



**FAQ LEVEL 3 CERTIFICATE IN**

# **AMBULANCE PATIENT CARE: URGENT CARE SERVICES**

## **OVERVIEW SPECIFICATION**

Qualification Numbers: **603/1301/8 and C00/1189/0**

Qualification Reference: **L3CAPCUCS**



**FutureQuals**<sup>®</sup>



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## Document Details and Version History

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| Document Details        |                                                                                                                           |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Document Name           | FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services<br>Overview Qualification Specification           |
| Purpose of Document     | To confirm requirements and provide guidance regarding the administration, delivery and assessment of this qualification. |
| Document Version Number | v1.0                                                                                                                      |
| Document Owner          | The Development Team                                                                                                      |
| Date Version Approved   | 03.07.26                                                                                                                  |

| Version History    |              |                             |                         |
|--------------------|--------------|-----------------------------|-------------------------|
| New Version Number | Date Amended | Section/Page Number Amended | Details of Amendment(s) |
|                    |              |                             |                         |

## Introduction

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### *Introduction to FutureQuals*

FutureQuals is a forward-thinking, Learner-centric and customer-focused awarding and end-point assessment organisation committed to excellence.

### **Our Values**

Visionary | Supportive | Innovative | Professional

### **Our Vision**

“We envisage a place in which every Learner achieves their full potential.”

### **Our Mission**

“To provide Learners, Centres and Organisations with respected, valued, inclusive and quality-assured qualifications and assessments.”

Recognised to offer regulated qualifications in England, Wales, Northern Ireland, and accredited qualifications in Scotland, FutureQuals provides approved Centres with specialist, progressive qualifications.

FutureQuals is recognised to deliver high-quality apprenticeship end-point assessment for employers and training providers in England.

A full list of our qualifications and end-point assessments can be found on our website: <https://www.futurequals.com>

### *Introduction to Qualification Specification*

Welcome to the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services** Overview Qualification Specification.

The aim of this overview qualification specification is to outline the qualification requirements and provide guidance to FutureQuals Centres regarding the administration, delivery and assessment of this qualification. It is recommended that you study this specification in detail, becoming fully conversant with the procedures and accompanying documents, including the full qualification specification, which contains detailed Component criteria and assessment information.

### ***Publication Information***

Every effort has been made to ensure that the information contained in this document is true and correct at the time of publication. However, FutureQuals products and services are subject to continuous development and improvement. We, therefore, reserve the right to change these products and services from time to time. FutureQuals cannot accept liability for any loss or damage incurred from the use of information in this publication.

Any changes and updates will be documented in the version history of this specification.

## Qualification Information

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|                             |                                                                         |
|-----------------------------|-------------------------------------------------------------------------|
| Qualification Title:        | FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services |
| Qualification Level:        | 3                                                                       |
| Qualification Product Code: | L3CAPCUCS                                                               |
| Qualification Number:       | 603/1301/8                                                              |
| Qualification Type:         | RQF                                                                     |
| Regulated by:               | Ofqual                                                                  |

### ***Purpose and Aims***

The purpose of the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services** is to provide Learners with the skills, knowledge and understanding to be able to provide Ambulance Patient Care for urgent patients. It covers the scope of practice that is required in the role of ambulance non-urgent care. The ambulance non-urgent care national patient care support services scope of practice that is required in the role of ambulance patient care support attendants or assistants. Learners will be responsible for the transportation and care of patients with varying needs including looking after the disabled, elderly, sick and vulnerable people to and from outpatient clinics, day care centres and routine hospital admissions and discharges.

In addition to the non-urgent role, the urgent care responsibilities include attending to patients who have been referred by the emergency operations centre, 111 service, GP urgent referrals and other allied healthcare professions within the community. Patients will be transported to various departments such as medical and surgical assessment units. Urgent Care Service staff have a greater understanding of anatomy and physiology, the ability to carry out further patient assessment and physiological measurement and the care of wounds, bleeding and thermal injuries. They have further training in supporting a lead clinician with advanced procedures.

This qualification will be a combination of full-time education with formative and summative assessment and consolidation in the real work environment.

This qualification forms part of the Ambulance Service Pre-Hospital Care Suite.

### ***Qualification Size and Registration Length***

Minimum credits required to achieve this qualification: **23**

Guided Learning (GL) for this qualification: **167 hours**

Total Qualification Time for this qualification (TQT): **230 hours**

Registration Length: **1 year**

### ***Qualification Fees***

Please visit our website for information on registration fees, applicable assessment resit fees or to view our *Fees and Pricing Policy*.

### ***Funding Information***

The **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services** may be eligible for public funding, as determined by the Department for Education (DfE).

For information regarding potential sources of funding, please contact your local funding office.

### ***Qualification Structure - Components, Rules of Combination and Requirements***

To achieve the FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services, Learners must meet the rules of combination and follow all guidance relating to barred Components and Component order.

| <b>Group M – Mandatory Components</b> |                            |                                                                       |                     |            |                        |
|---------------------------------------|----------------------------|-----------------------------------------------------------------------|---------------------|------------|------------------------|
| <b>Component Number</b>               | <b>Component Reference</b> | <b>Component Name</b>                                                 | <b>Credit Value</b> | <b>GLH</b> | <b>Component Level</b> |
| 1                                     | Y/615/5733                 | Principles of Ambulance Patient Care                                  | 2                   | 25         | 3                      |
| 2                                     | R/615/5732                 | Management of Medical Conditions During Ambulance Patient Care        | 1                   | 8          | 3                      |
| 3                                     | L/507/6436                 | Vehicle Familiarisation                                               | 2                   | 6          | 3                      |
| 4                                     | K/615/5736                 | Safe Moving and Handling During Ambulance Patient Care                | 2                   | 15         | 2                      |
| 5                                     | M/615/5737                 | Ambulance Aid Essentials for Patient Care                             | 1                   | 6          | 3                      |
| 6                                     | T/615/5738                 | Conveyance of Patients with Own Medication and Medical Devices        | 1                   | 6          | 3                      |
| 7                                     | H/615/5749                 | Using Communication and Information Systems in Ambulance Patient Care | 1                   | 4          | 2                      |

