Use office equipment	2	4	
R/601/2490	4223-059	Store and retrieve information	2	3	
Y/601/2457	4223-060	Meet and welcome visitors	2	3	
Y/601/2491	4223-061	Archive information	2	2	
D/502/4177	4223-062	Assist with the maintenance of grass surfaces	1	3	
J/502/1404	4223-063	Transport physical resources within the work area	2	2	
F/601/4932	4223-064	Prepare and serve hot drinks using specialist equipment	2	4	
L/601/5016	4223-065	Provide a counter and take-away service	1	3	
A/601/5027	4223-066	Clean and store crockery and cutlery	1	3	
D/602/4027	4223-067	Transporting passengers, materials and equipment within the health sector	2	3	
T/602/3000	4223-068	Assess and respond to accidents, breakdowns and incidents during the transportation of people, materials and/or equipment	2	3	
H/602/4028	4223-069	Collect blood/blood products from storage for transfusion	2	2	
F/602/3002	4223-070	Store and transport medical gas cylinders	2	3	
K/602/4029	4223-071	Moving and transporting individuals within a healthcare environment	2	2	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/602/3003	4223-072	Collect linen and make beds in a healthcare environment	2	2	
D/602/4030	4223-073	Checking, connecting and disconnecting medical gas cylinders in a healthcare setting	2	3	
L/602/3004	4223-074	Deliver a trolley service in a healthcare environment	2	3	
R/602/3005	4223-075	Provide a table/tray service in a healthcare environment	2	3	
R/602/2999	4223-076	Prepare vehicles for the transport of people, materials and/or equipment within the health sector	2	3	
K/602/4032	4223-077	Clean and store care equipment to minimise the risks of spreading infection	2	2	
A/602/4035	4223-078	Minimise the risk of infection when transporting and storing healthcare waste	2	3	
J/602/4040	4223-079	Minimise the risk of infection during the removal of used linen	2	2	
J/602/4765	4223-080	Minimise the risks of spreading infection when transporting linen	2	2	
R/602/4767	4223-081	Minimise the risks of spreading infection when storing and using clean linen	2	2	
K/600/6324	4223-082	Clean and maintain internal surfaces and areas	2	4	
K/502/4098	4223-083	Assist with maintaining structures and surfaces	1	2	
J/600/6332	4223-084	Clean food areas	2	4	
M/600/6342	4223-085	Clean glazed surfaces and facades	2	3	
L/502/2294	4223-086	Periodic cleaning of soft floors and furnishings	2	3	
D/600/8877	4223-087	Repair, alter and maintain fabrics and materials	2	2	
H/600/8847	4223-088	Classify items and make up loads for cleaning	2	3	
M/600/8849	4223-089	Carry out the washing process	2	3	
L/600/8857	4223-090	Press and finish garments following laundry	2	2	
J/602/4913	4223-091	Administer the current records system	2	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/602/4914	4223-092	Provide authorised access to records	2	3	
Y/602/4916	4223-093	Protect records	2	3	
H/602/4918	4223-094	Maintain the arrangements of records	2	3	
D/600/6773	4223-095	Sort mail	2	5	
H/600/6774	4223-096	Deliver mail	2	6	
F/600/6765	4223-097	Collect mail	2	5	
R/601/9469	4223-098	Provide professional customer service to passengers with additional needs on a bus or coach	2	4	
L/602/4881	4223-099	Move and transport individuals with special requirements who use community transport vehicles	3	4	
L/602/4878	4223-100	Drive community transport safely and efficiently	3	4	
T/502/2287	4223-101	Deep cleaning of internal equipment, surfaces and areas	2	4	
K/601/7923	4223-102	Receive goods in logistics operations	2	3	
J/601/7931	4223-103	Assemble orders for dispatch in logistics operations	2	3	
D/504/6101	4223-268	First aid essentials	2	1	
D/601/2542	4223-320	Plan and organise meetings	3	5	

Level 3 Diploma in Clinical Healthcare Support 4223-11 (501/2236/8)

