FAQ LEVEL 3 DIPLOMA IN

AMBULANCE EMERGENCY AND URGENT CARE SUPPORT

OVERVIEW SPECIFICATION

Qualification Numbers: **603/2146/5 and C00/2292/9**

Qualification Reference: **L3DAEUCS**

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Document Details and Version History

Document Details	
Document Name	FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Overview Qualification Specification
Purpose of Document	To confirm requirements and provide guidance regarding the administration, delivery and assessment of this qualification.
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Version History			
New Version Number	**Date Amended**	**Section/Page Number Amended**	**Details of Amendment(s)**
v2.0	August 2026	Component 5	Addition of AC2.14 for LO3
		Qualification Resources	Reference to *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy* added.
v3.0	November 2026	Component 10, LO6	Assessment criteria updated.

Introduction

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 Diploma in Ambulance Emergency and Urgent Care Support** 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

Qualification Title:	FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support
Qualification Level:	3
Qualification Product Code:	L3DAEUCS
Qualification Numbers:	603/2146/5 and C00/2292/9
Qualification Type:	RQF
Regulated by:	Ofqual and QW

Purpose and Aims

The purpose of this **FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support** is to provide the Learner with the skills, knowledge and understanding to be able to work as a part of an emergency ambulance crew, responding to 999 calls supporting the Associate Ambulance Practitioner (AAP) or registered Paramedic.

This role includes supporting the clinician with the care of a patient with varying needs and in a variety of environments and settings, sometimes including very difficult circumstances such as accidents and where time to provide support to patients is critical to their health.

The role may also include attending to patients with colleagues of the same grade where the patient has been referred by the emergency operations centre, 111 service, GP urgent referrals and other allied healthcare professions within the community.

Emergency and urgent care support staff have a good understanding of anatomy and physiology, the ability to carry out patient assessment, physiological measurement and continued patient monitoring with a range of skills that support the 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: **48**

Guided Learning (GL) for this qualification: **336 hours**

Total Qualification Time for this qualification (TQT): **480 hours**

Registration Length: **2 years**

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 Diploma in Ambulance Emergency and Urgent Care Support** may be eligible for public funding, as determined by the Department for Education (DfE) and Qualifications Wales.

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 Diploma in Ambulance Emergency and Urgent Care Support, Learners must meet the rules of combination and follow all guidance relating to barred Components and Component order.

Group M – Mandatory Components					
Component Number	**Component Reference**	**Component Name**	**Credit Value**	**GLH**	**Component Level**
1	R/616/0476	Principles of Ambulance Patient Care in Emergency and Urgent Settings	5	40	3
2	Y/616/0477	Anatomy and Physiology for Ambulance Patient Care	3	20	3
3	D/616/0478	Assessment, Physiological Measurements and Continued Monitoring of Emergency and Urgent Care Patients	4	25	3
4	H/616/0479	Airway Management, Basic Life Support and External Defibrillation	3	20	3
5	Y/616/0480	Support the Clinician in the Management of Surgical and Medical Conditions in the Emergency and Urgent Care Setting	4	30	3

6	M/507/6431	Care for Older People in the Emergency and Urgent Care Setting	1	6	3
7	L/505/9734	Support the Emergency Care of Wounds, Bleeding and Burns	3	24	3
8	D/616/0481	Support the Management of Trauma in the Emergency and Urgent Care Setting	3	20	3
9	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
10	H/616/0482	Support the Clinician in the Management of Patients During Pregnancy, Childbirth and Care of Babies and Children	4	25	3
11	K/616/0483	Support the Senior Clinician in the Administration of Medication in the Emergency and Urgent Care Setting	1	5	3
12	M/616/0484	Bereavement and End-of-life Care in the Emergency and Urgent Care Setting	1	5	3
13	L/507/6436	Vehicle Familiarisation	2	6	3
14	T/616/0485	Support the Clinician in the Management of Hostile and Major Incidents in the Emergency and Urgent Care Setting	1	5	3
15	A/616/0486	Extrication and Light Rescue in the Emergency and Urgent Care Setting	1	5	3
16	F/616/0487	Managing Hazardous Materials, Cleaning, Decontamination and Waste Management in the	1	5	3

