

## Level 4 Associate Ambulance Practitioner Apprenticeship Standard

### -revised Occupational Standard for Consultation

#### Occupation Summary

**This occupation is found in** healthcare. Associate Ambulance Practitioners (AAPs) carry out their work in a wide variety of settings, which may include a front-line ambulance and a varied range of other out of hospital and community environments, including people's homes. AAPs can work independently or as part of an emergency and urgent care team and may work shifts. They are required to work in traumatic and stressful situations. The role can be physically and mentally demanding and is often outside in all environmental conditions.

**The broad purpose of the occupation is to** respond to urgent and emergency calls, delivering high quality and effective out of hospital clinical care and service user transportation in a safe and timely manner. When part of an ambulance crew, the AAP supports the senior clinician (usually a paramedic), in quickly carrying out a risk assessment of the scene and how to best treat the service user. This decision usually includes a diagnostic evaluation of the service user's condition and may include the administration of medication. AAPs use advanced driving skills under emergency and non-emergency driving conditions to respond to emergency, urgent and routine calls and transport service users. They may also transport service users that are being transferred between hospitals or services. The scope of practice for an AAP may differ across employers and could include peer and independent working. They are required to act in accordance with the organisation's policies, procedures and protocols and always adhere to guidelines and current legislation.

**In their daily work, an employee in this occupation interacts with** a wide range of healthcare professionals, such as medical and nursing staff, as well as with service users, carers, relatives, and members the public. AAPs may work under the supervision of a registered professional senior clinician, and with other members of the emergency and urgent care team in accordance with regulatory policies and procedures. They may also work alone, operating within their own scope of practice with the knowledge of when appropriate senior clinical support is required. They may work alongside other emergency services such as the police and fire and rescue services.

**An employee in this occupation is responsible for** assessing, treating and managing service users presenting with a range of urgent and emergency conditions in both hospital and out of hospital environments across the lifespan. AAPs select and apply skills and equipment safely and within their level of training, competency and scope of practice. The AAP supports the senior clinician in making clinical decisions and providing

advice to service users. They may either refer service users to alternative care provisions or safely discharge them on scene. They are also required to maintain the vehicle and equipment and ensure efficient use of medical supplies.

### Typical job titles include:

Associate Ambulance Practitioner, Ambulance Technician, Technician Medical Technician or Emergency Medical Technician.

### Entry requirements:

To enter an apprenticeship scheme the minimum age of an AAP is 18 years. Entry requirements will be determined by the employer and the provider, and may include interview, assessment, fitness test and must hold a valid full UK driving licence, including licence categories required to legally drive the employer's vehicles.

## Occupation Duties, Knowledge, Skills and Behaviours

### Duties (D)

<b>D1</b>	Practice within the limits of own competence, scope of practice and responsibility following relevant legislation.
<b>D2</b>	Practice in a non-discriminatory and inclusive manner recognising the impact of culture, equality and diversity
<b>D3</b>	Deliver care, drawing on relevant knowledge and skills to inform practice.
<b>D4</b>	Communicate effectively maintaining confidentiality and records.
<b>D5</b>	Work with others and as part of the team.
<b>D6</b>	Establish and maintain a safe practice environment.
<b>D7</b>	Maintain and further develop own knowledge and skills through continuing professional development activities.
<b>D8</b>	Promote the health and wellbeing of service users, acting on opportunities to educate and empower service users to maximise their own health and well-being and prevent ill health.
<b>D9</b>	Drive an ambulance or rapid response vehicle under emergency and non-emergency driving conditions.