To achieve the Level 3 Diploma in Clinical Healthcare Support, learners must achieve **65** credits overall; **35** credits from the **mandatory** units and a minimum of **30** credits from the **optional** units available. At least 16 of these optional credits must be from the level 3/4 units.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	
Y/601/8145	4223-305	Promote person centred approaches in health and social care	3	6	
J/601/9470	4223-306	Promote good practice in handling information in health and social care settings	3	2	
R/601/1436	4223-307	Principles for implementing duty of care in health, social care or children's and young people's settings	3	1	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
K/602/1034	4223-026	Select and wear appropriate personal protective equipment for work in health care settings	2	2	
J/602/3096	4223-027	Prepare individuals for healthcare activities	2	3	
L/601/8725	4223-028	Support individuals undergoing healthcare activities	2	3	
K/602/3883	4223-029	Monitor and maintain the environment and resources during and after clinical/ therapeutic activities	2	3	
A/601/9420	4223-039	Assist in the administration of medication	2	4	Barred combination with Y/501/0598
J/602/3924	4223-044	Assist the practitioner to carry out health care activities	2	2	
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	Barred combination with T/602/0968
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
D/504/6101	4223-268	First aid essentials	2	1	
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
L/502/1212	4223-310	Introduction to the role and responsibilities of a health trainer	3	4	
R/502/1213	4223-311	Establishing and developing relationships with communities while working as a health trainer	3	3	
F/502/1224	4223-312	Communicate with individuals about promoting their health and wellbeing while working as a health trainer	3	3	
L/502/1226	4223-313	Enable individuals to change their behaviour to improve their health and wellbeing while working as a health trainer	3	5	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
F/602/0097	4223-314	Understand mental well-being and mental health promotion	3	3	
J/602/0103	4223-315	Understand mental health problems	3	3	
J/601/3538	4223-316	Understand the process and experience of dementia	3	3	
J/601/8979	4223-317	Undertake urethral catheterisation processes	3	4	
M/602/2671	4223-318	Care for individuals with urethral catheters	3	4	
F/601/2551	4223-319	Deliver, monitor and evaluate customer service to external customers	3	3	
D/601/2542	4223-320	Plan and organise meetings	3	5	
Y/501/0598	4223-321	Administer medication to individuals, and monitor the effects	3	5	Barred combination with A/601/9420
Y/601/9022	4223-322	Undertake tissue viability risk assessments	3	3	
R/602/2677	4223-323	Undertake stoma care	3	4	
A/602/3094	4223-324	Carry out personal hygiene for individuals unable to care for themselves	2	3	
J/602/3101	4223-325	Undertake treatments and dressings of lesions and wounds	3	4	
K/602/3169	4223-326	Carry out wound drainage care	3	4	
Y/602/3538	4223-327	Remove wound closure materials	2	3	
A/602/0972	4223-328	Insert and secure naso-gastric tubes	3	4	
K/602/3995	4223-329	Care for individuals with naso-gastric tubes	2	3	
A/601/8980	4223-330	Prepare for and carry out extended feeding techniques	3	4	
R/601/8662	4223-331	Undertake physiological measurements	3	3	
H/602/4000	4223-332	Conduct external ear examinations	3	4	
F/602/4005	4223-333	Conduct hearing assessments	3	5	
M/602/1004	4223-334	Perform intravenous cannulation	3	4	
L/602/1009	4223-335	Carry out intravenous infusion	3	4	
Y/602/1028	4223-336	Carry out arterial puncture and collect arterial blood	3	4	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
R/602/0959	4223-337	Carry out blood collection from fixed or central lines	3	4	
J/602/0960	4223-338	Perform routine electrocardiograph (ECG) procedures	3	4	
T/601/8850	4223-339	Obtain and test capillary blood samples	3	4	
D/601/8860	4223-340	Obtain venous blood samples	3	3	
T/602/3093	4223-341	Remove wound drains	3	4	
F/602/3095	4223-342	Carry out vision screening	3	4	
J/602/4006	4223-343	Administer oral nutritional products to individuals	3	5	
R/601/8063	4223-344	Provide agreed support for foot care	2	3	
L/602/4007	4223-345	Support individuals to manage dysphagia	3	5	
R/602/4008	4223-346	Assist others to monitor individuals' progress in managing dysphagia	3	5	
T/602/4325	4223-347	Obtain a client history	3	3	
Y/602/0963	4223-348	Manufacture equipment or medical devices for individuals within healthcare	3	4	
J/602/3521	4223-349	Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs	3	6	
L/602/2676	4223-350	Reprocess endoscopy equipment	3	4	
R/602/3943	4223-351	Advise and inform individuals on managing their condition	3	5	
H/602/3980	4223-352	Support individuals in undertaking their chosen activities	3	4	
J/602/4071	4223-353	Inform an individual of discharge arrangements	2	2	
D/602/4092	4223-354	Contribute to the discharge of individuals to carers	2	2	
H/602/3168	4223-355	Give presentations to groups	3	4	
H/602/4188	4223-356	Assist others to plan presentations	2	2	
R/602/4011	4223-357	Support carers to meet the care needs of individuals	3	5	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
Y/601/8825	4223-358	Interact with and support individuals using telecommunications	3	5	
H/602/0965	4223-359	Monitor own work practices in health, social care or children's and young people's settings	3	3	
Y/602/2678	4223-360	Carry out transactions in a health facility	3	4	
D/602/1029	4223-362	Liaise between primary, secondary and community teams	3	3	
D/602/1032	4223-363	Collate and communicate health information to individuals	3	3	
T/602/4521	4223-364	Manage the availability of physical resources to meet service delivery needs in a health setting	3	5	
D/602/4013	4223-365	Make recommendations for the use of physical resources in a health setting	3	5	
H/602/4014	4223-366	Control the use of physical resources in a health setting	3	3	
K/602/2720	4223-367	Prepare and reproduce permanent radiographic images	3	4	
R/602/2680	4223-368	Assure the effective functioning of radiographic image processing equipment	3	4	
H/602/1033	4223-369	Perform first line calibration on clinical equipment to ensure it is fit for use	3	3	
M/602/2685	4223-370	Conduct routine maintenance on clinical equipment	3	4	
A/602/2687	4223-371	Coordinate the progress of individuals through care pathways	3	4	
K/602/2684	4223-372	Identify information requirements in a health context	3	4	
T/602/2686	4223-373	Analyse and present health related data and information	3	4	
A/602/2690	4223-374	Produce coded clinical data for external audit purposes	3	5	
J/602/2692	4223-375	Prepare, conduct and report the results of a clinical coding audit	3	5	
Y/602/4009	4223-376	Examine the feet of people with diabetes	3	4	
L/602/4010	4223-377	Provide advice on foot care for individuals with diabetes	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
T/601/8637	4223-378	Support independence in the tasks of daily living	2	5	
H/601/9024	4223-379	Provide support for mobility	2	2	
F/601/7927	4223-380	Support individuals to access and use services and facilities	3	4	
Y/601/7903	4223-381	Support individuals to live at home	3	4	
L/601/8028	4223-382	Provide support to maintain and develop skills for every day life	3	4	
A/601/9028	4223-383	Provide support to continue recommended therapies	3	3	
M/601/7907	4223-384	Support individuals during a period of change	3	4	
A/601/7909	4223-385	Support individuals who are bereaved	3	4	
T/601/9495	4223-386	Support individuals at the end of life	3	7	
H/601/8147	4223-387	Work in partnership with families to support individuals	3	4	
D/601/9491	4223-388	Implement therapeutic group activities	3	4	
H/601/9492	4223-389	Support individuals to develop and run support groups	3	3	
R/601/3526	4223-390	Develop and sustain effective working relationships with staff in other agencies	3	4	
M/601/9494	4223-391	Support the development of community partnerships	4	5	
J/601/1515	4223-392	Monitor and solve customer service problems	3	6	
M/602/4520	4223-393	Deliver training through demonstration and instruction	3	3	
D/501/3826	4223-394	Influencing others at work	3	1	
R/501/3774	4223-395	Planning and monitoring work	2	2	
J/502/1631	4223-396	Contribute to the prevention of aggressive and abusive behaviour of people	3	4	
T/602/0968	4223-398	Contribute to effective multidisciplinary team working	3	3	Barred combination with L/601/3430

Level 3 Diploma in Healthcare Support Services 4223-12 (501/2235/6)

