



## Lead Adult Care Worker – Apprenticeship Standard Specification

Level: 3

Duration: 12-18 months (not including EPA)

Maximum Funding: £3,000

Code: ST0006

## About FutureAssess

FutureAssess works together with employers and industry experts to develop end-point assessments, materials and tools. We provide a first class service for your End-point Assessment needs and we ensure that we support employees in every step towards their end-point assessment.

Our processes ensure that the apprentice has the required knowledge, skills and behaviours for their area of work, as determined by the Level 3 Lead Adult Care Worker Apprenticeship Occupational Standard and Assessment Plans.

FutureAssess is a recognised and approved End-point Assessment Organisation and appears on the Register of End-point Assessment Organisations (RoEPAO). FutureAssess are the EPAO within Future(Awards & Qualifications) Ltd.

More information on our processes and End-point Assessment can be found on our website or by contacting us at [epao@futureassess.com](mailto:epao@futureassess.com).

## Summary of Changes

Summary of Changes made:	Page No:

## Contents

The Lead Adult Care Worker Role .....	4
Overview of the Role .....	4
Lead Adult Care Worker Apprenticeship .....	4
Knowledge, Skills and Behaviours .....	5
End-point Assessment Process .....	6
Overview of the EPA Process .....	6
End-point Assessment Structure .....	7
Overview of the EPA Structure.....	7
Gateway Readiness .....	7
EPA Components.....	8
Grading & Weighting.....	8
EPAO Role.....	9
Contact Us.....	9
Annexe A: Overview of EPA .....	11
Appendix B: Sample Assessment Materials .....	12

## The Lead Adult Care Worker Role

### Overview of the Role

Lead Adult Care Workers (LACWs) are the frontline staff who help adults with care and support needs to achieve their personal goals, and to be able to live as independently and safely as possible, enabling them to have control and choice in their lives. In addition, LACWs have the responsibility for providing supervision, frontline leadership, guidance, direction for others, or working autonomously, exercising judgement and accountability.

To work in care is to make a positive difference in someone's life when they are faced with physical, practical, emotional or intellectual challenges. LACWs need to have the right values and behaviours, developing competencies and skills to provide high quality compassionate care and support.

A LACW, will be expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control. By providing leadership, guidance and direction they will be instrumental in improving the health and wellbeing of those receiving care and support.

LACWs will in some circumstances have delegated responsibility for the standard of care provided and may supervise the work of other care workers.

LACWs may work in residential or nursing homes, domiciliary care, day centres or some clinical healthcare settings.

### Lead Adult Care Worker Apprenticeship

The aim of the LACW apprenticeship is to ensure that the apprentice will be fully competent and job ready to perform the role of LACW as required by the end of programme and end-point assessment.

The apprenticeship is an integrated programme of knowledge, skills and core behaviours expected of a competent worker operating in a regulated field. Apprentices must undertake a programme in a suitable care setting and must complete the 15 Care standards as set out in the Care Certificate. They must also undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

The apprenticeship is completed with the support of a learning provider or employer who trains the apprentice. They can only attempt the end-point assessment once this mandatory on-programme training has been completed.

The award of the apprenticeship certificate will signify a recognition of competence in a role and enable progression to higher levels of skills development. This is also the first step in a career as a professional care worker.

Apprentices are also expected to hold Level 2 in Maths and English. For those with an education and car plan or a legacy statement the Apprenticeships English and Maths minimum requirement is Entry Level 3. British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