Duties (D)	Knowledge (K)	Skills (S)
<p><b>D1</b> Practice within the limits of own competence, scope of practice and responsibility following relevant legislation.</p>	<p><b>K1.</b> Operating within scope of practice, legislation, local and national policies, protocols and codes of conduct or practice and ethics that apply to own role, including the implications of non-compliance.</p> <p><b>K2.</b> Responsibilities and professional values of the occupation.</p> <p><b>K3.</b> Escalation processes for concerns and queries beyond the scope of practice.</p> <p><b>K4.</b> Principles of safeguarding within own scope of practice and in line with organisational protocols.</p> <p><b>K5.</b> Importance of own and team mental and physical health and wellbeing, the strategies in maintaining fitness to practice and where to access wellbeing.</p> <p><b>K6.</b> Principles of quality improvement.</p> <p><b>K7.</b> Principles of a duty of candour, and techniques for managing challenging situations, unsafe work practices, addressing comments, compliments, conflict and complaints.</p>	<p><b>S1.</b> Manage self and own work effectively demonstrating accountability.</p> <p><b>S2.</b> Apply legislation, local and national policies, protocols and codes of conduct or practice and ethics within scope of practice, recognising and responding appropriately to strengths and limitations in own knowledge, skills, and attributes</p> <p><b>S3.</b> Escalate concerns and queries beyond own scope of practice, recognising when advanced or additional clinical support is required.</p> <p><b>S4.</b> Identify and respond to safeguarding concerns in line with organisational protocols.</p> <p><b>S5.</b> Develop and adopt clear strategies for wellbeing and physical and mental self-care and self-awareness, seeking help and support when necessary.</p> <p><b>S6.</b> Participate in and support others with quality improvement activities in the workplace.</p>
<p><b>D2</b> Practice in a non-discriminatory and inclusive manner recognising the impact of culture, equality and diversity</p>	<p><b>K8.</b> Legislation and organisational policies relating to equality, diversity and inclusion in the workplace.</p> <p><b>K9.</b> The needs of all different groups and service users in practice, recognising this can be affected by difference of any kind including, but not limited to,</p>	<p><b>S7.</b> Promote legislation and policies that support equality, diversity and inclusion in the workplace.</p> <p><b>S8:</b> Respond appropriately to the needs of all different groups and service users in practice, recognising this can be affected by difference of any kind including, but not limited</p>

Duties (D)	Knowledge (K)	Skills (S)
	<p>protected characteristics, intersectional experiences and cultural differences.</p> <p><b>K10.</b> Impact of own values, beliefs and personal biases which may be unconscious, on practice and how to take personal action to ensure all service users and carers are treated appropriately with respect and dignity.</p>	<p>to, protected characteristics, intersectional experiences and cultural differences.</p> <p><b>S9.</b> Recognise the potential impact of own values, beliefs and personal biases, which may be unconscious, on practice and take personal action to ensure all service users and carers are treated appropriately with respect and dignity.</p>
<p><b>D3.</b> Deliver care, drawing on relevant knowledge and skills to inform practice.</p>	<p><b>K11.</b> The importance of providing high- quality care.</p> <p><b>K12.</b> Principles of infection prevention and control measures.</p> <p><b>K13.</b> The importance of identifying themselves to the service user and gain consent before providing care and support and knowing what to do when consent is not received.</p> <p><b>K14.</b> Models and theories of person- centred approaches.</p> <p><b>K15.</b> Importance of treating service users, their family and carers with privacy, dignity and respect.</p> <p><b>K16.</b> Awareness of the role and responsibilities of the senior clinician.</p> <p><b>K17.</b> The stepwise and holistic approach to assessment of the service user applying codes of practice and ethics, including history-taking, examination and assessment.</p> <p><b>K18</b> Human anatomy, physiology and pathophysiology and development across the lifespan, sufficient to recognise the nature and effects of injury or illness within scope of practice.</p> <p><b>K19.</b> Variability of changes to service user conditions which may require changes to the treatment plans.</p>	<p><b>S10.</b> Deliver high-quality care within own scope of practice.</p> <p><b>S11.</b> Apply infection prevention and control measures.</p> <p><b>S12.</b> Establish consent from service users to provide care and support, escalating if consent not received.</p> <p><b>S13.</b> Work individually, collaboratively and in partnership to deliver and promote person-centred care.</p> <p><b>S14.</b> Treat service users, their family and carers with privacy, dignity and respect.</p> <p><b>S15.</b> Work with the senior clinician in line with their role and responsibilities.</p> <p><b>S16.</b> Carry out a stepwise and holistic approach to history-taking, examination and assessment.</p> <p><b>S17.</b> Utilise physiological parameters to inform a working diagnosis.</p> <p><b>S18.</b> Monitor and evaluate the service user and make changes or recommendations to the treatment plan within scope of practice, reporting changes or recommendations where applicable.</p>