To achieve the Level 3 Diploma in Healthcare Support Services, learners must achieve **37** credits overall; **16** credits from the **mandatory** units and a minimum of **21** credits from the **optional** units available. At least 8 of these optional credits must be from the level 3/4 units.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	Barred combination with T/602/0968
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
L/601/0933	4223-052	Give customers a positive impression of yourself and your organisation	2	5	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
Y/503/8840	4223-201	Collection of used equipment	2	2	
D/503/8841	4223-202	Sort used equipment and dispose of waste	2	2	
H/503/8842	4223-203	Prepare, load and operate decontamination equipment	3	3	
K/503/8843	4223-204	Prepare re-useable medical devices for sterilisation	3	3	
M/503/8844	4223-205	Carry out sterilisation and product release of re-useable medical devices	3	2	
T/503/8845	4223-206	Understand how to monitor the decontamination process	3	1	
D/504/6101	4223-268	First aid essentials	2	1	
Y/601/8145	4223-305	Promote person centred approaches in health and social care	3	6	
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
L/502/1212	4223-310	Introduction to the role and responsibilities of a health trainer	3	4	
R/502/1213	4223-311	Establishing and developing relationships with communities while working as a health trainer	3	3	
F/502/1224	4223-312	Communicate with individuals about promoting their health and wellbeing while working as a health trainer	3	3	
L/502/1226	4223-313	Enable individuals to change their behaviour to improve their health and wellbeing while working as a health trainer	3	5	
F/602/0097	4223-314	Understand mental well-being and mental health promotion	3	3	
J/602/0103	4223-315	Understand mental health problems	3	3	
J/601/3538	4223-316	Understand the process and experience of dementia	3	3	
D/601/2542	4223-320	Plan and organise meetings	3	5	
H/602/3168	4223-355	Give presentations to groups	3	4	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
H/602/4188	4223-356	Assist others to plan presentations	2	2	
Y/601/8825	4223-358	Interact with and support individuals using telecommunications	3	5	
H/602/0965	4223-359	Monitor own work practices in health, social care or children's and young people's settings	3	3	
Y/602/2678	4223-360	Carry out transactions in a health facility	3	4	
D/602/1029	4223-362	Liaise between primary, secondary and community teams	3	3	
D/602/1032	4223-363	Collate and communicate health information to individuals	3	3	
T/602/4521	4223-364	Manage the availability of physical resources to meet service delivery needs in a health setting	3	5	
D/602/4013	4223-365	Make recommendations for the use of physical resources in a health setting	3	5	
H/602/4014	4223-366	Control the use of physical resources in a health setting	3	3	
H/602/1033	4223-369	Perform first line calibration on clinical equipment to ensure it is fit for use	3	3	
M/602/2685	4223-370	Conduct routine maintenance on clinical equipment	3	4	
A/602/2687	4223-371	Coordinate the progress of individuals through care pathways	3	4	
K/602/2684	4223-372	Identify information requirements in a health context	3	4	
T/602/2686	4223-373	Analyse and present health related data and information	3	4	
A/602/2690	4223-374	Produce coded clinical data for external audit purposes	3	5	
J/602/2692	4223-375	Prepare, conduct and report the results of a clinical coding audit	3	5	
F/601/7927	4223-380	Support individuals to access and use services and facilities	3	4	
H/601/8147	4223-387	Work in partnership with families to support individuals	3	4	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
H/601/9492	4223-389	Support individuals to develop and run support groups	3	3	
R/601/3526	4223-390	Develop and sustain effective working relationships with staff in other agencies	3	4	
M/601/9494	4223-391	Support the development of community partnerships	4	5	
J/601/1515	4223-392	Monitor and solve customer service problems	3	6	
M/602/4520	4223-393	Deliver training through demonstration and instruction	3	3	
D/501/3826	4223-394	Influencing others at work	3	1	
J/502/1631	4223-396	Contribute to the prevention of aggressive and abusive behaviour of people	3	4	Barred combination with L/601/9213
Y/600/9669	4223-397	Plan, allocate and monitor work of a team	3	5	
T/602/0968	4223-398	Contribute to effective multidisciplinary team working	3	3	Barred combination with L/601/3430
L/601/9213	4223-401	Deal with disorderly and aggressive behaviour	2	2	Barred combination with J/502/1631

Level 3 Diploma in Pathology Support 4223-13 (501/2234/4)

To achieve the Level 3 Diploma in Pathology Support, learners must achieve **65** credits overall; **25** credits from the **mandatory** units and a minimum of **40** credits from the **optional** units available. At least 23 of these optional credits must be from the level 3/4 units.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	
J/601/9470	4223-306	Promote good practice in handling information in health and social care settings	3	2	
Optional units					
Unit accreditation number	City & Guilds unit number	Unit title	Unit Level	Credit value	Excluded/ equivalent units (if any)
K/602/1034	4223-026	Select and wear appropriate personal protective equipment for work in health care settings	2	2	
K/602/3883	4223-029	Monitor and maintain the environment and resources during and after clinical/ therapeutic activities	2	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Unit Level	Credit value	Excluded/ equivalent units (if any)
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	Barred combination with T/602/0968
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
D/504/6101	4223-268	First aid essentials	2	1	
R/601/1436	4223-307	Principles for implementing duty of care in health, social care or children's and young people's settings	3	1	
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
D/601/8860	4223-340	Obtain venous blood samples	3	3	
H/602/0965	4223-359	Monitor own work practices in health, social care or children's and young people's settings	3	3	
D/602/1032	4223-363	Collate and communicate health information to individuals	3	3	
T/602/4521	4223-364	Manage the availability of physical resources to meet service delivery needs in a health setting	3	5	
H/602/1033	4223-369	Perform first line calibration on clinical equipment to ensure it is fit for use	3	3	
M/602/2685	4223-370	Conduct routine maintenance on clinical equipment	3	4	
M/602/4520	4223-393	Deliver training through demonstration and instruction	3	3	
D/501/3826	4223-394	Influencing others at work	3	1	
R/501/3774	4223-395	Planning and monitoring work	2	2	
T/602/0968	4223-398	Contribute to effective multidisciplinary team working	3	3	Barred combination with L/601/3430
L/602/3147	4223-402	Perform biomedical specimen/sample preparation	3	3	
R/602/3148	4223-403	Store biomedical specimens and samples	2	2	
Y/602/3149	4223-404	Dispose safely of biomedical specimens and samples	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Unit Level	Credit value	Excluded/ equivalent units (if any)
R/602/3151	4223-405	Prepare culture media and solutions	3	4	
Y/602/3152	4223-406	Perform quality control of culture media and solutions	3	4	
D/602/3153	4223-407	Investigate biomedical specimens/samples at a microscopic level	3	4	
H/602/3154	4223-408	Stain biomedical specimens and samples	3	3	
M/602/3156	4223-409	Perform standard tests on biomedical specimen/samples using an automated analyser	3	3	
A/602/3158	4223-410	Perform standard tests on biomedical specimen/samples using manual methodologies or commercial kits	3	3	
Y/602/4012	4223-411	Despatch biomedical samples	3	4	
T/602/3160	4223-412	Perform point of care testing	3	3	
F/602/3145	4223-413	Provide support to those undertaking point of care testing	3	3	

Level 3 Diploma in Allied Health Profession Support 4223-14 (501/1785/3)

