



Level 2 Clinical Healthcare Support (Wales)

This qualification is for health care assistants primarily working within clinical hospital settings in Wales, providing support to individuals accessing Welsh health services under the direction of a professionally registered practitioner, or registered nurse. It provides the core qualification that recognises roles currently undertaken by health care assistants working within these settings.

Benefits for the learner

- Achieve a nationally recognized qualification specific to working within clinical healthcare settings
- Ability to progress your career within your chosen field
- Experienced trainer coaches equipped to deliver from various roles within the healthcare sector
- Take charge of your personal and professional development
- Achieve a nationally recognised qualification
- Access to a wealth of resources through Moodle - our online learning platform
- Bespoke support

Benefits for the employer

- Gives staff the knowledge and skills to undertake their role effectively
- Quality training with an Estyn grading of excellent/good
- We provide a range of optional practical units to tailor the qualification to your business needs
- Promote a culture of organisational learning and development
- A strong focus on workplace performance



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Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication, Digital Literacy and Application of Number qualifications are an integral element of the funded apprenticeship frameworks.

These are usually delivered through workshops at one of our centres and will be planned well in advance. If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

Essential Skills	
Learners will need to complete:	
Application of Number	Level 1
Communication	Level 1
Digital Literacy	Entry 3

Qualification Overview

To achieve the Level 2 Clinical Healthcare Support qualification, you must complete **60 credits in total**.

- **28 credits** from mandatory units
- **A minimum of 32 credits** from optional units

Optional units must be selected in line with duties from within your job role

Guided learning hours (GLH): 398

Total qualification time (TQT): 600 hours (Full Qualification)

Please note that:

- Monthly tutor visits are required and extra visits or support can be provided
- Tutor sessions may last up to two hours
- The qualification will take 18 months to complete

The qualification will require a mix of occupational knowledge and occupational competency criteria to be covered to the unit requirements.

Mandatory Units - 28 credits

Unit Title	Level	Credits
The role of the health and social care worker	2	2
Promote good practice in handling information	2	1
Promote and implement health and safety	2	4
Promote person centered approaches	2	5
Principles for implementing duty of care	2	1
Promote equality and inclusion	2	2
Promote communication	2	3
Engage in personal development	2	3
Minimising infection in healthcare settings within NHS Wales	3	4
Principles of safeguarding and protection in health and social care	2	3

Optional Units - 32 credits (based around candidate's job role)

Unit Title	Level	Credits
Provide support for therapy sessions	2	2
Contribute to monitoring the health of individuals affected by health	2	2
Support individuals to manage continence	2	3
Obtain and test specimens from individuals	2	2
Provide support for sleep	2	2
Support individuals at the end of life	3	7
Service improvement in the health sector	2	2
Principles of health promotion	2	2
Promotion of general health and wellbeing	2	2
Select and wear appropriate personal protective equipment for work in health care settings	2	2
Monitor and maintain the environment and resources during and after clinical/therapeutic activities	2	3
Protecting from the risk of violence at work	2	2
Administer appointments in a healthcare environment	2	3
Assist the practitioner to carry out health care activities	2	2
Healthcare support worker: recognising a seriously ill adult patient	2	3
Manual handling: inanimate loads	2	1
Communication and customer service for health care support workers	2	2
Dignity at work	2	1
Introduction to continued professional development within the NHS Wales	2	2
Introduction to waste management	2	2
Personal health and wellbeing in the workplace	2	3
Using electronic devices to record and submit information	2	2
Introduction to professional behaviour	2	2
Support individuals to meet personal care needs	2	2
Decontamination and cleaning	2	2
Prepare individuals to undergo a clinical procedure	2	3
Contribute to the care of a deceased person	2	3
Maintaining quality standards in the health sector	2	1
Dementia awareness	2	2
Support independence in daily living	2	5
Supporting the de-escalation of violence and aggression at work	2	4
Support individuals to eat and drink	2	2
Support individuals who are distressed	2	3
Provide support to manage pain and discomfort	2	2
Undertake agreed pressure area care	2	4
Undertake physiological measurements	2	2

Optional Units - 32 credits (based around candidate's job role) continued

Unit Title	Level	Credits
Healthcare support worker: Early Warning Score (EWS)	2	1
Healthcare support worker: Anatomy and physiology of the Respiratory system	2	1
Healthcare support worker: Anatomy and physiology of the heart	2	1
Healthcare support worker: Vital signs	2	2
Care of individuals with naso-gastric tubes	2	2
Care for individuals with urethral catheters	2	4
Provide support for mobility	2	2
Promote mental health and well-being	3	3
Understand mental health problems	3	3
Living with lymphoedema	2	2

Progression

On completion, you could progress to:

- Level 3 Clinical Healthcare Support (Wales)