



Job Families

Ambulance services are at the heart of the urgent and emergency care system. They respond to emergency calls to provide care and clinical support to the public within an agreed scope of practice.

AMBULANCE SERVICES

Healthcare
Apprenticeships



Level 3 Emergency Contact Handler

The broad purpose of the occupation is to be the first point of contact for requests for assistance from members of the public and other organisations. The employee receives emergency and non-emergency contacts from the public and other organisations. Contacts could be received via a variety of communication methods, including telephone for example 999, 101 or 111 urgent care calls, online submissions, and social media. Some contacts will be directly or indirectly involved in difficult and/or traumatic situations for example, they may be in danger or unwell, and may display a variety of behaviours for example, anxiety, hostility, vulnerability.



Level 3 Emergency Contact Handler

Entry Requirements: The employer, in partnership with the training provider, will determine the selection criteria for apprentices.

Qualifications: Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment

Level 3 Ambulance Support Worker

Ambulance Support Workers respond to emergency (999), urgent and or/unscheduled care calls from the public and/or wider health and social care communities to provide care and clinical support to individuals of all ages within an agreed scope of practice and outside of a multi-disciplinary hospital team, or provide scheduled non-urgent transport for people with specific health needs.

Entry Requirements: The employer, in partnership with the training provider, will determine the selection criteria for apprentices.

Qualifications: Apprentices without level 2 English and maths will need to achieve this level prior to taking the EPA,



Mandatory Qualifications →

One accredited level 3 ambulance care qualification from: Diploma in Ambulance Emergency and Urgent Care Support, Certificate in Ambulance Patient Care: Urgent Care Services, Award in Ambulance Patient Care: Non-Urgent Care Services or Certificate in Ambulance Patient Care: Non-Urgent Care Services

and one accredited ambulance driving qualification, from: level 3 Certificate in Emergency Response Ambulance Driving or level 3 Award in Patient Care Services: Ambulance Driving.

Apprentices will complete an accredited level 3 Diploma in ambulance emergency & urgent care support or a level 3 Certificate in ambulance patient care and a level 3 in Ambulance Driving prior to completion of the Apprenticeship. Apprentices will need to complete two mandatory qualifications covering ambulance care and ambulance driving (emergency or non-emergency), with the combination being selected based on the specific role.

Other requirements: Already hold a full GB driving licence for the class of vehicle being driven in accordance with DVLA requirements. Undertake a fitness test and organisational interview. There may be other additional employer requirements. Industry specific requirement: The apprentice must meet the 15 standards as set out in the Care Certificate.

Level 4 Associate

Ambulance Practitioner

The Associate Ambulance Practitioner (AAP) works as part of the wider Emergency & Urgent Care setting, having direct contact with service users or others, providing high quality and compassionate care. Day to day duties and tasks for an AAP would involve working as part of an ambulance crew responding to emergency (999) & urgent calls providing emergency and urgent assistance, driving safely and progressively at high speed. The AAP will assess, treat and manage service users at the scene (reducing the need for hospital admission), either referring service users to alternative care provisions or safely discharging them on scene.



Level 4 Associate

Ambulance Practitioner

Entry Requirements: Entry will be determined by employers and will include behavioural recruitment to support organisational values; interview; fitness test; 18 years+; Full GB driving licence.

Qualifications: By the end of the programme and to become an Associate Ambulance Practitioner, apprentices must have achieved the following: Level 2 functional skills in English & Maths, if not already achieved; Level 2 Award in Ambulance Driving (QCF); Level 3 Certificate in Emergency Response Driving (QCF); Level 4 Diploma in Associate Ambulance Practitioner (QCF)

Level 6 Paramedic

Paramedics respond to 999 critical emergencies and traumatic situations to deliver high quality and effective pre-hospital clinical care and patient transportation in a safe and timely manner. They are usually the first to arrive at the scene of an accident or emergency before any other healthcare professional and are required to quickly carry out a risk assessment of the scene then decide on how to best treat the patient. This decision usually includes a diagnostic evaluation of the patient's condition and may include administration of medication before they get to the hospital. Paramedics may also transport patients that are being transferred between hospitals or services.



Level 6 Paramedic

Entry Requirements: Apprentices will have to meet the entry requirements set by the university. They must also have achieved English and maths prior to starting this apprenticeship.

Qualifications: Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. As part of the apprenticeship, apprentices will complete a Level 6 Health and Care Professions Council approved BSc (Hons) Paramedic. Apprentices will also complete Level 3 Certificate in Emergency Response Ambulance Driving Course.