		Emergency and Urgent Care Setting			
17	K/507/6430	Conflict Resolution Training	2	8	3
18	T/507/6432	Conflict Resolution Training for Ambulance Services	1	6	3
19	K/615/5736	Safe Moving and Handling During Ambulance Patient Care	2	15	2
20	H/615/5749	Using Communication and Information Systems in Ambulance Patient Care	1	4	2
21	T/615/5738	Conveyance of Patients with Own Medication and Medical Devices	1	6	3

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

Care Certificate (England)

Component 1: Principles of Ambulance Patient Care in Emergency and Urgent Settings 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

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 Diploma in Ambulance Emergency and Urgent Care Support**:

- *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support 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 Diploma in Ambulance Emergency and Urgent Care Support** 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 Diploma in Ambulance Emergency and Urgent Care Support** must be assessed according to the *FutureQuals Assessment Principles* and the *Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles*.

Grading

The overall qualification is graded as a Pass or Fail.

Qualification Resources

Learning Resources, Assessments and Sample Assessments

In support of delivering the **FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support**, FutureQuals has created the following resources:

- *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Overview Qualification Specification*
- *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Full Qualification Specification*
- *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Evidence Log*
- *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*

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, evidence log and Aasessment strategy.

Learner Requirements and Information

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 Diploma in Ambulance Emergency and Urgent Care Support** 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

Learners can progress to higher level ambulance service qualifications such as the Level 4 Diploma for Associate Ambulance Practitioners. 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

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 Diploma in Ambulance Emergency and Urgent Care Support**, 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 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* in the full specification.

Component Specifications – Mandatory Components

Component 1: Principles of Ambulance Patient Care in Emergency and Urgent Settings

Component Reference Number: R/616/0476

Credit Value: 5
GL: 40 hours
Level: 3

Component Summary

This Component is aimed at those who provide ambulance patient care in emergency and urgent settings 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

Learning Outcomes and Assessment Criteria

Learning Outcome - The Learner will:	**Areas Covered:**
1. Understand the structure of own organisation	Organisational structures
	Duties and responsibilities of own role
	Roles and responsibilities of stakeholders
2. Understand the implications of legislative frameworks in own organisation	Rights and responsibilities
	Accessing the scope of practice
	Issues, concerns and complaints
	Honesty and errors
3. Understand working relationships in the ambulance patient care setting	Working and personal relationships
	Partnership working and conflict resolution
4. Understand the individual rights underpinning delivery of ambulance patient care	Individual rights that underpin best practice
	Importance of rights
5. Understand requirements for information governance in ambulance patient care settings	Legislation and codes of practice
	Data protection and confidentiality
	Information governance
	Service user types

6. Understand how to address a range of communication requirements in own role	Means of communication
7. Understand how to provide compassionate, safe and high-quality care and support in own role in line with agreed ways of working	Own role in relation to duty of care; equality, diversity and inclusion; privacy and dignity and health, safety and well-being
	Working in a person-centred way
	How conditions may influence a patient's care needs
	Safeguarding adults and children
	Prevent concerns
	Radicalisation, trafficking, sexual exploitation and social networking
	Health and safety legislation, responsibilities and risk assessment
	Infection prevention and control

Component 2: Anatomy and Physiology for Ambulance Patient Care

Component Reference Number: Y/616/0477

Credit Value: 3
GL: 20 hours
Level: 3

Component Summary

The purpose of this Component is for Learners to gain the 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand the structures of the human body	Structures of systems in the human body
2. Understand the functions of the human body	Functions of the systems of the human body

Component 3: Assessment, Physiological Measurements and Continued Monitoring of Emergency and Urgent Care Patients

Component Reference Number: D/616/0478

Credit Value: 4
GL: 25 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 carry out patient examinations.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

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	Obtaining a patient history
	Reporting of findings
	Recording patient observations
	Confidentiality
2. Understand procedures of patient assessment and management	Scene safety
	Patient Assessment Triangle
	The CABCDE approach
	Factors affecting airway patency, breathing, circulation and neurological function
	Secondary survey
	Patient position
	Physiological assessment and homeostatic status
3. Be able to carry out a patient assessment	Ensuring safety
	Communicating with a patient
	Time-critical disorders
	The CABCDE approach
	Taking and recording patient history
	Prioritising patient management
	Secondary survey
	Patient position
	Informing the receiving clinician