Duties (D)	Knowledge (K)	Skills (S)
	<p><b>K20.</b> Principles of pharmacology within scope of practice.</p> <p><b>K21.</b> Principles of medicines management.</p> <p><b>K22.</b> The care of service users across the lifespan to include all medical, physical, trauma, mental health and socio-economic related cases in the emergency and urgent care setting within scope of practice.</p> <p><b>K23.</b> How to use equipment safely.</p> <p><b>K24.</b> Importance of safety netting prior to discharge following organisational referral pathways and keeping accurate documentation for referrals to other agencies.</p> <p><b>K25.</b> Resuscitation within scope of practice across the age ranges.</p> <p><b>K26.</b> End-of-life care plans to support service users across age ranges in a compassionate and supportive manner.</p> <p><b>K27.</b> Diagnostic and functional assessment of mental capacity, responding and acting in the interest of the service user.</p> <p><b>K28.</b> Methods of support for those with dementia, learning disabilities and differences.</p>	<p><b>S19.</b> Prepare and administer medications within scope of practice.</p> <p><b>S20.</b> Deliver care to service users across the lifespan including all medical, physical, trauma, mental health and socio-economic related cases in the emergency and urgent care setting within scope of practice.</p> <p><b>S21.</b> Select and safely use equipment.</p> <p><b>S22.</b> Provide safety netting information to service users prior to their discharge seeking support as necessary.</p> <p><b>S23.</b> Safely undertake resuscitation for service users across age ranges within scope of practice.</p> <p><b>S24.</b> Undertake the diagnostic and functional assessment of mental capacity, responding and acting in the interest of the service user.</p> <p><b>S25.</b> Support those with dementia and learning differences.</p>
<b>D4</b> Communicate effectively maintaining	<b>K29.</b> Principles of effective interpersonal and communication skills, strategies and methods to	<b>S26.</b> Communicate using different interpersonal skills and strategies to maximise understanding for service users.

Duties (D)	Knowledge (K)	Skills (S)
confidentiality and records.	<p>facilitate understanding for service users, including difficult conversations and delivering bad news</p> <p><b>K30.</b> Principles of confidentiality in line with local and national policies.</p> <p><b>K31.</b> The recording, use and storage of data and information related to service users securely and in line with General Data Protection Regulation (GDPR) requirements and local and national policies, including the safe use of technology.</p> <p><b>K32.</b> Importance of recording interactions with service users and the justification of resulting actions and assessment decisions.</p>	<p><b>S27.</b> Adhere to local and national policies in handling confidential information.</p> <p><b>S28.</b> Use, record and store data and information related to service users securely and in line with General Data Protection Regulation (GDPR) requirements and local and national policies, including the safe use of technology.</p> <p><b>S29.</b> Record the interactions with service users and justify actions and assessment decisions.</p>
<b>D5</b> Work with others and as part of the team.	<p><b>K33.</b> The importance and impact of team and organisational dynamics and culture across a variety of internal and external multi-disciplinary teams and agencies.</p>	<p><b>S30.</b> Work collaboratively with internal and external multi-disciplinary teams and agencies to facilitate team working.</p>
<b>D6</b> Establish and maintain a safe practice environment.	<p><b>K34</b> Safe practice techniques and the importance of managing risk and maintaining own safety and that of service users, carers, colleagues and the public.)</p> <p><b>K35.</b> Conflict resolution strategies.</p> <p><b>K36</b> Relevant health and safety legislation, local operational procedures, policies and risk management.</p> <p><b>K37</b> Appropriate moving and handling techniques.</p>	<p><b>S31.</b> Establish safe environments for practice, which appropriately manages risk and the safety of own self, patients, colleagues and the public.</p> <p><b>S32.</b> Use conflict resolution strategies.</p> <p><b>S33.</b> Work safely in accordance with health and safety legislation., including being able to select appropriate hazard control and risk management, reduction or elimination techniques.</p> <p><b>S34.</b> Apply appropriate moving and handling techniques.</p>