|    |            |                                                                                                                                               |   |    |   |
|----|------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---|----|---|
| 8  | K/505/9739 | Basic Life Support and External Defibrillation                                                                                                | 1 | 10 | 3 |
| 9  | J/615/5744 | Principles of Anatomy and Physiology for Ambulance Patient Care                                                                               | 2 | 16 | 3 |
| 10 | A/615/5742 | Assessment and Continued Monitoring of Patients in Ambulance Urgent Care                                                                      | 2 | 12 | 3 |
| 11 | L/505/9734 | Support the Emergency Care of Wounds, Bleeding and Burns                                                                                      | 3 | 24 | 3 |
| 12 | L/507/6369 | Support the Senior Clinician with Cannulation, Intraosseous, Infusion and Advanced Airway Management in the Emergency and Urgent Care Setting | 3 | 24 | 4 |
| 13 | D/505/9740 | Basic Airway Management in Emergency Care                                                                                                     | 1 | 10 | 3 |

| Group O1 – Optional Components |                     |                                                            |              |     |                 |
|--------------------------------|---------------------|------------------------------------------------------------|--------------|-----|-----------------|
| Component Number               | Component Reference | Component Name                                             | Credit Value | GLH | Component Level |
| 14                             | L/615/5745          | Administration of Oxygen Therapy in Ambulance Patient Care | 1            | 6   | 3               |
| 15                             | F/615/5743          | Administration of Medical Gases in Ambulance Patient Care  | 1            | 7   | 3               |

| Additional Components |                     |                                                         |              |     |                 |
|-----------------------|---------------------|---------------------------------------------------------|--------------|-----|-----------------|
| Component Number      | Component Reference | Component Name                                          | Credit Value | GLH | Component Level |
| 16                    | K/507/6430          | Conflict Resolution Training                            | 2            | 8   | 3               |
| 17                    | T/507/6432          | Conflict Resolution Training for Ambulance Services     | 1            | 6   | 3               |
| 18                    | Y/615/5747          | Major Incident Preparedness for Ambulance Care Services | 1            | 4   | 3               |

**Rules of Combination** - Learners must achieve all Components in *Group M – Mandatory Components* and a minimum of one component from *Group O1 – Optional Components*, with a total value of 23 credits. Learners may choose to do further Components from the *Additional Components* group, but these Components are not required to complete the qualification.

**Barred Components** - If Learners choose to do K/507/6430 Conflict Resolution Training they must also complete T/507/6432 Conflict Resolution Training for ambulance services and vice versa.

### ***Care Certificate (England)***

Component 1: Principles of ambulance patient care provides the Learner with the majority of knowledge and understanding to achieve the Care Certificate along with other various criteria in the remaining Components.

The Care Certificate links to National Occupational Standards and the Components in this qualification and covers what is needed to be caring - giving attendants a good basis to develop the required knowledge and skills.

For CQC regulated providers in England, such as the Ambulance Service, the Care Certificate is expected of care workers.

This qualification provides the Learner with knowledge and skills that contribute to the Care Certificate. It remains the responsibility of the employer to ensure all relevant elements of the Care Certificate are completed in line with the recommendations and guidance supplied.

The following standards apply to the Care Certificate:

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Work in a person-centred way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disabilities
- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information
- Infection prevention and control

Whilst the Care Certificate is only applicable to England, its content is still relevant and important to the devolved nations in the role of Ambulance Patient Care.

Achievement of the qualification requires that the relevant Components of the Care Certificate have been achieved in line with guidance provided.

<http://www.skillsforhealth.org.uk/standards/item/216-the-care-certificate>

The Care Certificate was developed, as part of the Cavendish Review work, jointly by Skills for Health, [Health Education England](#) and [Skills for Care](#). It:

- applies across health and social care in England
- is good practice for devolved nations
- links to National Occupational Standards and Components in qualifications
- covers what is required to be caring, giving workers a good basis from which they can further develop their knowledge and skills.

## Qualification Assessment

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The purpose of assessment is to ensure that effective learning has taken place and to provide Learners with the opportunity to present evidence demonstrating how they have met the learning outcomes and assessment criteria.

### ***Method of Assessment and Assessment Strategy***

Method of assessment:

- Portfolio of Evidence

The following assessment materials, developed by FutureQuals, **must** be used for assessment of the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services**:

- *FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Evidence Log*

This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by FutureQuals External Quality Advisors (EQAs). Assessments must be in line with the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

Detailed information relating to Component-specific assessments and assessment methods for the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services** can be found within the relevant Component specification of the full qualification specification.

Where specified, assessment methods and materials developed by FutureQuals must be used, unless prior approval has been granted for a Centre to use their own.

Centres wishing to use alternative assessment materials, whether their own or published by third parties, must first notify and submit the materials to FutureQuals, including documentation to demonstrate that they are fully mapped to the learning outcomes and assessment criteria of this qualification. The use of such materials will only be permitted once FutureQuals has carried out a robust quality assurance process and is satisfied that the materials are valid.

Assessments must also be undertaken in line with the requirements set out in the FutureQuals *Instructions for Conducting Controlled Assessments Policy*, which can be found on our website.

All evidence produced by the Learner must be their own.

### ***Assessment Principles***

FutureQuals will always publish Assessment Principles, whether they have been developed by a Sector Skills Council (SSC) or are FutureQuals' own. The latest version of the generic FutureQuals Assessment Principles is available on the FutureQuals website and should be used in conjunction with any qualification-specific Assessment Principles.

You can view the *FutureQuals Assessment Principles* here:

<https://www.futurequals.com/assets/AssessmentPrinciples.pdf>

Any qualification-specific assessment principles and requirements are either reproduced in this specification or set out in the external guidance referenced in this specification.

The **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services** must be assessed according to the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles* found in the full specification.

### ***Grading***

The overall qualification is graded as a Pass or Fail.

## Qualification Resources

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### *Learning Resources, Assessments and Sample Assessments*

In support of delivering the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services**, FutureQuals has created the following resources:

- *FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Overview Qualification Specification*
- *FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Full Qualification Specification*
- *FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Evidence Log*

The Head of Centre (and staff authorised by the HoC) at Centres approved to deliver this qualification will be provided with access to a SharePoint folder containing the full qualification specification and the evidence logs.