## Knowledge, Skills and Behaviours

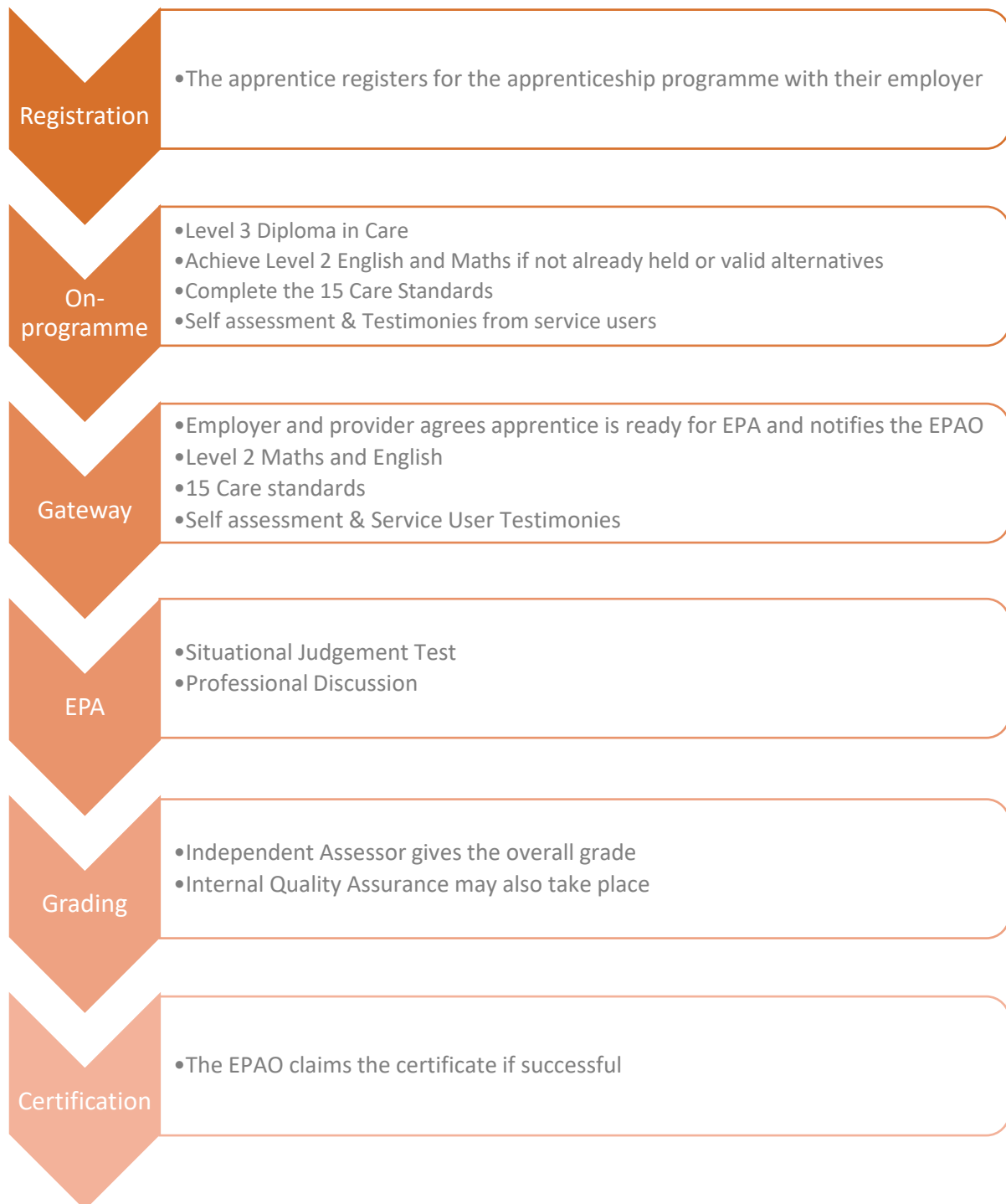
In order to be fully competent, the standard requires that LACWs meet and demonstrate particular values and behaviours. They must also demonstrate particular skills and hold certain knowledge to be able to perform competently within their role.

The Standard lists in detail the behaviours, knowledge and skills required for this role. These have been summarised, as taken from the Assessment Plan, below.