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

Component 4: Airway Management, Basic Life Support and External Defibrillation

Component Reference Number: H/616/0479

Credit Value: 3
GL: 20 hours
Level: 3

Component Summary

The purpose of the Component is for Learners to gain the knowledge, understanding and skills necessary to provide Airway Management, Basic Life Support (BLS) and External Defibrillation to current recognised guidelines and procedures.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

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
	Airway management methodologies
	Dynamic airway assessment
2. Be able to manage and maintain a patient's airway	The need to clear the airway
	Clearing and maintaining airways
	Selecting and inserting airway adjuncts
	Facial barriers, bag valve mask devices and mechanical ventilators
	Using bag valve mask devices
	The need for advanced airway management
	Handling procedures of equipment and consumables
3. Understand how to manage a responsive patient who is choking	Partially blocked airway
	Completely blocked airway
4. Understand basic life support	Chain of survival
	When resuscitation is performed or not performed
	Types of cardiopulmonary arrest
	Basic Life Support algorithm
5. Be able to carry out basic life support	The need to commence CPR
	Performing CPR

	Return of spontaneous circulation
	Ceasing a resuscitation attempt
	DNACPR orders
	Recognition of life extinct
6. Be able to use a defibrillator	The need to use a defibrillator
	Safety considerations
	Defibrillator malfunction
	Using a defibrillator
7. Understand importance of post-resuscitation procedures	Management of the post-resuscitation patient
	Clinical handover
	Recognition of life extinct
8. Understand special circumstances related to cardiac arrest	Stages of pregnancy
	Laryngectomy, tracheostomy and major maxillofacial injury
	Hypothermic patient resuscitation
	Hypothermic patient post-resuscitation care

Component 5: Support the Clinician in the Management of Surgical and Medical Conditions in the Emergency and Urgent Care Setting

Component Reference Number: Y/616/0480

Credit Value: 4
GL: 30 hours
Level: 3

Component Summary

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

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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. Understand medical and surgical conditions in accordance with scope of practice	Systems of the human body
	Respiratory system conditions
	Cardiovascular system conditions
	Causes of shock
	Neurological conditions
	Causes of unconsciousness
	Abdominal conditions
	Urological conditions
	Types and causes of diabetes
	Types and causes of poisoning
	Chemotherapy and radiotherapy problems and side effects
	Mental health conditions
	Post-operative complications
	Own role in managing medical, surgical and mental health conditions
3. Be able to manage medical and surgical conditions in accordance with scope of practice	Respiratory system conditions
	Cardiovascular system conditions
	Neurological conditions
	Unconscious patients

	Abdominal condition
	Urological condition
	Diabetic patient
	Suspected poisoning
	Mental health condition
	Shock
	Post-operative complications

Component 6: Care for Older People in the Emergency and Urgent Care Setting

Component Reference Number: M/507/6431

Credit Value: 1
GL: 6 hours
Level: 3

Component Summary

This Component is aimed at those who work in the emergency and urgent care and/or the wider health and social care setting. It provides the Learner with the knowledge to understand the agreed ways of working; the physiology of conditions that affect older people and the importance of using person-centred approaches with older people. It also provides the Learner with the necessary skills to care for older people in the emergency and urgent care setting.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand agreed ways of working for the care of older people in the emergency and urgent care setting	Local and national context
	Defining 'older people'
2. Understand the impact of the **ageing process** on older people	Changes that may come with ageing
	Ageing process unique to individuals
	Factors associated with ageing
	Positive approaches to ageing
	Attitudes of society
	Strategies to challenge stereotypes and discriminatory attitudes
3. Be able to adapt communication techniques when caring for older people in the emergency and urgent care setting	Communication methods and styles
	Barriers to effective communication
	Minimising barriers
	Adapting communication techniques
	Accessing additional support
	Supporting older people to communicate
4. Understand the physiology of conditions that affect older people	How conditions affect older people:
	Changes to treatment/care plans and complex medical conditions

5. Understand the importance of using person-centred approaches with older people in the emergency and urgent care setting	Person-centred approaches and maintaining health and well-being in day-to-day life
	Contribution to improved care
	Comparing to non-person-centred approaches
	Features of good practice
	Specific techniques or adaptations

Component 7: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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 8: Support the Management of Trauma in the Emergency and Urgent Care Setting

