Apprenticeship Standard ('Ready for Use' / In development / EOI) and associated quals and registration/regulation

Senior Healthcare Support Worker Level 3 (ready for use)

Includes: care certificate Level 3 Diploma (depending on Option e.g. Adult = Level 3 Diploma in Clinical Healthcare support) Current/past Apprenticeship Framework inc.
Qualifications

Level 3 Diploma in
 Health & Social Care
 (including care certificate
 Level 3 Diploma in
 Clinical Healthcare
 Support

Job Role/s

Potential Clinical Band 3 roles e.g.

- Healthcare support workers
- Support Time and Recovery Workers
- Specialist Support Workers
- Peer Support Workers

Example of potential approach for role enhancement

Appenticeship Standard ('Ready for Use' / In development / EOI)

<u>Level 2 Customer Services</u> Practitioner

Eligibility to join the Institute of Customer Service as an Individual member at Professional level.

English & Maths Level 2

Examples of suitable Job roles

Any client / customer facing job role:

- Portering
- Administration staff
- Receiption staff
- Nursing Staff

Benefits

Improved interpersonal and communitiation skills

Understanding patient/customer experience

Reinforcing values & behaviours

Ensuring understanding of organisations aims / objectives and linking to job roles

Example of potential approach for enhancing Career Development Programmes:

Current Career Development Training/Programme

Leadership and Management Course

could be structured Level
 3-5 qualification from specific awarding organisation e.g. ILM

Apprenticeship Standard

Team Leader / Supervisor Level 3

inc. Level 2 English and Maths

Able to join CIM as an Associate Member

Potential Job Roles

Any Team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome

E.g. Managers from Band 5-6