<b>Knowledge</b>	An LACW must know and understand:	<ul style="list-style-type: none"> <li>• The job they have to do, their main tasks and responsibilities</li> <li>• The importance of having the right values and behaviours</li> <li>• The importance of communication</li> <li>• How to support individuals to remain safe from harm</li> <li>• How to promote health and wellbeing for the individuals they support and their work colleagues</li> <li>• How to work professionally, including their own professional development</li> </ul>
<b>Skills</b>	An LACW must be able to:	<ul style="list-style-type: none"> <li>• Undertake the main tasks and responsibilities according to their job role</li> <li>• Treat people with respect and dignity and honour their human rights</li> <li>• Communicate clearly and responsibly</li> <li>• Support individuals to remain safe from harm</li> <li>• Champion health and wellbeing for the individuals they support and for work colleagues</li> <li>• Work professionally and seek to develop their own professional development</li> </ul>
<b>Behaviours</b>	An LACW behaviours are identified as the six C's	<ul style="list-style-type: none"> <li>• Care – is caring consistently and enough about individuals to make a positive difference to their lives</li> <li>• Compassion – is delivering care and support with kindness, consideration, dignity and respect</li> <li>• Courage – is doing the right thing for people and speaking up if the individual they support is at risk</li> <li>• Communication – good communication is central to successful caring relationships and effective team working</li> <li>• Competence – is applying knowledge and skills to provide high quality care and support</li> <li>• Commitment – to improving the experience of people who need care and support and ensuring it is person centred.</li> </ul>

## End-point Assessment Process

### Overview of the EPA Process



## End-point Assessment Structure

### Overview of the EPA Structure

The general structure of the EPA process is demonstrated below.

As is shown there are 2 components to the EPA, that both carry equal weighting.

The Situational Judgement Test should be passed before the apprentice moves onto the Professional Discussion.

Assessment Component	Area Assessed	Grading	Weighting
<b>Situational Judgement Test</b>	<p>Knowledge (All knowledge elements will be assessed in this component)</p> <p>Skills</p> <ul style="list-style-type: none"> <li>Undertake the main tasks and responsibilities according to their job role</li> <li>Communicate clearly and responsibly</li> </ul>	Pass/ Merit/ Distinction	50%
<b>Professional Discussion</b>	All remaining skills and the behaviours will be assessed in this component using a wide range of evidence sources including the self - assessment and testimonies from people who use services.	Pass/ Merit/ Distinction	50%

The overview of the LACW end-point assessment can be found in *Appendix A*.

Sample Assessment Materials can be found in *Appendix B*.

### Gateway Readiness

During their 12-18 months on the apprenticeship, apprentices are considered as being On-Programme. The apprentices will undertake a programme of study as part of a high quality induction programme ensuring they cover:

- Achieve of the Level 3 Diploma in Care
- Complete the 15 standards as set out in the Care Certificate
- Achieve Level 2 Numeracy & Literacy
- Undertake a self-assessment in the last month of their apprenticeship to enable them to see whether they are confident that they have taken on board all aspects of the occupation. This

self-assessment must be submitted to the independent end-point assessor as a source of evidence to prepare for the professional discussion

- In the last three months of the apprenticeship following completion of the Diploma, collate testimonies from people who use services. This must be submitted to the end point assessor to support the professional discussion

Once all these elements have been achieved the employer, apprentice and learning provider must all agree that the apprentice themselves are ready to proceed to the EPA.

## EPA Components

**The Situational Judgement Test** will be conducted via multiple choice questions. The apprentice will be presented with a range of real life scenarios for which the apprentice must answer the multiple choice questions.

Questions will draw from the knowledge and skills aspects of the Standard and as demonstrated above.

The exam will normally be taken online in controlled exam conditions and will have 60 questions and a time limit applied.

The Situational Judgement Test must be achieved before the candidate can proceed to the professional discussion.

**The Professional Discussion** will be undertaken by the Independent End-point Assessor (IEPA).

The discussion will draw on amplifications from prior learning experience, including the candidate's self-assessment and testimonies from users of services and sample standardised candidate questions asked of every apprentice candidate in the interview.

The discussion will take no more than 45 minutes to complete and may take place in the workplace under controlled conditions.

Sample Assessment Materials can be found in *Appendix B*

## Grading & Weighting

The grading of the Situational Judgement Test is as follows:

<b>Pass</b>	Acceptable Achievement	40 - 49 correct answer
<b>Merit</b>	Good achievement	50 – 54 correct answer
<b>Distinction</b>	Outstanding achievement	55 + correct answers

Candidates who achieve between 25 – 39 correct answers are permitted to retake the test on a further occasion within three months.