To achieve the Level 3 Diploma in Allied Health Profession Support, learners must achieve **65** credits overall; **35** credits from the **mandatory** units and a minimum of **30** credits from the **optional** units available. At least 16 of these optional credits must be from the level 3/4 units.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	
Y/601/8145	4223-305	Promote person centred approaches in health and social care	3	6	
J/601/9470	4223-306	Promote good practice in handling information in health and social care settings	3	2	
R/601/1436	4223-307	Principles for implementing duty of care in health, social care or children's and young people's settings	3	1	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
K/602/1034	4223-026	Select and wear appropriate personal protective equipment for work in health care settings	2	2	
J/602/3096	4223-027	Prepare individuals for healthcare activities	2	3	
L/601/8725	4223-028	Support individuals undergoing healthcare activities	2	3	
K/602/3883	4223-029	Monitor and maintain the environment and resources during and after clinical / therapeutic activities	2	3	
J/602/3924	4223-044	Assist the practitioner to carry out health care activities	2	2	
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	Barred combination with T/602/0968
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
D/504/6101	4223-268	First aid essentials	2	1	
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
L/502/1212	4223-310	Introduction to the role and responsibilities of a health trainer	3	4	
R/502/1213	4223-311	Establishing and developing relationships with communities while working as a health trainer	3	3	
F/502/1224	4223-312	Communicate with individuals about promoting their health and wellbeing while working as a health trainer	3	3	
L/502/1226	4223-313	Enable individuals to change their behaviour to improve their health and wellbeing while working as a health trainer	3	5	
F/602/0097	4223-314	Understand mental wellbeing and mental health promotion	3	3	
J/602/0103	4223-315	Understand mental health problems	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/3538	4223-316	Understand the process and experience of dementia	3	3	
D/601/2542	4223-320	Plan and organise meetings	3	5	
A/602/0972	4223-328	Insert and secure naso-gastric tubes	3	4	
K/602/3995	4223-329	Care for individuals with naso-gastric tubes	2	3	
A/601/8980	4223-330	Prepare for and carry out extended feeding techniques	3	4	
R/601/8662	4223-331	Undertake physiological measurements	3	3	
J/602/4006	4223-343	Administer oral nutritional products to individuals	3	5	
L/602/4007	4223-345	Support individuals to manage dysphagia	3	5	
R/602/4008	4223-346	Assist others to monitor individuals' progress in managing dysphagia	3	5	
T/602/4325	4223-347	Obtain a client history	3	3	
Y/602/0963	4223-348	Manufacture equipment or medical devices for individuals within healthcare	3	4	
J/602/3521	4223-349	Adapt and fit healthcare equipment, medical devices, assistive technology, or products, to meet individuals' needs	3	6	
R/602/3943	4223-351	Advise and inform individuals on managing their condition	3	5	
H/602/3980	4223-352	Support individuals in undertaking their chosen activities	3	4	
J/602/4071	4223-353	Inform an individual of discharge arrangements	2	2	
D/602/4092	4223-354	Contribute to the discharge of individuals to carers	2	2	
H/602/3168	4223-355	Give presentations to groups	3	4	
H/602/4188	4223-356	Assist others to plan presentations	2	2	
R/602/4011	4223-357	Support carers to meet the care needs of individuals	3	5	
Y/601/8825	4223-358	Interact with and support individuals using telecommunications	3	5	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
H/602/0965	4223-359	Monitor own work practice in health, social care or children's and young people's settings	3	3	
D/602/1029	4223-362	Liaise between primary, secondary and community teams	3	3	
D/602/1032	4223-363	Collate and communicate health information to individuals	3	3	
T/602/4521	4223-364	Manage the availability of physical resources to meet service delivery needs in a health setting	3	5	
D/602/4013	4223-365	Make recommendations for the use of physical resources in a health setting	3	5	
H/602/4014	4223-366	Control the use of physical resources in a health setting	3	3	
H/602/1033	4223-369	Perform first line calibration on clinical equipment to ensure it is fit for use	3	3	
M/602/2685	4223-370	Conduct routine maintenance on clinical equipment	3	4	
A/602/2687	4223-371	Coordinate the progress of individuals through care pathways	3	4	
K/602/2684	4223-372	Identify information requirements in a health context	3	4	
T/602/2686	4223-373	Analyse and present health related data and information	3	4	
T/601/8637	4223-378	Support independence in the tasks of daily living	2	5	
H/601/9024	4223-379	Provide support for mobility	2	2	
F/601/7927	4223-380	Support individuals to access and use services and facilities	3	4	
Y/601/7903	4223-381	Support individuals to live at home	3	4	
L/601/8028	4223-382	Provide support to maintain and develop skills for every day life	3	4	
A/601/9028	4223-383	Provide support to continue recommended therapies	3	3	
M/601/7907	4223-384	Support individuals during a period of change	3	4	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
H/601/8147	4223-387	Work in partnership with families to support individuals	3	4	
D/601/9491	4223-388	Implement therapeutic group activities	3	4	
H/601/9492	4223-389	Support individuals to develop and run support groups	3	3	
R/601/3526	4223-390	Develop and sustain effective working relationships with staff in other agencies	3	4	
M/602/4520	4223-393	Deliver training through demonstration and instruction	3	3	
D/501/3826	4223-394	Influencing others at work	3	1	
R/501/3774	4223-395	Planning and monitoring work	2	2	
J/502/1631	4223-396	Contribute to the prevention of aggressive and abusive behaviour of people	3	4	
T/602/0968	4223-398	Contribute to effective multidisciplinary team working	3	3	Barred combination with L/601/3430)
Y/602/3197	4223-414	Assist in implementing treatment programmes for individuals with severely reduced movement/mobility	3	5	
D/602/3198	4223-415	Assist in the implementation of programmes to increase mobility, movement and functional independence	3	4	
F/602/3517	4223-416	Implement hydrotherapy programmes for individuals and groups	3	5	
L/602/3519	4223-417	Assist in testing individuals' abilities prior to planning physical activities	3	5	
F/602/3520	4223-418	Deliver exercise sessions to improve individuals' health and wellbeing	3	5	
A/602/4519	4223-419	Collaborate in the assessment of environmental and social support in the community	3	4	
L/601/8644	4223-420	Facilitate learning and development activities to meet individual needs and preferences	3	5	
D/601/7904	4223-421	Support individuals to manage their finances	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
K/601/7906	4223-422	Support individuals to access housing and accommodation services	3	4	
A/602/4410	4223-423	Facilitate and monitor housing and accommodation services to support individuals with mental health needs	3	5	
Y/602/3121	4223-424	Monitor individuals' progress in relation to managing their body weight and nutrition	3	3	
D/602/3122	4223-425	Provide information and advice to individuals on eating to maintain optimum nutritional status	3	5	
H/602/3123	4223-426	Monitor and review individuals progress in relation to maintaining optimum nutritional status	3	3	
K/602/3124	4223-427	Develop and prepare speech and language therapy resources for alternative and augmentative communication (AAC) use	3	4	
M/602/3125	4223-428	Assist and support individuals to use alternative and augmentative communication systems (AAC)	3	5	
T/602/3126	4223-429	Develop activities and materials to enable individuals to reach specific communication goals	3	5	
A/602/3127	4223-430	Support individuals with speech and language disorders to develop their communication skills	2	4	
F/602/3128	4223-431	Assist professionals to support individuals from diverse linguistic and cultural backgrounds to access speech and language therapy services	3	5	
J/602/3129	4223-432	Assist in planning and evaluating learning activities	2	3	
Y/602/3099	4223-433	Provide support for individuals with communication and interaction difficulties	3	5	
L/602/3097	4223-434	Support individuals with cognition and learning difficulties	3	5	

Level 3 Diploma in Maternity and Paediatric Support 4223-15 (501/2253/8)