## **Learner Requirements and Information**

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### ***Entry Requirements***

Learners must:

- be 18 years of age (or older) on the first day of teaching

There are no formal qualification entry requirements that Learners must complete prior to completing the qualification. Learners will, however, need to have minimum core skills in literacy, numeracy and ICT to successfully complete the qualification. Initial assessment of minimum core skills may be carried out for all Learners commencing the qualification.

### ***Reasonable Adjustments and Special Considerations***

We are committed to improving access for Learners with disabilities and other difficulties, without compromising assessment.

Further details are provided in the *Reasonable Adjustments and Special Considerations Policy*, which can be found on the FutureQuals website.

### ***Identification Requirements***

It is a Centre's responsibility to confirm the identity of a Learner as part of its registration process, and for any online assessments.

The following are acceptable examples of proof of a Learner's identity:

- a valid passport (any nationality)
- a national identity card issued by an EU country
- a Gibraltar identity card
- a signed UK photocard driving licence
- a valid warrant card issued by HM Forces or the Police
- other photographic ID card, e.g., employee ID card (must be current employer), student ID card or a travel card

### ***Learner Authenticity***

It is a regulatory requirement that assessment evidence is authenticated as the work of the named Learner. Therefore, FutureQuals require that a declaration of authenticity is signed by the Learner for each assessment submitted (this includes e-portfolio systems). If an assessment is conducted online through the XAMS Platform, Learners will also be asked to declare that the assessment attempt is their own.

If a Centre uses their own pre-approved version of a FutureQuals evidence log, the same information must be captured as in the FutureQuals-issued evidence log, i.e., the assessment method, evidence reference, the Assessor's decision (including the signature and date to evidence completion of assessment) and the Learner's declaration of authenticity. The Learner must sign and date the declaration.

### ***Recognition of Prior Learning (RPL)***

RPL is a method of assessing and validating learning, achievement or credit that considers whether a Learner can demonstrate they meet the assessment requirements for a Component. This may be through knowledge, understanding or skills they already possess.

Provided the assessment requirements of a given Component or qualification have been met, the use of RPL is acceptable for the achievement of a Component(s) or a whole qualification. For further information, Centres should refer to the *FutureQuals Recognition of Prior Learning Policy* which can be found on the FutureQuals website.

### ***Certificate Verification***

All of our paper certificates and e-certificates now contain a unique QR code, either printed or embedded.

The authenticity of a certificate can be securely verified using the FutureQuals Secure Online Verification Service, which can be accessed via our website or by following this direct link:

<https://qmis.futurequals.com/Certification/CertificateValidator/FindCertificateToValidate>

### ***Requalification***

Once awarded, the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services** certificate does not have a specific period of validity. However, as an evolving subject area, periodically retaking these qualifications will help to ensure that individuals are working with the most up-to-date information.

### ***Progression Opportunities***

Progression to higher level ambulance service qualifications such as urgent and emergency care and the associate ambulance practitioner role is supported. The full use of RPL is encouraged using skills, knowledge and subsequent experience of the role mapped directly to scope of practice.

## Centre Requirements and Information

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### ***Legal Requirements***

Approved Centres are responsible for ensuring that:

- the learning environment is safe for all Learners; risk assessments are in place and that health and safety is responsibly managed
- all aspects of GDPR are met
- Learners are able to progress in a respectful environment, free from bullying and harassment
- all safeguarding requirements are met
- all Learners are told how to find and use their Centre's safeguarding, data protection, equality and diversity and appeals policies/processes/procedures.

### ***Workforce Requirements***

In order to deliver, assess and quality assure the **FAQ Level 3 Certificate in Ambulance Patient Care: Urgent Care Services**, Centres must first have applied for, and received, approval to offer the qualification.

Centres must have in place appropriately experienced and qualified staff. This includes Tutors, Assessors, Invigilators and Internal Quality Assurers (IQAs). All workforce requirements can be found in the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles* in the full specification.

## Component Specifications – Mandatory Components

### Component 1: Principles of Ambulance Patient Care

**Component Reference Number:** Y/615/5733

Credit Value: 2

GL: 15 hours

Level: 3

#### Component Summary

This Component is aimed at those who provide ambulance patient care and covers a number of the identified set of standards that healthcare providers adhere to in their daily working life.

This gives all stakeholders the confidence that the out-of-hospital healthcare provider has the same introductory skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support.

#### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

#### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                     | Areas Covered:                                                      |
|------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 1. Understand the structure of own organisation                                          | Organisational structures                                           |
|                                                                                          | Duties and responsibilities                                         |
|                                                                                          | Stakeholders and agencies                                           |
| 2. Understand the implications of legislative frameworks in own organisation             | Rights and responsibilities                                         |
|                                                                                          | Scope of practice                                                   |
|                                                                                          | Procedures for issues, concerns and complaints                      |
|                                                                                          | Identifying where errors may have occurred                          |
| 3. Understand working relationships in the ambulance patient care setting                | Working and personal relationships                                  |
|                                                                                          | Support and advice with partnership working and conflict resolution |
| 4. Understand the individual rights underpinning delivery of ambulance patient care      | Individual rights underpinning best practice                        |
|                                                                                          | Importance of individuals' rights                                   |
| 5. Understand requirements for information governance in ambulance patient care settings | Legislation and codes of practice                                   |
|                                                                                          | Data protection and confidentiality                                 |
|                                                                                          | Importance of information governance                                |
|                                                                                          | Service user types                                                  |

|                                                                                                                                    |                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 6. Understand how to address a range of communication requirements in own role                                                     | Communication to meet individuals' needs                                                            |
| 7. Understand how to provide compassionate, safe and high-quality care and support in own role according to agreed ways of working | Duty of care; equality, diversity and inclusion; privacy and dignity; health, safety and well-being |
|                                                                                                                                    | Working in a person-centred way                                                                     |
|                                                                                                                                    | Influence of mental health conditions on care needs                                                 |
|                                                                                                                                    | Safeguarding adults and children                                                                    |
|                                                                                                                                    | Prevent concerns                                                                                    |
|                                                                                                                                    | Radicalisation, trafficking, sexual exploitation and social networking                              |
|                                                                                                                                    | Health and safety                                                                                   |
|                                                                                                                                    | Infection prevention and control                                                                    |