Component Reference Number: D/616/0481

Credit Value: 3
GL: 20 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 required to understand roles, responsibilities, networks, processes and systems involved in managing trauma. It also provides the Learner with the understanding of multiple casualty incident triaging.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand the role of trauma units in the management of trauma	Defining trauma and major trauma
	Major Trauma Centres
	Trauma Unit
2. Understand Mechanisms associated with trauma	Defining mechanism of injury
	Different mechanisms of injury
	Kinetics in relation to traumatic injury
3. Understand trauma scene assessment and management	Factors in ensuring safety prior to approaching trauma
	Components of initial scene assessment
	Importance of comprehensive scene assessment
	Initial scene safety and assessment
4. Understand the value of multi-disciplinary working in Trauma Management	Multi-disciplinary services and specialist assistance teams
	Roles and responsibilities
5. Understand the requirement for triage in a multiple casualty incident	Triage
	Major incident triage tools
	Triage equipment
6. Understand the importance of Pre-alert and handover systems when dealing with trauma	Local pre-alert and handover systems
	Effective and structured handover

7. Be able to assess a trauma patient	Major trauma tool
	Primary survey process
	Secondary survey process
	Signs and symptoms of injuries
	Complications of injuries
	Demonstrating primary survey process
	Demonstrating secondary survey
8. Be able to manage a trauma patient	Treatment for different injuries
	When intervention from a clinician is required
	Manual spinal immobilisation
	Demonstrating spinal immobilisation
	Time-critical injuries
	Assessment of time-critical injuries
	Actions when time-critical injuries identified
	Demonstrating treatment
	Concise pre-alert

Component 9: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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 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 10: Support the Clinician in the Management of Patients During Pregnancy, Childbirth and Care of Babies and Children

Component Reference Number: H/616/0482

Credit Value: 4
GL: 25 hours
Level: 3

Component Summary

The aim of this Component is to enable Learners to gain the knowledge and skills required to support the clinician in managing patients during pregnancy and childbirth, and the care of babies and children.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Be able to recognise a seriously ill child	Initial assessment
	Identifying deficiencies
2. Be able to recognise a seriously ill baby	Initial assessment
	Identifying deficiencies
3. Be able to assist the clinician in the management of seriously ill babies and children	Underpinning principles
	Demonstrating procedures
4. Know how to support the clinician in the management of pregnancy-related conditions	Pregnancy-related conditions
	Supporting the clinician
5. Understand how to support the clinician in delivering a baby	Stages of labour
	Equipment required
	Supporting a woman in labour to ensure maintenance of health of mother and child
	Supporting the clinician to ensure maintenance of health of mother and child
6. Be able to carry out basic life support for a newborn	Newborn life support
7. Be able to carry out basic paediatric life support	Basic life support for a paediatric
	Use of airway adjuncts
8. Be able to manage a choking paediatric	Managing a choking paediatric
	Sudden Infant Death Syndrome guidelines

9. Know how to support the clinician in the management of complications of labour	Complications of labour
	Supporting the clinician in the management of complications of labour
10. Understand the gynaecological conditions and their management in line with the scope of practice	Gynaecological system conditions and pathophysiology
	Managing a patient

Component 11: Support the Senior Clinician in the Administration of Medication in the Emergency and Urgent Care Setting

Component Reference Number: K/616/0483

Credit Value: 1
GL: 5 hours
Level: 3

Component Summary

This Component is aimed at those who work in the emergency and urgent care and/or the wider health and social care setting. It provides the Learner with the knowledge to understand national and local agreed ways of working; their own role in assisting with the administration of medications; the requirements and procedures for the administration of medication and the requirements for patient safety.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand the current legislation and agreed ways of working for the administration of medicines	Legislation and agreed ways of working
	Storage, stocking, restocking and disposal
	Classes of medication
	Routes of administration
2. Understand own role in assisting with the administration of medication	Own responsibilities and accountabilities
	Importance of practice under agreed ways of working
3. Understand the requirements and procedures for the administration of medication	Purpose and significance of label information
	Types of equipment needed
	Aids to assist individuals to take their medication
	Precautions for infection prevention and control
	Consequences of poor infection prevention and control
4. Understand the requirements and safety procedures for ensuring patient safety	Identifying the individual for whom the medications are prescribed
	Safety procedures before administration
	Confirming the medication
	Importance of accurate records

