



Global Training Centre

101, Lockhurst Lane, Coventry, CV6 5SF

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

Course Structure
<p>This course is completed partially as a distance learning qualification by:</p> <ul style="list-style-type: none">• Individual research at home under the guidance of your personal assessor• Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor <p>As this qualification requires observation of the learner in practice, learners must be in a job role appropriate to their chosen units.</p> <p>There are no exams required to achieve the qualification</p>
Course Duration
Depending on the units taken the average learning time is between 650 hours which should take approximately 9 months to complete. This course has a limit of 12 months to complete from enrolment date.
Costs
This course is Non- Funded. Depending on which units a learner chooses, it costs £900 to £1000 undertake. We are able to offer an instalment plan to those that require it but release of certification is not possible until the cost of the course is paid in full.
Who can enrol for this course?
Must be aged 18+. This qualification covers three specialisms: Adult Nursing Support, Mental Health Support and Children and Young People Support. The qualification supports delivery of the Senior Healthcare Support Worker apprenticeship standard.
Entry requirements
Learners must have a minimum of level 2 in literacy and numeracy and ICT to undertake this qualification.
Who is this course suitable for?
<p>This course is designed for</p> <ul style="list-style-type: none">• This qualification is aimed at individuals who are working in a role within healthcare settings.• It is aimed at learners in positions who typically help registered practitioners deliver healthcare services to people. Learners will carry out a range of clinical and non-clinical healthcare tasks, under the direct or indirect supervision of the registered healthcare practitioner, and will provide high quality, compassionate healthcare, following standards, policies or protocols always acting within the limits of their competence.• Learners may work in a range of services, for example hospital, community, health centre, someone's home, nursing or care home, hospice or GP surgery. They will work in partnership with families, carers and other service providers.
Certification
Upon successful completion of this course you will be issued with a hard copy of your certificate.

What will I learn by taking this course

Learner must complete all the mandatory units

There are 15 Mandatory Units

- Responsibilities of a care worker
- Cleaning, Decontamination and Waste Management
- Promote communication in care settings
- Promote person-centred approaches in care settings
- The principles of Infection Prevention and Control
- Promote effective handling of information in care settings
- Safeguarding and protection in care settings
- Understand mental well-being and mental health promotion
- Understand mental health problems
- Duty of care in care settings
- Promote personal development in care settings
- Causes and Spread of Infection
- Study Skills for Senior Healthcare Support Workers
- Promote health, safety and wellbeing in care settings
- Promote equality and inclusion in care settings

Learner must then choose optional units to complete the qualification to achieve a further 20 credits

Group B Optional Units

- Monitor and maintain the environment and resources during and after health care activities (Credit Value 3)
- Understand care and support planning and risk management in mental health (Credit Value 4)
- Assist individuals who have mental health problems when they are transferring between agencies and services (Credit Value 2)
- Support individuals to develop and run support groups (Credit Value 3)
- Assist in planning and evaluating learning activities (Credit Value 3)
- Administer oral nutritional products to individuals (Credit Value 4)
- Deliver training through demonstration and instruction (Credit Value 3)
- Obtain a client history (Credit Value 3)
- Assist in the administration of medication (Credit Value 4)
- Support individuals to live at home (Credit Value 4)
- Administer medication to individuals and monitor the effects (Credit Value 5)
- Understand the administration of medication (Credit Value 3)
- Support individuals with speech and language disorders to develop their communication skills (Credit Value 4)
- Collate and communicate health information to individuals (Credit Value 2)
- Implement hydrotherapy programmes for individuals and groups (Credit Value 5)
- Understand the process and experience of dementia (Credit Value 3)
- Support individuals during a period of change (Credit Value 4)
- Support individuals at the end of life (Credit Value 6)
- Care for the elderly (Credit Value 2)
- Move and position individuals in accordance with their care plan (Credit Value 4)
- Select and wear appropriate personal protective equipment for work in healthcare settings (Credit Value 2)
- Support individuals undergoing healthcare activities (Credit Value 3)
- Awareness of the Mental Capacity Act 2005 (Credit Value 3)
- Effective communication and building relationships in mental health work (Credit Value 5)
- End of life and dementia care (Credit Value 2)