## Component 2: Management of Medical Conditions During Ambulance Patient Care

**Component Reference Number:** R/615/5732

Credit Value: 1

GL: 8 hours

Level: 3

### Component Summary

This Component provides Learners with the knowledge, skills and experience of transporting patients with a variety of medical conditions.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                      | Areas Covered:                               |
|-------------------------------------------------------------------------------------------|----------------------------------------------|
| 1. Understand how to provide patient-centric care                                         | Patient assessment                           |
|                                                                                           | Timely treatment                             |
|                                                                                           | Patient experience                           |
| 2. Be able to manage the transportation of a patient with a neurological condition        | Neurological conditions                      |
|                                                                                           | Common problems                              |
|                                                                                           | Issues relating to communication             |
|                                                                                           | Procedures for transportation                |
| 3. Be able to manage the transportation of patients with a cerebrovascular accident (CVA) | Cerebrovascular accident (CVA)               |
|                                                                                           | Common problems                              |
|                                                                                           | Overcoming communication issues              |
|                                                                                           | Procedures for transportation                |
| 4. Be able to manage transportation of oncology patients                                  | Chemotherapy and radiotherapy                |
|                                                                                           | Common problems                              |
|                                                                                           | Side effects                                 |
|                                                                                           | Procedures for transportation                |
| 5. Be able to manage transportation of younger patients                                   | Defining younger patients                    |
|                                                                                           | Anatomical differences from adults           |
|                                                                                           | Recognition, assessment and treatment        |
|                                                                                           | Procedures for transportation                |
| 6. Be able to manage transportation of end-of-life care patients                          | Role and responsibilities relating to DNACPR |
|                                                                                           | Procedures for transportation                |
|                                                                                           | Emotional impact                             |
|                                                                                           | End of life care planning                    |
|                                                                                           | Support available to staff                   |

|                                                                                                      |                                                         |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 7. Be able to manage transportation of patients with mental health conditions                        | Mental health disorders                                 |
|                                                                                                      | Communication issues                                    |
|                                                                                                      | Procedures for transportation                           |
| 8. Be able to manage transportation of patients with physical disabilities and respiratory disorders | Describing physical disability                          |
|                                                                                                      | Physical disabilities and procedures for transportation |
|                                                                                                      | Respiratory disorders and procedures for transportation |
| 9. Be able to manage transportation of patients with urological disorders                            | Urological disorders                                    |
|                                                                                                      | Procedures for transportation                           |
| 10. Be able to manage the transportation of elderly patients                                         | Defining older patients                                 |
|                                                                                                      | Changes with age                                        |
|                                                                                                      | Needs of the elderly                                    |
|                                                                                                      | Procedures for transportation                           |

## Component 3: Vehicle Familiarisation

**Component Reference Number:** L/507/6436

Credit Value: 2

GL: 6 hours

Level: 3

### Component Summary

This Component is aimed at those who work in the emergency and urgent care setting. It provides the Learner with the knowledge to understand the range of vehicles operated within the fleet; how to decontaminate and clean a vehicle; the safe use of access and egress equipment on the vehicle; the safe use of stretchers, chairs and associated equipment. It also provides the Learner with the necessary skills to safely secure stretchers, chairs and associated equipment.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                     | Areas Covered:                           |
|--------------------------------------------------------------------------|------------------------------------------|
| 1. Understand the range of vehicles within the fleet                     | Range of vehicles                        |
|                                                                          | Internal and external controls           |
|                                                                          | Safety features                          |
|                                                                          | Fuel type                                |
|                                                                          | Documentation                            |
| 2. Understand how to decontaminate and clean a vehicle                   | Decontamination and body fluid spillages |
|                                                                          | Decontamination and infectious diseases  |
|                                                                          | Devices and cleaning fluids              |
| 3. Understand the safe use of access and egress equipment on the vehicle | Tail lift, side steps, ramp and winch    |
| 4. Understand the safe use of stretchers                                 | Types of stretchers                      |
|                                                                          | Stretcher positions                      |
|                                                                          | Safety features                          |
|                                                                          | Safe operation                           |
| 5. Understand the safe use of chairs                                     | Types of chairs                          |
|                                                                          | Safety features                          |
|                                                                          | Safe operation                           |
| 6. Be able to safely secure stretchers, chairs and associated equipment  | Restraining points                       |
|                                                                          | Safely securing                          |

## Component 4: Safe Moving and Handling During Ambulance Patient Care

**Component Reference Number:** K/615/5736

Credit Value: 2

GL: 15 hours

Level: 2

### Component Summary

This Component is aimed at those working in a wide range of settings. It provides the Learner with the knowledge and skills required to move and position patients as part of their plan of care according to their specific needs.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                      | Areas Covered:                                  |
|-------------------------------------------------------------------------------------------|-------------------------------------------------|
| 1. Understand legislation and agreed ways of working when moving and positioning patients | Legislation and agreed ways of working          |
|                                                                                           | Health and safety factors                       |
| 2. Understand anatomy and physiology in relation to moving and positioning patients       | Health and safety factors                       |
|                                                                                           | The impact of specific conditions               |
| 3. Be able to minimise risk before moving and positioning patients                        | Risk assessment documentation                   |
|                                                                                           | Preparatory checks                              |
|                                                                                           | Immediate risks to the patient                  |
|                                                                                           | Actions to take in relation to risks            |
|                                                                                           | Patient requests a change to their plan of care |
|                                                                                           | Preparing the immediate environment             |
|                                                                                           | Infection prevention and control                |
| 4. Be able to prepare patients before moving and positioning                              | Effective communication                         |
|                                                                                           | Obtaining valid consent                         |
| 5. Be able to move and position a patient in accordance with agreed ways of working       | Following the care plan                         |
|                                                                                           | Effective communication with others involved    |
|                                                                                           | Aids and equipment                              |
|                                                                                           | Using equipment                                 |
|                                                                                           | Patient participation                           |
|                                                                                           | Monitoring the patient                          |
|                                                                                           | Reporting and recording the activity            |
|                                                                                           | When to seek advice or assistance               |

|                                                                                                          |                                        |
|----------------------------------------------------------------------------------------------------------|----------------------------------------|
| 6. Know when to seek advice from and/or involve others when moving and positioning a patient             | Sources of information                 |
|                                                                                                          | Moving bariatric patients              |
|                                                                                                          | Assessing tissue viability             |
| 7. Be able to secure a wheelchair and stretcher to the vehicle in accordance with agreed ways of working | Inspecting mobility aids and equipment |
|                                                                                                          | Securing a wheelchair                  |
|                                                                                                          | Securing a stretcher                   |
|                                                                                                          | Cleaning and preparing equipment       |
|                                                                                                          | Recording the activity                 |