5. Be able to produce healthcare records relevant to administration of medications	Completing records
	Maintain confidentiality
	Stock take and restock

Component 12: Bereavement and End-of-life Care in the Emergency and Urgent Care Setting

Component Reference Number: M/616/0484

Credit Value: 1
GL: 5 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 agreed ways of working and factors that influence the support of individuals in end-of-life care and those that are bereaved.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand legal requirements and agreed ways of working to protect the rights of individuals at the end of life	Defining end of life and palliative care
	Legal requirements and agreed ways of working to protect the rights of individuals
	How legal requirements apply to own role
	Six-step end of life care pathway
2. Understand advance care planning in relation to end of life care	Purpose of advance care planning
	Types of advance care plan
	Ethical and legal issues
	Benefits of individual having control over their end-of-life care plan
3. Be able to provide support to individuals according to their end-of-life care plan	Provision of support within scope of practice
	Support to key people following death
	Respecting the individual's beliefs, religion and culture
4. Understand the action to take following the death of individuals	Importance of an individual's wishes
	Actions required following death of individual
5. Understand how to manage own feelings in relation to the dying or death of individuals	Managing own feelings
	Support mechanisms
	Bereavement, bereaved and grief

6. Understand the effects of bereavement on individuals	Four stages of bereavement and influencing factors
	Grieving process
7. Be able to support individuals that are bereaved	Techniques for supporting bereaved individual
	Environment of privacy to express emotions
	Active listening and empathy

Component 13: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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 14: Support the Clinician in the Management of Hostile and Major Incidents in the Emergency and Urgent Care Setting

Component Reference Number: T/616/0485

Credit Value: 1
GL: 5 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 national and local agreed ways of working; the importance of Emergency Preparedness, Resilience and Recovery (EPRR); the command-and-control structure and the various ranges of major incidents and interoperability with other emergency services. It also provides further knowledge for the Learner to understand the range of Chemical, Biological, Radioactive, Nuclear and Explosive (CBRNE) threats and the necessary personal protective equipment requirements when attending major, hostile, EPRR and CBRNE incidents.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand legislative frameworks for Emergency Preparedness, Resilience and Recovery	Civil Contingencies Act and local major incident plans
	EPRR Models
2. Understand the importance of communication in EPRR	Barriers to EPRR communication
	Mechanisms to manage EPRR communication at local level
3. Understand the command and control at an incident	Command-and-control mechanisms
	Role and responsibilities in command-and-control of Strategic Commander, Tactical Commander and Operational Commander
	Own role and responsibilities
4. Understand the range of major incidents and interoperability with the other emergency services	Major incident, hostile incident, interoperability and JESIP
	Major incidents by classification, presentation and scale

	Different on scene command roles of the Ambulance Service response to a major incident
	Principles of JESIP
5. Understand the range of Chemical, Biological, Radioactive, Nuclear and Explosive (CBRNE) threats	Types of CBRNE threats
	Effects of agents on the body
	Hazard assessment
	Operational STEP 1-2-3 Plus process
	METHANE reporting mechanisms
6. Understand the Personal Protective Equipment (PPE) requirements when attending a major, hostile, EPRR and CBRNE incident	Own PPE
	Reporting of defects
7. Understand the Triage processes required when attending a major, hostile, EPRR and CBRNE incident	Defining Triage
	Categories used in Triage
	Own organisation's triage tools
	Mass Casualty Triage Tag and record keeping

Component 15: Extrication and Light Rescue in the Emergency and Urgent Care Setting

Component Reference Number: A/616/0486

Credit Value: 1
GL: 5 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 agreed ways of working and factors that influence extrication and light rescue. It also provides the Learner with the necessary skills to use extrication and light rescue equipment in the emergency and urgent care setting.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand current guidelines for extrication and light rescue	Local and national guidelines in relation to best practice
2. Understand factors that influence extrication	Own role in extrication
	Factors that would impact on extrication
	Equipment required
	Time constraints/considerations
	Safe working practices with specialist and other emergency services
3. Be able to use extrication equipment	Non-time-critical patient
	Time-critical patient
	Work in partnership with others
4. Be able to remove a crash helmet safely	Importance of MILS
	Demonstrating MILS techniques
	Circumstances when a crash helmet should be removed
	Risks in removing a crash helmet
	Demonstrating safe removal of a crash helmet

Component 16: Managing Hazardous Materials, Cleaning, Decontamination and Waste Management in the Emergency and Urgent Care Setting

Component Reference Number: F/616/0487

Credit Value: 1
GL: 5 hours
Level: 3

Component Summary

This Component is aimed at those who work in the emergency and urgent care settings. It provides the Learner with the knowledge to understand the agreed ways of working relating to hazardous materials; how risk assessments contribute to safe use of hazardous materials; the effects of hazardous materials in the workplace. It further provides the Learner with the knowledge to understand the use of CS spray and the precautions required.