- Communicate with individuals about promoting their health and wellbeing (Credit Value 3)
- Support individuals to access and use services and facilities (Credit Value 4)
- Support individuals with cognition or learning difficulties (Credit Value 5)
- Manage the availability of physical resources to meet service delivery needs in a health setting (Credit Value 5)
- Personal development in care settings (Credit Value 3)
- Undertake personal hygiene activities with individuals (Credit Value 3)
- Contribute to the care of a deceased person (Credit Value 3)
- Provide agreed support for foot care (Credit Value 3)
- Care for individuals with urethral catheters (Credit Value 4)
- Communicate with children and young people in care settings 3 (null) 4
- Provide information and advice to individuals on eating to maintain optimum nutritional status (Credit Value 5)
- Deliver exercise sessions to improve individuals' health and wellbeing (Credit Value 5)
- Support individuals to access education, training or employment (Credit Value 4)
- Understanding Suicide Interventions (Credit Value 6)
- Facilitate learning and development activities to meet individual needs and preferences (Credit Value 5)
- Support individuals during emergency situations (Credit Value 3)
- Develop activities and materials to enable individuals to reach specific communication goals (Credit Value 5)
- Understand end of life care for individuals with specific health needs (Credit Value 4)
- Interact with and support individuals using telecommunications (Credit Value 5)
- Contribute to monitoring the health of individuals affected by health conditions (Credit Value 2)
- Understand child and young person development (Credit Value 4)
- Undertake stoma care (Credit Value 4)
- Support individuals during the last days of life (Credit Value 5)
- Provide support for leisure activities (Credit Value 3)
- Monitor and review individuals progress in relation to maintaining optimum nutritional status (Credit Value 3)
- Supporting individuals with loss and grief before death (Credit Value 2)
- Assist in testing individuals' abilities prior to planning physical activities (Credit Value 5)
- Provide support for individuals with communication and interaction difficulties (Credit Value 5)
- Equality and inclusion in care settings (Credit Value 2)
- Support individuals to meet personal care needs (Credit Value 2)
- Undertake agreed pressure area care (Credit Value 4)
- Obtain and test specimens from individuals (Credit Value 2)
- Coordinate the progress of individuals through care pathways (Credit Value 4)
- Enable individuals with mental health problems to develop alternative coping strategies (Credit Value 4)
- Enable mental health service users and carers to manage change (Credit Value 3)
- Assist in the implementation of programmes to increase mobility, movement and functional independence (Credit Value 4)
- Support individuals to access and manage direct payments (Credit Value 4)
- Provide support to maintain and develop skills for everyday life (Credit Value 4)
- Principles of Health Promotion (Credit Value 2)
- Understand Long Term Conditions and Frailty (Credit Value 3)
- Undertake physiological measurements (Credit Value 3)
- Understand Advance Care Planning (Credit Value 3)
- Maintaining quality standards in the health sector (Credit Value 2)
- Support children and young people with mental health conditions (Credit Value 5)
- Support individuals who are bereaved (Credit Value 4)
- Give presentations to groups (Credit Value 3)

- Control the use of physical resources in a health setting (Credit Value 3)
- Support individuals to access housing and accommodation services (Credit Value 4)
- Support the spiritual wellbeing of individuals (Credit Value 3)
- Support carers to meet the care needs of individuals (Credit Value 4)
- Monitor individuals progress in relation to managing their body weight and nutrition (Credit Value 3)
- Provide support for sleep (Credit Value 2)
- Prepare individuals for healthcare activities (Credit Value 2)
- Develop positive relationships with children and young people (Credit Value 4)
- Facilitate and monitor housing and accommodation services to support individuals with mental health needs (Credit Value 5)
- Understand the legal, policy and service framework in mental health 3 16 5
- Work in partnership with families to support individuals (Credit Value 3)
- Enable individuals to develop strategies to manage their behaviour (Credit Value 8)
- Promotion of General Health and Well-being (Credit Value 2)
- Support individuals who are distressed (Credit Value 3)
- Understand the context of supporting individuals with learning disabilities (Credit Value 4)
- Understand risk management in the paediatric mental health setting (Credit Value 3)
- Understand mental health and behaviour management of children and young people (Credit Value 4)
- Support children and young people with additional needs (Credit Value 6)
- Enable children and young people to understand their health and well-being (Credit Value 5)
- Support individuals to access and use information about services and facilities (Credit Value 3)
- Support individuals to manage their finances (Credit Value 3)
- Support individuals in undertaking their chosen activities (Credit Value 4)
- Assist others to plan presentations (Credit Value 2)
- Provide support to manage pain and discomfort (Credit Value 2)
- Support individuals to manage dysphagia (Credit Value 5)
- Assist in implementing treatment programmes for individuals with severely reduced movement/mobility (Credit Value 5)
- Support individuals to carry out their own health care procedures (Credit Value 2)
- Assist the practitioner to carry out health care activities (Credit Value 2)
- Collaborate in the assessment of environmental and social support in the community (Credit Value 4)
- Understand mental health interventions (Credit Value 4)
- Make recommendations for the use of physical resources in a health setting (Credit Value 4)
- Provide support for mobility (Credit Value 2)
- Support positive risk taking for individuals (Credit Value 4)
- Assist and support individuals to use alternative and augmentative communication systems (AAC) (Credit Value 5)
- Support Child and Young Person Development (Credit Value 3)
- Understand how to safeguard the wellbeing of children and young people (Credit Value 3)
- Support individuals to eat and drink 2 15 2
- Support independence in the tasks of daily living (Credit Value 5)
- Support individuals with specific communication needs (Credit Value 5)
- Work with babies and young children to support their development and learning 3 45 6
- Support individuals to manage their own recovery from mental health problems (Credit Value 3)
- Implement therapeutic group activities 3 25 4
- Assist professionals to support individuals from diverse linguistic and cultural backgrounds to access speech and language therapy services (Credit Value 5)