To achieve the Level 3 Diploma in Maternity and Paediatric Support, learners must achieve **65** credits overall; **35** credits from the **mandatory** units and a minimum of **30** credits from the **optional** units available. At least 13 of these optional credits must be from the level 3/4 units.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	
Y/601/8145	4223-305	Promote person centred approaches in health and social care	3	6	
J/601/9470	4223-306	Promote good practice in handling information in health and social care settings	3	2	
R/601/1436	4223-307	Principles for implementing duty of care in health, social care or children's and young people's settings	3	1	
Y/601/1695	4223-435	Understand how to safeguard the well being of children and young people	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
K/602/1034	4223-026	Select and wear appropriate personal protective equipment for work in health care settings	2	2	
J/602/3096	4223-027	Prepare individuals for healthcare activities	2	3	
L/601/8725	4223-028	Support individuals undergoing healthcare activities	2	3	
K/602/3883	4223-029	Monitor and maintain the environment and resources during and after clinical/ therapeutic activities	2	3	
A/601/9420	4223-039	Assist in the administration of medication	2	4	Barred combination with Y/501/0598
L/601/8143	4223-041	Support individuals who are distressed	2	3	
J/602/3924	4223-044	Assist the practitioner to carry out health care activities	2	2	
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	Barred combination with T/602/0968
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
D/504/6101	4223-268	First aid essentials	2	1	
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
L/502/1212	4223-310	Introduction to the role and responsibilities of a health trainer	3	4	
R/502/1213	4223-311	Establishing and developing relationships with communities while working as a health trainer	3	3	
F/502/1224	4223-312	Communicate with individuals about promoting their health and wellbeing while working as a health trainer	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/502/1226	4223-313	Enable individuals to change their behaviour to improve their health and wellbeing while working as a health trainer	3	5	
J/601/8979	4223-317	Undertake urethral catheterisation processes	3	4	
M/602/2671	4223-318	Care for individuals with urethral catheters	3	4	
D/601/2542	4223-320	Plan and organise meetings	3	5	
Y/501/0598	4223-321	Administer medication to individuals, and monitor the effects	3	5	Barred combination with A/601/9420
A/602/3094	4223-324	Carry out personal hygiene for individuals unable to care for themselves	2	3	
J/602/3101	4223-325	Undertake treatments and dressings of lesions and wounds	3	4	
R/601/8662	4223-331	Undertake physiological measurements	3	3	
T/601/8850	4223-339	Obtain and test capillary blood samples	3	4	
D/601/8860	4223-340	Obtain venous blood samples	3	3	
T/602/4325	4223-347	Obtain a client history	3	3	
J/602/4071	4223-353	Inform an individual of discharge arrangements	2	2	
D/602/4092	4223-354	Contribute to the discharge of individuals to carers	2	2	
R/602/4011	4223-357	Support carers to meet the care needs of individuals	3	5	
Y/601/8825	4223-358	Interact with and support individuals using telecommunications	3	5	
H/602/0965	4223-359	Monitor own work practices in health, social care or children's and young people's settings	3	3	
D/602/1029	4223-362	Liaise between primary, secondary and community teams	3	3	
D/602/1032	4223-363	Collate and communicate health information to individuals	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
T/602/4521	4223-364	Manage the availability of physical resources to meet service delivery needs in a health setting	3	5	
D/602/4013	4223-365	Make recommendations for the use of physical resources in a health setting	3	5	
H/602/4014	4223-366	Control the use of physical resources in a health setting	3	3	
T/602/2686	4223-373	Analyse and present health related data and information	3	4	
H/601/9024	4223-379	Provide support for mobility	2	2	
M/601/7907	4223-384	Support individuals during a period of change	3	4	
A/601/7909	4223-385	Support individuals who are bereaved	3	4	
H/601/8147	4223-387	Work in partnership with families to support individuals	3	4	
H/601/9492	4223-389	Support individuals to develop and run support groups	3	3	
R/601/3526	4223-390	Develop and sustain effective working relationships with staff in other agencies	3	4	
M/602/4520	4223-393	Deliver training through demonstration and instruction	3	3	
D/501/3826	4223-394	Influencing others at work	3	1	
R/501/3774	4223-395	Planning and monitoring work	2	2	
J/502/1631	4223-396	Contribute to the prevention of aggressive and abusive behaviour of people	3	4	
T/602/0968	4223-398	Contribute to effective multidisciplinary team working	3	3	Barred combination with L/601/3430
A/602/3516	4223-436	Develop positive relationships with children and young people	3	4	
T/602/3515	4223-437	Enable children and young people to understand their health and well-being	4	5	
L/601/1693	4223-438	Understand child and young person development	3	4	
R/601/1694	4223-439	Promote child and young person development	3	3	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
T/601/0134	4223-440	Support disabled children and young people and those with specific requirements	4	6	
H/602/4708	4223-441	Support children and young people experiencing transitions	3	3	
T/602/4017	4223-442	Support parents/carers and those in a parental role to care for babies during their first year	3	5	
Y/602/3510	4223-443	Develop and agree individualised care plans for babies and families	4	5	
A/602/4018	4223-444	Provide advice and information to enable parents to promote the health and well-being of their newborn babies	3	3	
A/601/0121	4223-445	Work with babies and young children to promote their development and learning	3	6	
D/601/0130	4223-446	Care for the physical and nutritional needs of babies and young children	3	6	
K/602/4015	4223-447	Care for a newly born baby when the mother is unable to do so	3	4	
M/602/4016	4223-448	Support parents/carers to interact with and care for their newborn baby	3	4	
T/601/3440	4223-449	Anatomy and physiology for maternity support workers	3	2	
F/600/2036	4223-450	Paediatric emergency first aid	2	1	
M/602/4825	4223-451	Support individuals during emergency situations	3	3	

Level 3 Diploma in Perioperative Support 4223-16 (501/2238/1)

To achieve the Level 3 Diploma in Perioperative Support, learners must achieve **66** credits from the **mandatory** units. **No credits** are required from the **optional** units, but these units can go towards **continuing professional development**.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	
Y/601/8145	4223-305	Promote person centred approaches in health and social care	3	6	
J/601/9470	4223-306	Promote good practice in handling information in health and social care settings	3	2	
R/601/1436	4223-307	Principles for implementing duty of care in health, social care or children's and young people's settings	3	1	
L/602/4489	4223-452	Transport, transfer and position individuals and equipment within the perioperative environment	3	5	

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
F/602/3923	4223-453	Contribute to the safe use of medical devices in the perioperative environment	2	4	
Y/602/3930	4223-454	Assist in the delivery of perioperative care and support to individuals	3	4	
M/602/3934	4223-455	Measure and record individuals' body fluid balance in a perioperative environment	3	4	
L/602/3942	4223-456	Assist in receiving, handling and dispatching clinical specimens	2	2	
F/602/3954	4223-457	Provide support to the surgical team when preparing individuals for operative and invasive procedures	3	4	
A/602/3970	4223-458	Perform the non scrubbed circulating role for perioperative procedures	2	3	
D/602/3976	4223-459	Prepare anaesthetic environment and provide support for pre and post operative anaesthesia and recovery	3	5	

The eight units listed below are recommended for continuing development of candidates who have successfully completed the **Level 3 Diploma in Perioperative Care Support**.

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Unit Level	Credit value	Excluded/ equivalent units (if any)
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
K/602/3947	4223-460	Prepare and dress for scrubbed clinical roles	2	4	
K/602/3950	4223-461	Prepare and provide surgical instrumentation and supplementary items for the surgical team	3	6	

Optional units

Unit accreditation number	City & Guilds unit number	Unit title	Unit Level	Credit value	Excluded/ equivalent units (if any)
D/602/3959	4223-462	Receive and handle clinical specimens within the sterile field	3	4	
M/602/3965	4223-463	Prepare and apply dressings and drains to individuals in the perioperative environment	2	2	
T/602/3952	4223-464	Prepare equipment for intraoperative cell salvage blood collection	2	2	
R/602/3926	4223-465	Operate equipment for intraoperative cell salvage blood collection	3	5	
L/602/3939	4223-466	Prepare equipment for intraoperative cell salvage blood processing	2	4	
T/602/3949	4223-467	Operate equipment for intraoperative cell salvage blood processing and complete intraoperative cell salvage blood process	3	5	

Level 3 Diploma in Healthcare Support Services (Decontamination) 4223-17 (501/2235/6)

To achieve the Level 3 Diploma in Healthcare Support Services (Decontamination), learners must achieve **37** credits overall, **16** credits from the **mandatory** units, **13** credits from **block B** and a minimum of **8** credits from **optional block C**.