This Component also aims to provide the Learner with the knowledge and skills required to understand good waste management practices; ways of maintaining a clean environment in accordance with national policies and agreed ways of working; to understand the decontamination process; and to explain good practice when handling sharps and waste, all of which are fundamental to roles within the emergency and urgent care setting.

Assessment Guidance

This Component must be assessed in line with the *FutureQuals Assessment Principles*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

Learning Outcomes and Assessment Criteria

Learning Outcome - **The Learner will:**	**Areas Covered:**
1. Understand the legislation relating to hazardous materials in the workplace	Legislation and agreed ways of working for Hazardous substances with regard to Control of Major Accident Hazards Regulations
	Own and organisational responsibilities
	Consequences for non-compliance
2. Understand how to contribute to the safe interaction with hazardous materials and biological spillages in the workplace	Hazard and risk
	Information included in HAZCHEM labels
	Procedure for dealing with an accident/spill
	Health and safety issues arising from exposure, release, handling and disposal and safe use of hazardous materials
	Dynamic risk assessment for HazChem and contamination situations
	Defining Chemsafe

	Safe working practices when dealing with HazChem situations with Fire and Rescue Service, Police, HART, SORT and other agencies
3. Understand the effects of hazardous materials to health	Entry routes into the body
	Forms and effects to health
4. Understand the impact of the use of CS Spray and the precautions required in the pre-hospital Emergency and Urgent Care environment	Precautions where CS Gas has been used
	Signs and symptoms of CS Spray exposure
	Treatment used when exposed to CS spray
5. Understand the importance of good waste management practice in the prevention of the spread of infection	Legislation and legal responsibilities
	Categories of waste and the associated risks
	Safe storage and disposal
6. Understand how to maintain a clean environment to prevent the spread of infection	General principles for environmental cleaning
	How management of the environment minimises the spread of infection
	National policy for colour coding of cleaning equipment
7. Understand the principles and steps of the decontamination process	Defining decontamination
	Importance of decontamination
	Three steps of the decontamination process
	Cleaning agents and disinfecting agents
	Level of risk determining the type of agent
	The role of PPE
8. Understand how to safely handle sharps	Defining sharps
	How to use sharps, safely open a glass ampoule, dispose of a sharp and deal with a sharp incident/accident
9. Understand why the safe handling of laundry is important in minimising the spread of infection	Safe working procedures to minimise the spread of infection when handling contaminated laundry and soiled laundry
	Why clean, contaminated and soiled linen is kept separate
	Importance of changing linen to control and prevent infection

Component 17: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

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 communications
	Creating the right conditions
	Behavioural patterns during conflict
	Communication models
	Warning and danger signals
	Signs of the possibility of physical attack
	Procedural and environmental factors

5. Understand the procedural, environmental and legal context of violence in the workplace	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 18: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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
	Dealing with complaints
2. Understand behaviour indicating an escalation towards violence	Triggers and situations of escalation risk
	Communication considerations in relation to mental health and learning difficulties
	Confronting obstructive and unacceptable behaviour

Component 19: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

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 20: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

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 21: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy*.

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 the importance of following correct procedures for patients who have Intravenous (IV) access	Purpose of an IV access
	Patient conveyance
	Management of an 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 **other medical devices**	Purpose of a syringe driver or other medical devices
	Common uses
	Positioning sites
	Procedures in the event of warning alarms or error occurrence

Group O1 – Optional Components

Component 22: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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 23: 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*, the *FAQ Level 3 Diploma in Ambulance Emergency and Urgent Care Support Assessment Principles* and the *FAQ Level 3 Pre-Hospital Care Qualifications Assessment Strategy.*

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

Enquiries

Contact Us

Any enquiries relating to this qualification should be addressed to:

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