## Component 5: Ambulance Aid Essentials for Patient Care

**Component Reference Number:** M/615/5737

Credit Value: 1

GL: 6 hours

Level: 3

### Component Summary

This Component is for Learners who work in an ambulance care setting to be able to manage basic life support and deal with injuries and accidents in line with their work settings.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                                                                        | Areas Covered:                               |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| 1. Understand roles and responsibilities for providing ambulance aid in accordance with agreed ways of working                              | Roles and responsibilities                   |
|                                                                                                                                             | Risk of infection                            |
|                                                                                                                                             | Establishing consent                         |
|                                                                                                                                             | First aid equipment                          |
| 2. Be able to assess a patient in accordance with agreed ways of working                                                                    | Scene survey                                 |
|                                                                                                                                             | Primary survey                               |
|                                                                                                                                             | Escalation and further clinical intervention |
| 3. Be able to manage an unresponsive patient who is breathing normally in accordance with agreed ways of working                            | Level of responsiveness                      |
|                                                                                                                                             | Airway and breathing                         |
|                                                                                                                                             | When to place into recovery position         |
|                                                                                                                                             | Placing into recovery position               |
|                                                                                                                                             | Seizures                                     |
| 4. Be able to manage an unresponsive patient who is not breathing normally in accordance with agreed ways of working                        | When to administer CPR                       |
|                                                                                                                                             | Administering CPR                            |
|                                                                                                                                             | Modifications to CPR for children            |
|                                                                                                                                             | Recognition of life extinct                  |
|                                                                                                                                             | DNACPR orders                                |
| 5. Understand how to administer aid to a patient who is suffering from an acute medical condition in accordance with agreed ways of working | How to recognise acute medical conditions    |
|                                                                                                                                             | First aid for acute medical conditions       |
| 6. Be able to provide first aid to a patient with catastrophic haemorrhage                                                                  | Recognising a catastrophic haemorrhage       |
|                                                                                                                                             | First aid for catastrophic haemorrhages      |
| 7. Be able to provide first aid to a patient suffering from shock                                                                           | Recognising types of shock                   |
|                                                                                                                                             | First aid for shock                          |

## Component 6: Conveyance of Patients with Own Medication and Medical Devices

**Component Reference Number:** T/615/5738

Credit Value: 1

GL: 6 hours

Level: 3

### Component Summary

This Component covers the knowledge, understanding and skills required for a Learner who works within an ambulance patient care setting to support a patient who may have medical devices and their own medication.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                                                                   | Areas Covered:                                                |
|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 1. Understand current legislation, national guidelines, policies and procedures relating to transportation of patients' own medication | Own role and responsibilities                                 |
|                                                                                                                                        | Importance of transporting patient's own medication           |
|                                                                                                                                        | Procedures for transportation                                 |
| 2. Understand importance of following correct procedures for patients who have Intravenous (IV) access                                 | Purpose of an IV access                                       |
|                                                                                                                                        | Patient conveyance                                            |
|                                                                                                                                        | Management of IV access site if visible haemorrhage occurs    |
| 3. Understand how to manage the conveyance of a patient with a catheter                                                                | Purpose of catheterisation                                    |
|                                                                                                                                        | Intermittent and indwelling catheters                         |
|                                                                                                                                        | Procedures for transportation                                 |
|                                                                                                                                        | Procedures in the event of bleeding or device problems        |
| 4. Understand how to manage the conveyance of a patient with a syringe driver or <b>other medical devices</b>                          | Purpose of a syringe driver or other medical devices          |
|                                                                                                                                        | Common uses                                                   |
|                                                                                                                                        | Positioning sites                                             |
|                                                                                                                                        | Procedures in the event of warning alarms or error occurrence |

## Component 7: Using Communication and Information Systems in Ambulance Patient Care

**Component Reference Number:** H/615/5749

Credit Value: 1

GL: 4 hours

Level: 2

### Component Summary

The aim of this Component is to provide the Learner with the knowledge, skills and understanding required to efficiently use communication equipment, systems and devices in an ambulance patient care setting.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                       | Areas Covered:                               |
|------------------------------------------------------------|----------------------------------------------|
| 1. Understand the use of communication systems and devices | Communication systems and devices            |
|                                                            | Benefits and issues with systems and devices |
|                                                            | Communication device security                |
|                                                            | Processes, functionality and use             |
|                                                            | Loss, theft, concerns and defects            |
| 2. Be able to operate communication systems and devices    | Safety and working order                     |
|                                                            | Navigating using screen layout               |
|                                                            | Demonstrating functionality                  |
|                                                            | Operating the system                         |
|                                                            | Statuses and warning messages received       |
|                                                            | Sending and receiving messages               |
|                                                            | Map functions and options                    |
|                                                            | Voice requests and emergency call            |