Candidates achieving fewer than 25 correct answers will not be allowed to retake the test until they have completed a professional review of performance and acted on its findings.



Grading of the Professional Discussion is as follows:

Pass	Acceptable Achievement	A standard interview record template (to be developed)
Merit	Good Achievement	
Distinction	Outstanding achievement	

A resit may be taken within three months from the original discussion. If a resit is taken, the maximum achievable grade will be a Pass.

A candidate will be required to achieve a Pass in both of the components. The final grade is decided by the IEPA only. The final grading decision is decided in the following ways:

		Professional Discussion		
		Pass	Merit	Distinction
Situational Judgement Test	Pass	Pass	Merit	Merit
	Merit	Pass	Merit	Distinction
	Distinction	Merit	Merit	Distinction

## EPAO Role

In line with the assessment plan, as an EPAO, we will:

- Take no part in the training of apprentices who complete the EPA's
- Devise assessment materials and administer the EPA
- Recruits and trains independent assessors
- Ensure assessors are occupationally competent, are able to assess the performance of the apprentice using the EPA method and are able to determine grade achieved
- Undertake annual standardisations and moderation activities
- Actively participate in quality assurance procedures described in the assessment plan
- Follow Internal Quality Assurance Procedures and adhere to External Quality Assurance procedures and requests.
- Comply with the Conditions for the EPAOs
- Comply with the EQA Framework

## Contact Us

For more information about the EPAO, FutureAssess or the EPA please contact us on:

Phone: 01530 836668

Email: [EPAO@futureassess.com](mailto:EPAO@futureassess.com)

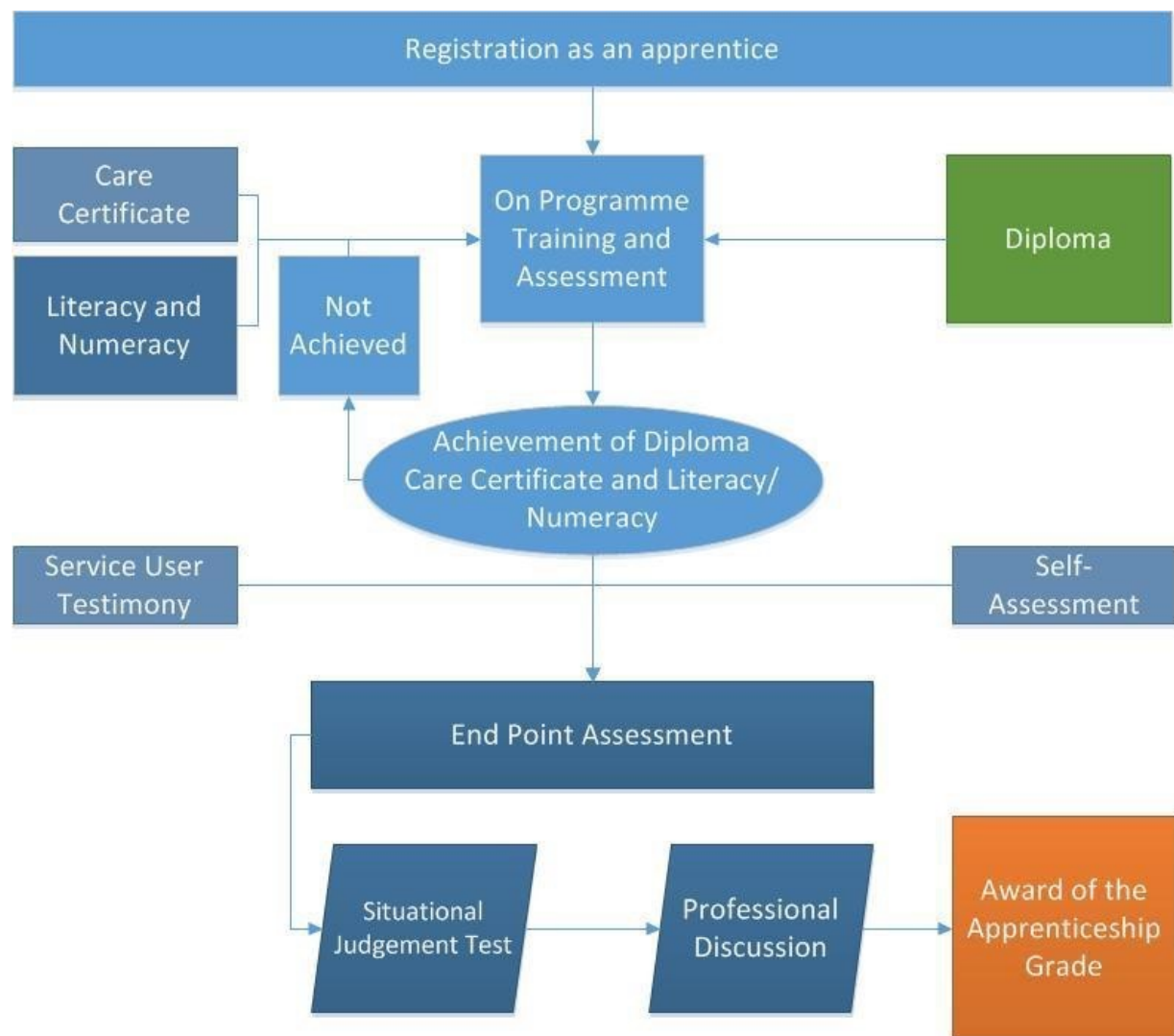
Web: [www.futureassess.com](http://www.futureassess.com)