Mandatory units					
Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/8576	4223-005	The role of the health and social care worker	2	2	
A/601/1429	4223-301	Engage in personal development in health, social care or children's and young people's settings	3	3	
J/601/1434	4223-302	Promote communication in health, social care or children's and young people's settings	3	3	Equivalent unit: L/502/3381 Communication skills for working in the health sector
Y/601/1437	4223-303	Promote equality and inclusion in health, social care or children's and young people's settings	3	2	Equivalent unit: L/502/3400 Equality and diversity in the health sector
F/601/8138	4223-304	Promote and implement health and safety in health and social care	3	6	

Block B units

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
Y/503/8840	4223-201	Collection of used equipment	2	2	
D/503/8841	4223-202	Sort used equipment and dispose of waste	2	2	
H/503/8842	4223-203	Prepare, load and operate decontamination equipment	3	3	
K/503/8843	4223-204	Prepare re-useable medical devices for sterilisation	3	3	
M/503/8844	4223-205	Carry out sterilisation and product release of re-useable medical devices	3	2	
T/503/8845	4223-206	Understand how to monitor the decontamination process	3	1	

Optional units Block C

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
L/501/6737	4223-007	The principles of infection prevention and control	2	3	
H/501/7103	4223-008	Causes and spread of infection	2	2	
A/601/8574	4223-010	Principles of safeguarding and protection in health and social care	2	3	
R/501/6738	4223-031	Cleaning, decontamination and waste management	2	2	
L/601/3430	4223-050	Contribute to the effectiveness of teams	2	3	Barred combination with T/602/0968
F/601/2467	4223-051	Manage own performance in a business environment	2	2	
L/601/0933	4223-052	Give customers a positive impression of yourself and your organisation	2	5	
D/504/6101	4223-268	First aid essentials	2	1	
Y/601/8145	4223-305	Promote person centred approaches in health and social care	3	6	
F/502/3412	4223-308	Maintaining quality standards in the health sector	3	2	Barred combination with J/502/3413
J/502/3413	4223-309	Service improvement in the health sector	3	3	Barred combination with F/502/3412
L/502/1212	4223-310	Introduction to the role and responsibilities of a health trainer	3	4	
R/502/1213	4223-311	Establishing and developing relationships with communities while working as a health trainer	3	3	
F/502/1224	4223-312	Communicate with individuals about promoting their health and wellbeing while working as a health trainer	3	3	
L/502/1226	4223-313	Enable individuals to change their behaviour to improve their health and wellbeing while working as a health trainer	3	5	
F/602/0097	4223-314	Understand mental well-being and mental health promotion	3	3	
J/602/0103	4223-315	Understand mental health problems	3	3	

Optional units Block C

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
J/601/3538	4223-316	Understand the process and experience of dementia	3	3	
D/601/2542	4223-320	Plan and organise meetings	3	5	
H/602/3168	4223-355	Give presentations to groups	3	4	
H/602/4188	4223-356	Assist others to plan presentations	2	2	
Y/601/8825	4223-358	Interact with and support individuals using telecommunications	3	5	
H/602/0965	4223-359	Monitor own work practices in health, social care or children's and young people's settings	3	3	
Y/602/2678	4223-360	Carry out transactions in a health facility	3	4	
D/602/1029	4223-362	Liaise between primary, secondary and community teams	3	3	
D/602/1032	4223-363	Collate and communicate health information to individuals	3	3	
T/602/4521	4223-364	Manage the availability of physical resources to meet service delivery needs in a health setting	3	5	
D/602/4013	4223-365	Make recommendations for the use of physical resources in a health setting	3	5	
H/602/4014	4223-366	Control the use of physical resources in a health setting	3	3	
H/602/1033	4223-369	Perform first line calibration on clinical equipment to ensure it is fit for use	3	3	
M/602/2685	4223-370	Conduct routine maintenance on clinical equipment	3	4	
A/602/2687	4223-371	Coordinate the progress of individuals through care pathways	3	4	
K/602/2684	4223-372	Identify information requirements in a health context	3	4	
T/602/2686	4223-373	Analyse and present health related data and information	3	4	
A/602/2690	4223-374	Produce coded clinical data for external audit purposes	3	5	
J/602/2692	4223-375	Prepare, conduct and report the results of a clinical coding audit	3	5	

Optional units Block C

Unit accreditation number	City & Guilds unit number	Unit title	Level	Credit value	Excluded/ equivalent units (if any)
F/601/7927	4223-380	Support individuals to access and use services and facilities	3	4	
H/601/8147	4223-387	Work in partnership with families to support individuals	3	4	
H/601/9492	4223-389	Support individuals to develop and run support groups	3	3	
R/601/3526	4223-390	Develop and sustain effective working relationships with staff in other agencies	3	4	
M/601/9494	4223-391	Support the development of community partnerships	4	5	
J/601/1515	4223-392	Monitor and solve customer service problems	3	6	
M/602/4520	4223-393	Deliver training through demonstration and instruction	3	3	
D/501/3826	4223-394	Influencing others at work	3	1	
J/502/1631	4223-396	Contribute to the prevention of aggressive and abusive behaviour of people	3	4	Barred combination with L/601/9213
Y/600/9669	4223-397	Plan, allocate and monitor work of a team	3	5	
T/602/0968	4223-398	Contribute to effective multidisciplinary team working	3	3	Barred combination with L/601/3430
L/601/9213	4223-401	Deal with disorderly and aggressive behaviour	2	2	Barred combination with J/502/1631

1.2 Apprenticeships – Additional Requirements

From **01 January 2014** Apprentices **must** select specific units from the optional units available in the diploma qualifications as outlined in the table below. This is over and above the existing mandatory units in the diplomas. Certification for completion of the Apprenticeship will only be provided if the apprentice can provide certificated evidence that they have completed the following units:

- either Dementia Awareness (Level 2) **J/601/2874** (4223-016)
or Understand the process and experience of Dementia (Level 3) **J/601/3538** (4223-316)
- Understand Mental Health Problems (Level 3) **J/602/0103** (4223-315)
- Undertake Physiological Measurements (Level 3) **R/601/8662** (4223-331)

Apprenticeship Framework (ENGLAND)	City & Guilds number	Level	Mental Health	Dementia	Physiological Measurement
Health (Clinical Healthcare Support)	9854-02	Intermediate (2)	✓	✓	✗
Health (Allied Health Profession support)	9853-03	Advanced (3)	✓	✓	✗
Health (Clinical Healthcare Support)	9854-03	Advanced (3)	✓	✓	✓
Health (Healthcare Support Services)	9857-03	Advanced (3)	✓	✓	✗
Health (Maternity and Paediatric Support)	9858-03	Advanced (3)	✗	✗	✓

Only the frameworks listed in the table are affected by this requirement. Please note this is only applicable to Apprentices who begin their programme on or after 01 January 2014.