## Component 8: Basic Life Support and External Defibrillation

**Component Reference Number:** K/505/9739

Credit Value: 1

GL: 10 hours

Level: 3

### Component Summary

The purpose of the Component is for Learners to gain the knowledge, understanding and skills necessary to provide basic life support (BLS) and external defibrillation during resuscitation to current recognised guidelines and procedures.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                          | Areas Covered:                                                                |
|---------------------------------------------------------------|-------------------------------------------------------------------------------|
| 1. Understand basic life support                              | The chain of survival                                                         |
|                                                               | Circumstances for resuscitation                                               |
|                                                               | Types of cardio-pulmonary arrest                                              |
|                                                               | Basic life support algorithm                                                  |
| 2. Be able to carry out basic life support                    | The need to commence CPR                                                      |
|                                                               | Performing CPR                                                                |
|                                                               | Return of spontaneous circulation                                             |
|                                                               | Ceasing a resuscitation attempt                                               |
| 3. Be able to use a defibrillator                             | The need to use a defibrillator                                               |
|                                                               | Safety considerations                                                         |
|                                                               | Managing defibrillator malfunction                                            |
|                                                               | Using a defibrillator                                                         |
| 4. Be able to use adjuncts to support resuscitation           | The use of facial barriers, bag valve mask devices and mechanical ventilators |
|                                                               | Using bag valve mask devices                                                  |
| 5. Understand importance of post-resuscitation procedures     | Managing post-resuscitation patient                                           |
|                                                               | Clinical handover procedures                                                  |
|                                                               | Recognition of life extinct                                                   |
| 6. Understand special circumstances related to cardiac arrest | Stages of pregnancy                                                           |
|                                                               | Neck stoma patients in arrest                                                 |
|                                                               | Hypothermic patient resuscitation                                             |
|                                                               | Hypothermic patient post-resuscitation care                                   |

## Component 9: Principles of Anatomy and Physiology for Ambulance Patient Care

**Component Reference Number:** J/615/5744

Credit Value: 2

GL: 16 hours

Level: 3

### Component Summary

The purpose of the Component is for Learners to gain an understanding of human anatomy and physiology in relation to ambulance patient care.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:           | Areas Covered:                              |
|------------------------------------------------|---------------------------------------------|
| 1. Understand the structures of the human body | Head, chest, abdomen and pelvis             |
|                                                | Musculoskeletal system                      |
| 2. Understand the systems of the human body    | Systems contained in cavities               |
|                                                | Interrelationships between the body systems |
| 3. Understand the functions of the human body  | Functions of the systems of the human body  |

## Component 10: Assessment and Continued Monitoring of Patients in Ambulance Urgent Care

**Component Reference Number:** A/615/5742

Credit Value: 2

GL: 12 hours

Level: 3

### Component Summary

The purpose of the Component is for Learners to gain the knowledge, understanding and skills necessary to take and record physiological measurements and the examination of patients.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                                                                 | Areas Covered:                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 1. Understand current legislation, national guidelines and agreed ways of working for undertaking patient assessment and examination | Role and responsibilities when obtaining patient history                           |
|                                                                                                                                      | Reporting of findings                                                              |
|                                                                                                                                      | Recording patient observations                                                     |
|                                                                                                                                      | Confidentiality                                                                    |
| 2. Understand procedures of patient assessment and management                                                                        | Ensuring safety                                                                    |
|                                                                                                                                      | The CABCDE approach                                                                |
|                                                                                                                                      | Factors affecting airway patency, breathing, circulation and neurological function |
|                                                                                                                                      | Procedures of a secondary survey                                                   |
|                                                                                                                                      | Patient position                                                                   |
|                                                                                                                                      | Physiological assessment and homeostatic status                                    |
| 3. Be able to carry out a patient assessment                                                                                         | Ensuring safety                                                                    |
|                                                                                                                                      | Communication with a patient                                                       |
|                                                                                                                                      | Time critical disorders                                                            |
|                                                                                                                                      | The CABCDE approach                                                                |
|                                                                                                                                      | Taking and recording patient history                                               |
|                                                                                                                                      | Prioritising patient management                                                    |
|                                                                                                                                      | Secondary survey                                                                   |
|                                                                                                                                      | Patient position                                                                   |
|                                                                                                                                      | Informing receiving clinician                                                      |
|                                                                                                                                      | Expected physiological values                                                      |

|                                                                                                   |                                                    |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 4. Be able to recognise deviations from expected patient physiology                               | Measuring and recording physiological measurements |
|                                                                                                   | Repeated measurements                              |
|                                                                                                   | Continued monitoring and observation               |
|                                                                                                   | Managing deviation                                 |
|                                                                                                   | Recognising deterioration and responding           |
| 5. Be able to manage patient's identifiable information in accordance with agreed ways of working | Recording findings                                 |
|                                                                                                   | Consent to share information                       |
|                                                                                                   | Sharing information                                |
|                                                                                                   | Maintaining confidentiality                        |

## Component 11: Support the Emergency Care of Wounds, Bleeding and Burns

**Component Reference Number:** L/505/9734

Credit Value: 3

GL: 24 hours

Level: 3

### Component Summary

The purpose of the Component is for Learners to gain the knowledge, understanding and skills necessary to support the clinician in the management of wounds, bleeding and burns.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will: | Areas Covered:                          |
|--------------------------------------|-----------------------------------------|
| 1. Understand wound management       | The term wounds                         |
|                                      | Recognising types of wounds             |
|                                      | Complications                           |
|                                      | Treating wounds                         |
|                                      | Implications of foreign objects         |
| 2. Be able to manage wounds          | Assess                                  |
|                                      | Prepare patient                         |
|                                      | Treat                                   |
|                                      | Monitor                                 |
| 3. Understand management of bleeding | The term bleeding                       |
|                                      | Types of bleeding                       |
|                                      | Detecting concealed bleeding            |
|                                      | Signs and symptoms of internal bleeding |
|                                      | Complications                           |
|                                      | Estimating blood loss                   |
|                                      | Treating bleeding                       |
| 4. Be able to manage bleeding        | Type of bleeding                        |
|                                      | Estimating blood loss                   |
|                                      | Preparing patient                       |
|                                      | Treating bleeding                       |
|                                      | Monitoring blood loss                   |
| 5. Understand management of burns    | The term burn                           |
|                                      | Causes                                  |
|                                      | Types                                   |
|                                      | Safety considerations                   |

|                            |                                 |
|----------------------------|---------------------------------|
|                            | Estimating the size of burns    |
|                            | Time critical factors           |
|                            | Complications                   |
|                            | Treatment                       |
|                            | Transporting to definitive care |
| 6. Be able to manage burns | Cause                           |
|                            | Type                            |
|                            | Size                            |
|                            | Preparing patient               |
|                            | Treat                           |