- Service improvement in the health sector (Credit Value 3)
- Develop and prepare speech and language therapy resources for alternative and augmentative communication (AAC) use 3 25 4
- Recognise indications of substance misuse and refer individuals to specialists 3 24 4
- Assist others to monitor individuals progress in managing dysphagia (Credit Value 5)
- Support individuals to prepare for and settle in to new home environments (Credit Value 3)

The benefits of taking this course will provide you with the knowledge and understanding of

- Understand working relationships in care settings
- Be able to work in ways that are agreed with the employer
- Be able to work in partnership with others
- Understand how to maintain a clean environment
- Understand the principles and steps of the decontamination process
- Understand the importance of good waste management practice
- Understand why effective communication is important in the work setting
- Be able to meet the communication and language needs, wishes and preferences of individuals
- Be able to overcome barriers to communication
- Be able to apply principles and practices relating to confidentiality
- Understand how to promote the application of person-centred approaches in care settings
- Be able to work in a person-centred way
- Be able to establish consent when providing care or support
- Be able to implement and promote active participation
- Be able to support the individuals right to make choices
- Be able to promote individuals well-being
- Understand the role of risk-assessment in enabling a person-centred approach
- Understand own and others roles and responsibilities in the prevention and control of infections
- Understand legislation and policies relating to prevention and control of infections
- Understand systems and procedures relating to the prevention and control of infections
- Understand the importance of risk assessment in relation to the prevention and control of infections
- Understand the importance of using Personal Protective Equipment (PPE) in the prevention and control of infections
- Understand the importance of good personal hygiene in the prevention and control of infections
- Understand requirements for handling information in care settings
- Be able to implement good practice in handling information
- Be able to support others to handle information
- Understand principles of safeguarding adults
- Know how to recognise signs of abuse
- Know how to respond to suspected or alleged abuse
- Understand the national and local context of safeguarding and protection from abuse
- Understand ways to reduce the likelihood of abuse
- Know how to recognise and report unsafe practices
- Understand principles for online safety
- Understand the different views on the nature of mental well-being and mental health and the factors that may influence both across the life span
- Know how to implement an effective strategy for promoting mental well-being and mental health with individuals and groups
- Understand the types of mental ill health

- Understand the impact of mental ill health on individuals and others in their social network
- Understand how duty of care contributes to safe practice
- Know how to address conflicts or dilemmas that may arise between an individuals rights and the duty of care
- Know how to respond to complaints
- Understand what is required for competence in own work role
- Be able to reflect on practice
- Be able to evaluate own performance
- Be able to agree a personal development plan
- Be able to use learning opportunities and reflective practice to contribute to personal development
- Understand the causes of infection
- Understand the transmission of infection
- Understand what is meant by study skills within the context of the role of Senior Healthcare Support Worker
- Understand how to use investigatory techniques
- Be able to plan an extended piece of work
- Be able to carry out research to inform an extended piece of work
- Be able to present an extended piece of work
- Be able to review an extended piece of own work
- Understand own responsibilities, and the responsibilities of others, relating to health and safety
- Be able to carry out own responsibilities for health and safety
- Understand procedures for responding to accidents and sudden illness
- Be able to reduce the spread of infection
- Be able to move and handle equipment and other objects safely
- Be able to handle hazardous substances and materials
- Be able to promote fire safety in the work setting
- Know how to manage stress
- Understand the importance of diversity, equality and inclusion
- Be able to work in an inclusive way
- Be able to promote diversity, equality and inclusion