Level 6 Enhanced Clinical Practitioner

Enhanced Clinical Practitioners provide a high standard of complex, enhanced care for patients, using enhanced levels of clinical judgement, skills and knowledge. They consult with patients, their family, carers and the multi-professional team to undertake assessments of patient need and devise and evaluate complex care plans related to their field of expertise.

Enhanced Clinical Practitioners deliver complex clinical care in the context of continual change, challenging environments, different models of care delivery, innovation and rapidly evolving technologies using critical analysis and their underpinning knowledge to manage complex interventions.



Level 6 Enhanced Clinical Practitioner

Entry requirements: Enhanced Clinical Practitioners must be registered with either one of the statutory healthcare regulators, Social Work England or with one of the following accredited voluntary registers: The Academy for Healthcare Science, Register of Clinical Technologists or Registration Council for Clinical Physiologists. They must undertake revalidation processes or audit of their continuing professional development where these apply.

Qualifications: Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment.

Level 7 Advanced Clinical Practitioner

Advanced Clinical Practitioners are experienced clinicians who demonstrate expertise in their scope of practice. Advanced Clinical Practitioners manage defined episodes of clinical care independently, from beginning to end, providing care and treatment from the time an individual first presents through to the end of the episode, which may include admission, referral or discharge or care at home.

They carry out their full range of duties in relation to individuals' physical and mental healthcare and in acute, primary, urgent and emergency settings.



Level 7 Advanced Clinical Practitioner

Entry requirements: Candidates will hold current registration with one of the statutory regulators of health and care professions.

Qualifications: As part of the apprenticeship, apprentices must complete a Master's degree in Advanced Clinical Practice. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment.

Training Providers:

All providers who want to deliver apprenticeship training must be on the Register of Apprenticeship Training Providers (RoATP). Click on the below links for a list of registered providers for each standard:

- [Level 3 Ambulance Support Worker](#)
- [Level 3 Emergency Contact Handler](#)
- [Level 4 Associate Ambulance Practitioner](#)
- [Level 6 Enhanced Clinical Practitioner](#)
- [Level 6 Paramedic](#)
- [Level 7 Advanced Clinical Practitioner](#)



NOTE:

Employers must choose a provider from the Register. Providers must meet a clear set of criteria in order to be included on the Register. These include financial health, capacity/capability and quality criteria. If a provider does not meet these criteria they will not be included on the Register.



NOTE: The EPAO will assess the apprentice in line with the Assessment Plan. This ensures that all apprentices are assessed holistically to a consistent standard at the end of their apprenticeship. Organisations offering end-point assessment will need to be registered on the Register of End-Point Assessment Organisations (RoEPAO).

End Point Assessment (EPA)

As part of their apprenticeship, apprentices will have to complete end-point assessment. Click on the links for EPAOs registered for each apprenticeship standard:

- [Level 3 Ambulance Support Worker](#)
- [Level 3 Emergency Contact Handler](#)
- [Level 4 Associate Ambulance Practitioner](#)
- [Level 6 Enhanced Clinical Practitioner](#)
- [Level 6 Paramedic](#)
- [Level 7 Advanced Clinical Practitioner](#)

Applying and Further Advice

Candidates interested in applying for any of these apprenticeships should visit [NHS Jobs](#), [Find an Apprenticeship website](#) and the [Register of Apprenticeship Training Providers](#). It may also be worth contacting training providers directly to make enquiries about the apprenticeships they offer.

An apprentice will be over 16 and may earn more than the minimum apprenticeship wage. Pay is determined locally so whilst it may be higher, it cannot be lower than this amount. [Click here](#) for more information on apprentice pay.



Applying and Further Advice

Visit our [Ambulance Services section](#) for further advice and guidance.

Alternatively, visit the [Ambulance Services section](#) on the Health Careers website which has guidance including working life, rates of pay and career development.

Our Apprenticeship Costing Calculator / Planning Tools will help you calculate how much taking on an apprentice will cost.



[Employer Case Study:](#)
[North West Ambulance Service NHS Trust](#)

HASO

The HASO website has tools designed to help employers embed their apprenticeships, see resources below:

- [Toolkit](#) – The toolkit is designed to support employers through the process, end to end, from setting out employers organisational strategy right through to when the apprentices are in the workplace.
- [Pathways tool](#) – The pathways tool can be used to view different roles and how to move from one apprenticeship occupation to another.
- [Costing Calculator tool](#) – The calculator tool can be used to work out the potential cost of delivering apprenticeships.

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