Guided Learning Hours

As of 01 January 2014, the minimum off-the-job guided learning hours across all of the frameworks listed above will increase. The new calculations are 175 hours for 12 month frameworks and 263 hours for 18 month frameworks. This has been worked out based on a basic allowance of 5 hours per week off-the-job. Please note that how the off-the-job learning hours are delivered within the frameworks is not specified. In other words some apprentices will be allocated the off-the-job learning hours on a weekly basis and others will carry them out in blocks as individually agreed with employers and learning providers. This change also affects the following Intermediate Apprenticeships: Health (Healthcare Support Services), Health (Emergency Care Assistance) and the following Advanced Apprenticeships: Health (Pathology Support) and Health (Perioperative Support).

Further details about Apprenticeships and Apprenticeship Certification in England can be found here <http://www.skillsforhealth.org.uk/getting-the-right-qualifications/apprenticeship-frameworks/apprenticeship-frameworks-england/>. Queries regarding certification should be directed to acadmin@skillsforhealth.org.uk

1.3 Opportunities for progression

The level 2 qualifications lead directly on to the level 3 qualifications. It is anticipated that learners will progress to specialist qualifications reflecting the context in which they work.

Additionally, candidates may progress on to the Level 2 Award/Certificate in Team Leading (ILM), the Level 3 Certificate in Working in Community Mental Health Care (3561), the Level 3 & 4 Qualifications in Working with Substance Misuse (7542), or the Level 5 Diploma in Leadership in Health and Social Care Services (3978).

2 Centre requirements

This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualifications listed in the table below in the ‘Old Qualification’ column may apply for approval for the appropriate new qualifications listed in the ‘New Qualification’ column using the **fast track approval form**, available from the City & Guilds website. Centres may apply to offer the new qualifications using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre’s responsibility to check that fast track approval is still current at the time of application.

Old Qualification	New Qualification
Level 2 NVQ in Health – Clinical Support	Level 2 Diploma in Clinical Healthcare Support (4223-01):
Level 3 NVQ in Health – Allied Health Profession Support (General)	Level 3 Diploma in Allied Health Profession Support (4223-14)
Level 3 NVQ in Health – Allied Health Profession Support (Dietetics)	Level 3 Diploma in Allied Health Profession Support (4223-14)
Level 3 NVQ in Health – Allied Health Profession Support (Physiotherapy and Occupational Therapy)	Level 3 Diploma in Allied Health Profession Support (4223-14)
Level 3 NVQ in Health – Allied Health Profession Support (Radiotherapy)	Level 3 Diploma in Allied Health Profession Support (4223-14)
Level 3 NVQ in Health – Allied Health Profession Support (Clinical Imaging)	Level 3 Diploma in Allied Health Profession Support (4223-14)
Level 3 NVQ in Health – Allied Health Profession Support (Speech and Language Therapy)	Level 3 Diploma in Allied Health Profession Support (4223-14)
Level 3 NVQ in Health – Clinical Healthcare Skills	Level 3 Diploma in Clinical Healthcare Support (4223-11)
Level 3 NVQ in Health – Maternity/Paediatric Support	Level 3 Diploma in Maternity and Paediatric Support (4223-15)
Level 3 NVQ in Health – Perioperative Care (Surgical Support)	Level 3 Diploma in Perioperative Support (4223-16)
Level 3 NVQ in Health – Perioperative Care (Anaesthetic/PACU Support)	Level 3 Diploma in Perioperative Support (4223-16)
Level 3 NVQ in Health – Pathology Support	Level 3 Diploma in Pathology Support (4223-13)
Level 2 NVQ in Support Services in Health Care	Level 2 Certificate in Healthcare Support Services (4223-02)

2.1 Resource requirements

Human resources

To meet the quality assurance criteria for these qualifications, the centre must ensure that the following internal roles are undertaken:

- Quality Assurance Coordinator
- Trainer/Tutor
- Assessor (occupationally competent and occupationally knowledgeable)
- Internal Verifier

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

The Assessors of competence based units must:

- Be occupationally competent - this means that each assessor must be able to carry out the full requirements within the competency units that they are assessing. Occupational competence means that they are also occupationally knowledgeable.
- Maintain their occupational competence through clearly demonstrable continuing learning and professional development.
- Hold or be working towards one of the following qualifications:
 - A1 Assess Candidate Performance Using a Range of Methods and/or A2 Assessing Candidates' Performance through Observation
 - QCF Level 3 Award in Assessing Competence in the Work Environment (for competence / skills learning outcomes only)
 - QCF Level 3 Certificate in Assessing Vocational Achievement
 - The Practice Teacher Award
 - Mentorship and Assessment in Health and Social Care Settings
 - Another suitable qualification equivalent/alternative in the assessment of work based performance. This must be agreed in advance with the External Verifiers in D32 Assess Candidate Performance/ D33 Assess Candidate Using Differing Sources of Evidence

Assessors of competence based units may also make assessment decisions on knowledge based unit and learning outcomes.

Assessors of knowledge based units and knowledge based Learning Outcomes must:

- Be occupationally knowledgeable. This means that each assessor should possess relevant knowledge and understanding to assess units designed to test specific knowledge and understanding or units where knowledge and understanding are components of competency.
- Maintain their occupational knowledge through clearly demonstrable continuing learning and professional development.
- Hold or be working towards one of the A1 replacement qualifications such as the City & Guilds 6317:
 - QCF Level 3 Award in Assessing Vocationally Related Achievement
 - Qualified Teacher Status
 - Certificate in Education in Post Compulsory Education (PCE)
 - Certificate in Teaching in the Lifelong Learning Sector (CTLLS)
 - Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
 - Another suitable qualification in the assessment of knowledge. This must be agreed in advance with the External Verifier

Internal quality assurance is key to ensuring that the assessment of evidence for units is of consistent and appropriate quality. Those performing the internal quality assurance role must be occupationally knowledgeable and possess the skills necessary to make quality assurance decisions.

Although it is not a requirement to hold a qualification to quality assure this qualification, City & Guilds recommends that it is best practice to hold a V1 qualification or a suitable alternative.

Suitable alternatives include:

- D34 or V1
- The V1 replacements (e.g. the City & Guilds 6317 such as the:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice OR
 - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

If the Internal Verifier does not hold a qualification they must be able to demonstrate evidence of working to their own organisation's QA or IV standards which clearly link to V1 or other equivalent standards for Internal Quality Assurance.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

Candidates taking these qualifications must be operating in a health setting, in a paid or voluntary capacity.

Age restrictions

These qualifications are not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualifications. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualifications.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualifications. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

4 Assessment

4.1 Summary of assessment methods

These competence-based qualifications are designed to be assessed in the candidate's workplace as they undertake their normal work 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 these competence-based qualifications 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.