## Component 12: Support the Senior Clinician with Cannulation, Intraosseous, Infusion and Advanced Airway Management in the Emergency and Urgent Care Setting

**Component Reference Number:** L/507/6369

Credit Value: 3

GL: 24 hours

Level: 4

### Component Summary

This Component is aimed at those who work in the emergency and urgent care setting. It provides the Learner with the knowledge and skills required to understand and support a senior clinician with cannulation, intraosseous, infusion and advanced airway management.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                                                                                               | Areas Covered:                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| 1. Understand current legislation, national guidelines and agreed ways of working in the emergency and urgent care setting                                         | Legislation, national guidelines and agreed ways of working for cannulation, intraosseous, infusion and Advanced Airway Management |
|                                                                                                                                                                    | Supporting a senior clinician                                                                                                      |
|                                                                                                                                                                    | Safety checks                                                                                                                      |
|                                                                                                                                                                    | Infection Prevention & Control                                                                                                     |
|                                                                                                                                                                    | Communicating information sensitively                                                                                              |
|                                                                                                                                                                    | Privacy and dignity                                                                                                                |
| 2. Understand the purpose and functions of intravenous cannulation, intraosseous, infusion and advanced airway management in the emergency and urgent care setting | Purpose and rationale                                                                                                              |
|                                                                                                                                                                    | Function of equipment                                                                                                              |
|                                                                                                                                                                    | Required equipment                                                                                                                 |
|                                                                                                                                                                    | Preparation and positioning                                                                                                        |
|                                                                                                                                                                    | Risks                                                                                                                              |
|                                                                                                                                                                    | Problems arising                                                                                                                   |
| 3. Be able to support a senior clinician in cannulation, intraosseous, infusion and Advanced Airway Management in the emergency and urgent care setting            | Identity and consent                                                                                                               |
|                                                                                                                                                                    | Privacy and dignity                                                                                                                |
|                                                                                                                                                                    | Assembling equipment                                                                                                               |
|                                                                                                                                                                    | Equipment safety checks                                                                                                            |
|                                                                                                                                                                    | Preparing equipment                                                                                                                |
|                                                                                                                                                                    | Supporting senior clinician in securing devices                                                                                    |

|                                                                                                                                                                              |                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
|                                                                                                                                                                              | Safe disposal                                         |
| 4. Be able to monitor and report changes to condition or behaviour in cannulation, intraosseous, infusion and advanced airway management in line with agreed ways of working | Conditions or behaviours signifying adverse reactions |
|                                                                                                                                                                              | Reporting conditions or behaviours                    |
|                                                                                                                                                                              | Monitoring changes                                    |
|                                                                                                                                                                              | Recording the procedure                               |

## Component 13: Basic Airway Management in Emergency Care

**Component Reference Number:** D/505/9740

Credit Value: 1

GL: 10 hours

Level: 3

### Component Summary

The purpose of the Component is for Learners to gain the knowledge, understanding and skills necessary to provide basic airway management as part of an individual patient's emergency care.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                            | Areas Covered:                               |
|---------------------------------------------------------------------------------|----------------------------------------------|
| 1. Understand how to assess a patient's airway                                  | Airway anatomy                               |
|                                                                                 | Stepwise airway management methodologies     |
|                                                                                 | Use of airway management methodologies       |
|                                                                                 | Dynamic airway assessment                    |
| 2. Be able to manage and maintain a patient's airway                            | Need to clear the airway                     |
|                                                                                 | Clearing the airway                          |
|                                                                                 | Airway adjuncts                              |
|                                                                                 | Need for advanced airway management          |
|                                                                                 | Patients with a laryngectomy or tracheostomy |
| 3. Understand how to manage a responsive patient who is choking                 | Partially blocked airways                    |
|                                                                                 | Completely blocked airways                   |
| 4. Understand when to clean and replace equipment used during airway management | Replacing equipment and consumables          |
|                                                                                 | Disposing of single-use equipment            |

## Group O1 – Optional Components

### Component 14: Administration of Oxygen Therapy in Ambulance Patient Care

**Component Reference Number:** L/615/5745

Credit Value: 1

GL: 6 hours

Level: 3

#### Component Summary

This Component provides the knowledge, understanding and skills required to provide medical oxygen to a patient in line with medical gas administration guidelines and service protocols.

#### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

#### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                              | Areas Covered:                         |
|-----------------------------------------------------------------------------------|----------------------------------------|
| 1. Understand the guidelines for the use of oxygen therapy                        | Benefits of oxygen therapy             |
|                                                                                   | Contraindications                      |
|                                                                                   | Dangers of using compressed gas        |
|                                                                                   | Health and safety                      |
| 2. Be able to administer oxygen therapy in accordance with agreed ways of working | Operational checks                     |
|                                                                                   | When oxygen therapy is required        |
|                                                                                   | Flow rates for oxygen delivery devices |
|                                                                                   | Administering                          |
|                                                                                   | Complete required documentation        |

## Component 15: Administration of Medical Gases in Ambulance Patient Care

**Component Reference Number:** F/615/5743

Credit Value: 1

GL: 7 hours

Level: 3

### Component Summary

This Component provides the knowledge, understanding and skills required to provide medical oxygen and Entonox to a patient in line with medical gases administration guidelines and service protocols.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                         | Areas Covered:                             |
|------------------------------------------------------------------------------|--------------------------------------------|
| 1. Understand the guidelines for the use of oxygen therapy                   | Benefits of oxygen therapy                 |
|                                                                              | Indications                                |
|                                                                              | Contraindications                          |
|                                                                              | Dangers of using compressed gas            |
|                                                                              | Health and safety                          |
| 2. Be able to administer oxygen therapy in line with agreed ways of working  | Operational checks                         |
|                                                                              | When oxygen therapy is required            |
|                                                                              | Flow rates for oxygen delivery devices     |
|                                                                              | Administering                              |
|                                                                              | Complete required documentation            |
| 3. Understand the guidelines for the use of Entonox therapy                  | Properties of Entonox                      |
|                                                                              | Complications of environmental temperature |
|                                                                              | Benefits of Entonox therapy                |
|                                                                              | Indications                                |
|                                                                              | Cautions and contraindications             |
| 4. Be able to administer Entonox therapy in line with agreed ways of working | Operational checks                         |
|                                                                              | When Entonox therapy is required           |
|                                                                              | Administering                              |
|                                                                              | Complete required documentation            |

## Additional Components

### Component 16: Conflict Resolution Training

**Component Reference Number:** K/507/6430

Credit Value: 2

GL: 8 hours

Level: 3

#### Component Summary

This Component is aimed at those who work in the emergency and urgent care setting and/or the wider health and social care setting. It provides the Learner with the knowledge to understand the roles of all those involved in security management within the NHS; what constitutes conflict; the role of communication and the procedural, environmental and legal context of violence; organisations and own requirements following conflict in the workplace.

#### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

#### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                                                  | Areas Covered:                              |
|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 1. Understand the role of key organisations in relation to trafficking, radicalisation and terrorism, crime and fraud | Regulations and legislation                 |
|                                                                                                                       | Key organisations                           |
|                                                                                                                       | Roles of key people                         |
| 2. Understand what constitutes conflict                                                                               | Common causes of conflict                   |
|                                                                                                                       | Stages of conflict                          |
|                                                                                                                       | Experience of conflict situations           |
| 3. Understand strategies to manage and reduce conflict                                                                | How to develop strategies                   |
|                                                                                                                       | Managing conflict situations                |
|                                                                                                                       | Methods and appropriate action              |
| 4. Understand the role of communication in conflict situations                                                        | Forms of communication                      |
|                                                                                                                       | Verbal and non-verbal                       |
|                                                                                                                       | Impact of cultural differences              |
|                                                                                                                       | Causes of communication breakdown           |
|                                                                                                                       | Conditions for communication                |
|                                                                                                                       | Creating the right conditions               |
|                                                                                                                       | Behavioural patterns during conflict        |
|                                                                                                                       | Communication models                        |
|                                                                                                                       | Warning and danger signals                  |
|                                                                                                                       | Signs of the possibility of physical attack |

|                                                                                            |                                              |
|--------------------------------------------------------------------------------------------|----------------------------------------------|
| 5. Understand the procedural, environmental and legal context of violence in the workplace | Procedural and environmental factors         |
|                                                                                            | Keeping a safe distance                      |
|                                                                                            | Reasonable force                             |
| 6. Understand own responsibilities following a conflict situation                          | Support available to those affected          |
|                                                                                            | Incident reporting                           |
| 7. Understand the support available following a conflict situation                         | Providing support to those directly affected |
|                                                                                            | Organisational benefits of providing support |
| 8. Understand the requirements of organisations following conflict                         | Process after a conflict situation           |

## Component 17: Conflict Resolution Training for Ambulance Services

**Component Reference Number:** T/507/6432

Credit Value: 1

GL: 6 hours

Level: 3

### Component Summary

This Component is aimed at those who work in the emergency and urgent care setting. It provides the Learner with the knowledge to understand how to assess and reduce the risk of conflict in the work environment. It further enables the Learner to understand behaviours indicating an escalation towards conflict.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                | Areas Covered:                                                                      |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1. Understand how to assess and reduce the risk of violence in the work environment | Regulations and legislation                                                         |
|                                                                                     | Responsibilities of employers and employees                                         |
|                                                                                     | Hazards and risks                                                                   |
|                                                                                     | Reducing hazards and risks                                                          |
|                                                                                     | Organisational policies and procedures                                              |
|                                                                                     | Reducing or eliminating risk                                                        |
|                                                                                     | Risks of violence faced by ambulance personnel                                      |
|                                                                                     | Lone working precautions                                                            |
|                                                                                     | Assessing threat levels                                                             |
|                                                                                     | Providing proactive services                                                        |
| 2. Understand behaviour indicating an escalation towards violence                   | Dealing with complaints                                                             |
|                                                                                     | Triggers and situations of escalation risk                                          |
|                                                                                     | Communication considerations in relation to mental health and learning difficulties |
|                                                                                     | Confronting obstructive and unacceptable behaviour                                  |

## Component 18: Major Incident Preparedness for Ambulance Care Services

**Component Reference Number:** Y/615/5747

Credit Value: 1

GL: 4 hours

Level: 3

### Component Summary

The aim of this Component is to enable Learners to have an understanding of the key areas relevant to major incidents and the ambulance service.

### Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles* and the *Level 3 Certificate in Ambulance Patient Care: Urgent Care Services Assessment Principles*.

### Learning Outcomes and Assessment Criteria

| Learning Outcome - The Learner will:                                                               | Areas Covered:                                  |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 1. Understand the nature of major incidents                                                        | Defining major incidents                        |
|                                                                                                    | Ambulance Service responsibilities              |
|                                                                                                    | Declaring a major incident                      |
|                                                                                                    | Reporting mechanisms used in an incident        |
| 2. Understand the importance of communication during a major incident                              | Barriers to communication                       |
|                                                                                                    | Mechanisms to manage communication              |
|                                                                                                    | Communication and agreed ways of working        |
| 3. Understand the personal protective equipment (PPE) requirements when attending a major incident | Own PPE in line with agreed ways of working     |
|                                                                                                    | Reporting defects                               |
| 4. Understand the different roles in a major incident                                              | Attendant of the first crew on scene            |
|                                                                                                    | Driver of the first crew on scene               |
|                                                                                                    | Subsequent ambulance crews on scene             |
|                                                                                                    | Radio reports                                   |
|                                                                                                    | Potential roles for ambulance officers on scene |
|                                                                                                    | Risks threatening the coherence of the response |
|                                                                                                    | Solutions to risks                              |
|                                                                                                    | Operational, tactical and strategic commands    |
| 5. Understand own role when deployed to a major incident                                           | Own role when attending a major incident        |
|                                                                                                    | Procedures for ambulance parking                |
|                                                                                                    | Reporting procedures to ambulance command       |
|                                                                                                    | Contributing to the safety of self and others   |

## Enquiries

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### **Contact Us**

Any enquiries relating to this qualification should be addressed to:

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### **Feedback**

Your feedback is very important to us. We're always open to suggestions for enhancing and improving our services, products and systems.

Please email us at [AO@futurequals.com](mailto:AO@futurequals.com) or call us on 01530 836662.



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