



# Certa Level 2 Award and Extended Award in Care Navigation

Version March 2017

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**Certa**  
National Awarding  
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## Background

There is widespread recognition that health and social care needs are changing. This includes an ageing population, with rising prevalence of people living with long term, complex conditions and needs. There is a significant need to shift NHS service provision and professional working towards a paradigm of more sustainable, proactive and integrated health and social care.

## Why is it important



Effective navigation is a key element of delivering coordinated, person-centered care and support. 'Care navigators' can play a crucial role in helping people to get the right support, at the right time to help manage a wide range of needs. This may include support with long term conditions, help with finances and signposting to a range of statutory and voluntary sector services.

A person providing care navigation is usually based in a multidisciplinary team, helps to identify and signpost people to available services, acting as link workers. The person who provides care navigation is therefore an important (though alone not sufficient) lynch-pin or enabler to achieving integrated care provision.

From an individual perspective, people who provide care navigation build relationships, problem solve and help locate resources, serving as a link between community, health and social services. They advocate the needs of people, they are enabling and focused on recovery, to strengthen the work of the multidisciplinary team. A key purpose is to ensure patients experience seamless, joined up care and support.

## Who provides Care Navigation?

Care navigation is and needs to be part of all staffs' work ethos and duty, rather than restricted to a specific role. Care Navigation, therefore, may be best considered as a process or intervention rather than a specific role for one specific person in one setting, and needs to be able to take place across the whole spectrum of the individual's journey, a 'link worker' to enable a 'seamless' pathway.

Currently there are a range of care navigation service models. Non-clinical staff who deliver care navigation in the UK tend to occupy a plethora of roles, work in many settings and have varying job titles and backgrounds such as trained volunteers, administrative staff, staff with health or social care backgrounds



Figure 1 Examples of the different sectors and organisations through which individuals providing care navigation work

## What is the aim of these qualifications?

The Certa Level 2 Award and Extended Award in Care Navigation are nationally recognised qualifications. They prepare learners to work in a care navigation role or improve the knowledge and skills of those already working in care navigation.

You could use this qualification to support:

- Training for the unemployed
- Post 16 Study Programmes
- Apprenticeships
- Work Based Learning.

Care Navigation is a simple way of offering relevant information to patients which allows them to feel involved in the process and ultimately choose which service would best meet their health needs.



## What do the qualifications cover?

Learners who achieve the Certa Level 2 Award in Care Navigation will gain knowledge of the principles of care navigation, how to implement positive equality and diversity practice and understand the services available to support choice. They will also develop an understanding of the importance of Customer Service and its role within care navigation.



Learners who achieve the Certa Level 2 Extended Award in Care Navigation will gain everything from the Award plus knowledge on the role of a team leader within a healthcare setting, working with external agencies including the voluntary and community sector. The Extended Award also includes an introduction to social prescribing.

## How is it assessed?

The qualifications will be awarded to learners who successfully achieve the correct combination of mandatory and optional units. You can see the full list of units and combination options on page 4.

## Resources available

Certa has approved the following resources that have been developed by West Wakefield Health and Wellbeing to support the delivery and assessment of the qualifications:

- Summative assessments for both the Award and Extended Award
- Indicative content to support tutors in organising what they want to teach learners
- A suggested way of teaching the units of the qualifications to ensure that all content is covered thoroughly and efficiently
- Resources for each unit to provide learners with further reading and research opportunities
- Examples of teaching and learning activities.

# Certa Level 2 Award and Extended Award in Care Navigation

## Entry guidance information

There are no specific requirements to study for these qualifications. The Level 2 Award is appropriate for learners who are 16+ and the Level 2 Extended Award is appropriate for learners who are 18+.

## Progression

The Care Navigation qualifications will increase a learner's knowledge and confidence when interacting with patients and support their care role. It can also lead to the Certa Level 3 Certificate in Social Prescribing.

## Get in touch

If you have any questions about running these qualifications, please contact the Business Development team who will be happy to discuss your curriculum requirements and provide guidance on setting up a new qualification.

*All units are Level 2, 2 credits (16 GLH) and Sector 1.3*



Certa Level 2 Award in Care Navigation	
<b>Credit Value of the Qualification:</b>	8
<b>Guided Learning Hours (GLH):</b>	64
<b>Total Qualification Time (TQT):</b>	80

Mandatory Group
All units below must be achieved

Unit Title	Unit Ref
Principles of Care Navigation	M/615/4541
Implement positive Equality and Diversity practice in Care Navigation Services	K/615/4537
Understand the services available to support choice for people using Care Navigation Services	A/615/4543
Understand the importance of Customer Service in Care Navigation	T/615/4542

Certa Level 2 Extended Award in Care Navigation	
<b>Credit Value of the Qualification:</b>	12
<b>Guided Learning Hours (GLH):</b>	96
<b>Total Qualification Time (TQT):</b>	120

Mandatory Group
Same as Level 2 Award

Optional Group
Any 2 units from below must be achieved

Unit Title	Unit Ref
Introduction to the Role of the Team Leader	T/615/4539
Introduction to Social Prescribing	M/615/4538
Personal and Professional Development	K/615/4540