## List of Appendices

Appendix A: Overview of LACW EPA

Appendix B: Sample Assessment Materials

## Annexe A: Overview of EPA



## Appendix B: Sample Assessment Materials

FutureAssess are not able to divulge all information regarding the assessment materials, but exemplar multiple choice questions are shown below.

Q1: Martha has a busy schedule including work and childcare responsibilities. She knows that fast food is unhealthy, but often she orders fried food to save time. What is the best way to encourage Martha to eat a healthier diet?

- a. Talk to her about her schedule and ways she could plan her meals ahead
- b. Recommend that she prioritises her diet over her other responsibilities
- c. Focus on reminding her about the health risks of eating fast food
- d. Advise her to order a wider variety of fast food options

Q2: The specialist nurse you work with has told Michael he will not regain full mobility and leaves you with him. He asks you if there are alternative treatments which will give him full mobility again. What should you do?

- a. Reassure Michael by telling him that the nurse might be wrong
- b. Leave the room because you are not qualified to answer Michael
- c. Focus on comforting Michael and do not contradict the nurse
- d. Recommend Michael to look for more answers on the internet

Q3: A care worker under your supervision tells you that their client keeps asking them about their own medical history. What is the best advice to give to the care worker?

- a. Pretend they have a similar medical history to the client
- b. Avoid talking to the client about any subjects whatsoever
- c. Tell the client about anything they ask because it will build trust
- d. Be friendly but avoid disclosing their personal medical history

Q4: The family of an individual under your care often praise you for your work. One day you receive a gift-wrapped present with a card from the individual's family. What should you do?

- a. Accept the present only if it is received during working hours
- b. Do not accept the present if it may be seen to compromise your position
- c. Accept the present but return it to the shop without telling the family
- d. Do not accept the present unless the card includes signatures

Q5: On the hospital ward where you work, a lone woman asks you for the time. You notice that she has bruising on her face and she appears to be in a state of shock. What is the best way to apply 'duty of care'?

- a. Tell the woman what the time is and only ask about the bruising if she brings it up
- b. Do not answer the woman's question and instead ask her how she was injured
- c. Avoid talking to the woman and immediately report your concerns to a manager
- d. Have a discussion with the woman and try to check if there was a violent incident



Future (Awards and Qualifications) Ltd  
EMP House, Telford Way, Coalville,  
Leicestershire, LE67 3HE

**Telephone:** 01530 836668

**Email:** [EPAO@futureassess.com](mailto:EPAO@futureassess.com)

[www.futurequals.com](http://www.futurequals.com)

[www.futurequals.com](http://www.futurequals.com)