Duties (D)	Knowledge (K)	Skills (S)
	<p><b>K38.</b> The role that human factors play in effective service delivery.</p> <p><b>K39.</b> Vehicle stock and equipment procedures.</p>	<p><b>S35.</b> Maintain vehicle stock and equipment levels.</p>
<p><b>D7</b> Maintain and further develop own knowledge and skills through continuing professional development.</p>	<p><b>K40.</b> Importance of continuing professional development and incorporating into own role.</p> <p><b>K41.</b> Principles of reflective practice to improve own practice responding to support and feedback to develop professional knowledge, skills and performance.</p>	<p><b>S36.</b> Engage in and record continuing professional development and evaluate the impact of learning on own practice.</p> <p><b>S37.</b> Reflect on own practice and feedback to improve areas of personal knowledge, skills and performance.</p>
<p><b>D8</b> Promote the health and wellbeing of service users, acting on opportunities to educate and empower service users to maximise their own health and wellbeing and prevent ill health.</p>	<p><b>K42.</b> Wider determinants of health, service user behaviours and lifestyle choices on health and wellbeing, the importance of health promotion and its contribution to reducing health inequalities.</p>	<p><b>S38.</b> Engage in health promotion activities.</p>
<p><b>D9</b> Drive an ambulance or rapid response vehicle under emergency and non-emergency driving conditions.</p>	<p><b>K43.</b> Road safety legislation, police system of vehicle control, advanced and high-speed driving techniques and codes of practice.</p> <p><b>K44.</b> Exemptions and non-exemptions of road safety legislation and eligibility to claim exemptions.</p>	<p><b>S39.</b> Use advanced driving skills to respond to emergency and routine calls and to safely transport service users under emergency and non-emergency driving conditions.</p> <p><b>S40.</b> Apply relevant exemptions to safely make progress.</p>

Duties (D)	Knowledge (K)	Skills (S)
	<b>K45.</b> Vehicle safety checks required for ambulances and rapid response vehicles including tyre pressure, oil, water and fuel levels.	<b>S41.</b> Carry out vehicle checks, to ensure that the vehicle is road worthy and clean.

Behaviours	
<b>B1</b>	Treat people with care and dignity being open and honest at all times.
<b>B2</b>	Respect service users' diversity, beliefs, culture, needs, values, privacy and preferences.
<b>B3</b>	Show respect, compassion and empathy for service users, their families, carers and those you work with.
<b>B4</b>	Be adaptable and reliable with consistent and appropriate conduct both on and off duty.
<b>B5</b>	Have the courage to challenge areas of concern.
<b>B6</b>	Recognise and act within the limits of own competence seeking advice and support when needed.

**Qualifications** English and Maths Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is alternative to the English qualification for those whose primary language is BSL

### Other mandatory qualifications

Level 3 Certificate in Emergency Response Ambulance Driving (RQF) and Level 4 Diploma in Associate Ambulance Practitioner (RQF)

Level 3 Certificate in Emergency Response Ambulance Driving Qualification. This is an Ofqual qualification and is the only mandated qualification that meets regulatory requirements. Individuals would have to complete the Level 3 Certificate in Emergency Response Ambulance Driving Qualification unless they have already passed either the legacy Institute of Health Care Development (IHCD) Driver training programme or Chief Ambulance Officer approved internal programmes with a high-speed driving component where candidates can demonstrate current and relevant driving experience. Previous driver training programmes must meet the criteria set out by the Department for Transport for high-speed driving in the Road Safety Act.



## **Professional recognition**

This is a not a regulated occupation.

## **Occupational level**

4

## **Duration (months)**

Typical months to gateway: 18 months (this does not include the EPA period).

## **Review**

This apprenticeship will be reviewed in accordance with our change request policy.

## **Example progression route**

Paramedic