Competence based units

There will be a combination of assessment methods for this qualification which will enable candidates to demonstrate and be assessed in meeting competence requirements. Direct observation of candidate's performance by a qualified occupationally competent assessor and the assessor's judgement on testimony from an Expert Witness Testimony are the main methods of assessment and main sources of evidence. 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.

Knowledge based units

Learners may choose to undertake the knowledge based units in one of two ways,

- portfolio of evidence, using diverse range of assessment methods
- externally set and internally verified assignments

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.

This qualification is internally assessed and externally verified. Independence of assessment is achieved via robust external and internal verification processes, supported by City & Guilds reporting systems, which identifies areas of risk for each centre.

4.2 Observation requirements

The prime source of evidence for competency based learning outcomes within this qualification is assessor observation. Where assessor observation would be difficult because of intrusion into areas of privacy and/or because activities occur rarely, expert witnesses may provide testimony for the occupationally specific units.

4.3 Additional assessment methods or evidence sources

In addition to observation, assessors should identify an appropriate mix of other assessment methods from the list below, to ensure that all the assessment criteria are sufficiently evidenced to allow them to confirm the consistency of the candidate's practice for each unit.

- Expert witnesses may observe candidates practice and provide testimony for competence based units which will have parity with assessor observation for all competence based units across the qualification. If an assessor is unable to observe their candidate she/he will identify an expert witness in the workplace, who will provide testimony of the candidate's work based performance.
- Work products can be any relevant products of candidates' own work, or to which they have made a significant contribution, which demonstrate use and application within their practice.
- Professional discussion should be in the form of a planned and structured review of candidates' practice, based on evidence and with outcomes captured by means of audio/visual or written records. The recorded outcomes are particularly useful as evidence that candidates can evaluate their knowledge and practice across the qualification.
- Candidate/ reflective accounts describe candidates' actions in particular situations and/or reflect on the reasons for practising in the ways selected. Reflective accounts also provide evidence that candidates can evaluate their knowledge and practice across the activities embedded in this qualification.
- Questions asked by assessors and answered by candidates to supplement evidence generated by observations and any other evidence type used. Assessors may be able to infer some knowledge and understanding from observing candidate practice. They may ask questions to confirm understanding and/or cover any outstanding areas. Questions may be asked orally or in writing but, in both cases, a record must be kept of the questions and responses.
- Witness testimonies. These should be from people who are in a position to provide evidence of candidate competence. Where testimony is sought from individuals who are service users, care should be taken to ensure the purpose of the testimony is understood and no pressure is felt to provide it.
- Projects/Assignments Candidates may have already completed a relevant project or assignment which can be mapped to the relevant standards and therefore provide evidence. Evidence from previous training courses and/or learning programmes which they have completed and which demonstrate their professional development may also be used.
- Case studies must be based on real work practice and experiences and will need to be authenticated by an assessor if used as evidence of a competent performance. Theoretical or simulated exercises would only be admissible as evidence of knowledge and understanding.

NB Confidential records must not to be included in candidates' portfolios but must be referred to in the assessment records.

4.4 Assignments

Assignments may be found in the City & Guilds assignment guides (Assignment Guide for Centres and Centre Guide for Candidates), which are accessible as a free download from **www.cityandguilds.com**. These are suggested assessments only and centres may decide that some candidates do not have the necessary skills to carry out an assignment. In these cases, a portfolio of evidence may be submitted. Centres may also create their own assignments or other suitable assessment methods as in 4.3 above.

- Centre staff should guide candidates to ensure excessive evidence gathering is avoided.
- All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

4.5 Evidence requirements

Competence evidence requirements

Detailed additional guidance is provided on a unit basis for the use of these and all other acceptable performance assessment methods. The structure of this qualification makes it unlikely that any one assessor will have the necessary vocational competence to be able to assess every unit. Therefore the use of experts, able to contribute to candidate's assessment, will be of considerable assistance to centres in providing candidates with access to those who can testify to their competence in the workplace. It may also ensure that all subjects' privacy and confidentiality are not infringed.

Evidence of candidate performance will be derived from assessor observation and/or testimony from an expert witness of the candidate carrying out real work activities in the workplace, except for the knowledge units, where assessor observation is not required.

The qualified and occupationally competent assessor or coordinating assessor will decide on the appropriateness of all evidence including expert witness testimony and on whether or not it should be included in candidates' portfolios.

Regardless of the evidence source, assessment method and means of recording, the legal requirements and best practice in relation to maintaining the confidentiality and rights to dignity and privacy of all subjects and their families must be upheld.

Knowledge evidence requirements

If the assessor cannot positively infer the knowledge and understanding from candidates' work practice they should question the candidate or, if appropriate, use professional discussion to elicit the required knowledge. Assessors must retain records of questions and answers or the focus and outcomes of professional discussion.

Professional discussion, where used, must be conducted by candidates' qualified occupationally knowledgeable assessors and is most appropriately used in the qualification to elicit underpinning knowledge to explain how to deal with contingencies and clarify or expand on evidence presented in portfolios. Professional discussion must be included in candidates' assessment plans and thereby agreed in advance with candidates. The assessor should not use professional discussion merely to ask a set of prescribed knowledge questions.

4.6 Recording forms

City & Guilds have developed recording forms for new and existing centres to use as appropriate and can be copied as many times as needed. Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Alternatively, City & Guilds endorses a number of electronic recording systems. For details, go to the e-Portfolios page on **SmartScreen.co.uk**.

4.7 Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process of using an individual's previous achievements to demonstrate competence within QCF. This is not a new process but expands on previously described terms like 'the accreditation of prior learning' (APL), 'the recognition of experiential learning' or 'the validation of informal learning' by incorporating all types of prior learning and training. The Regulatory arrangements for the Qualifications and Credit Framework define RPL as follows:

A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning. In the context of the QCF, the definition of RPL is quite specific and relates to assessment leading to the award of credit. Assessment for RPL is conducted against the learning outcomes and assessment criteria of a unit and is subject to exactly the same quality assurance requirements as any other kind of assessment within the QCF.

'RPL is the process of documenting, assessing, validating and certificating learning gained outside the formal education and training system'.

The RPL process is relevant where an individual has previously learnt something but has never received formal recognition for this learning through a qualification or other form of certification. Within the QCF an individual is able to 'claim' that he or she knows or can do something already and does not need to attend a course to learn it again. If he or she can prove this claim (through assessment of relevant evidence), then credit can be awarded for that achievement in the same way as any other credits. RPL refers to an opportunity for candidates to present competence or knowledge evidence which comes from a period prior to their registration for a particular qualification. The evidence presented e.g. certificates, witness testimonies etc, will need to provide sufficient detail to allow the assessor to apply an RPL assessment process.

5 Units

Availability of units

Units are available in two separate handbooks; Level 2 Unit Handbook and Level 3 Unit Handbook.

Structure of units

The units in these qualifications can be found in separate unit handbooks and are written in a standard format and comprise the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- learning outcomes which are comprised of a number of assessment criteria

Some units also contain

- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- notes for guidance.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for GOLA assessments.

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www.cityandguilds.com

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLA/e-volve, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email:
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WW-01-4223