



## SENIOR HEALTHCARE SUPPORT WORKER

Apprenticeship Standard Guide

Level: 3

Duration: 12 to 18 months

Maximum Funding: £3,000.00

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## Senior Healthcare Support Worker – Apprenticeship

### Job Profile

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people, which may include babies, infants, children, young people or adults, depending on the job role. As an experienced support worker, you carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner.

You provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of your competence. You may work in a range of services eg hospital, community, health or day case unit, birth centre or midwifery led unit, someone's home, operating theatre, nursing or care home, assessment centre, hospice, school, prison, GP surgery, charity or voluntary organisation; working in partnership with individuals, families, carers and other service providers.

Options: 1. adult nursing support, 2. maternity support, 3. theatre support, 4. mental health support, 5. children and young people support, 6. allied health profession – therapy support

### Values and Behaviours

A Senior Healthcare Support Worker will demonstrate the following personal attributes and behaviours:

- Caring and compassionate, honest, conscientious and committed
- Treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences, show respect and empathy for those you work with, have the courage to challenge areas of concern and work to best practice, be adaptable, reliable and consistent, show discretion, show resilience and self-awareness and show supervisory

### Industry Specific Requirements

When recruiting, employers may select apprentices with prior experience as a support worker.

The apprentice must meet the 15 standards as set out in the Care Certificate.

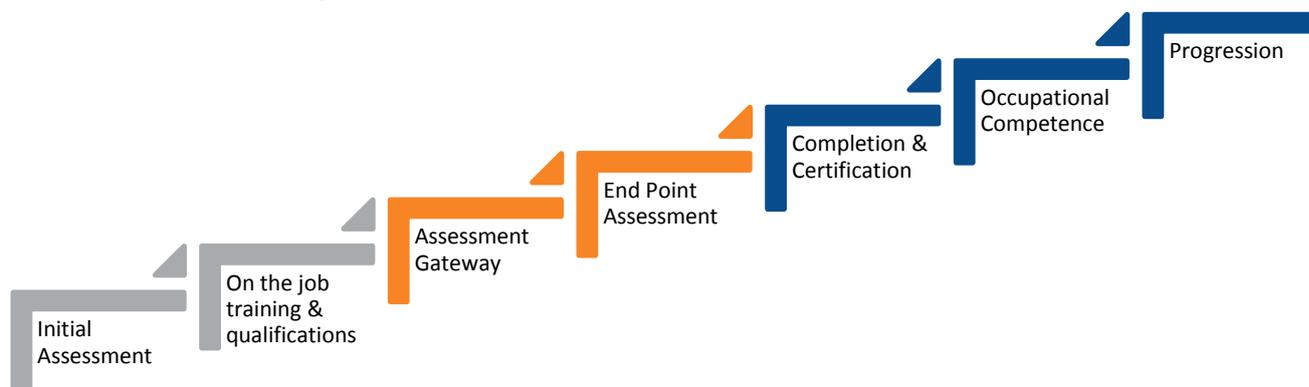
## Knowledge and Skills

The Senior Healthcare Support Worker will have the following core knowledge, skills and understanding:

- **Health and Wellbeing**
  - Understand how to carry out routine and complex clinical or therapeutic tasks, the care plans and delegation protocols used within own organisation
  - Be able to assist registered healthcare practitioners with clinical or therapeutic tasks; follow care plans; notice and report changes
- **Duty of care and candour, safeguarding, equality and diversity**
  - Understand legislation, policies and local ways of working about duty of care, candour, raising concerns, safeguarding/ protection from abuse, diversity, equality and inclusion; what they mean, why they are important, how to promote them to others
  - Be able to follow the principles for equality, diversity and inclusion
  - Be able to safeguard and protect adults and children; promote the principles to others
- **Person centred care, treatment and support**
  - Understand why it is important to gain consent, even when it is difficult; how to undertake risk assessment in enabling a person centred approach; why it is important to promote
  - Demonstrate what it means in practice to promote and provide person centred care, treatment and support by obtaining valid consent, and carrying out risk assessments
- **Communication**
  - Understand why it is important to promote effective communication at work; how to communicate with people who have specific language needs or wishes; how to reduce communication problems and respond to complaints; techniques for difficult situations, local guidelines for dealing with abusive behaviour.
  - Demonstrate and promote effective communication using a range of techniques
- **Personal, people and quality improvement**
  - Understand own responsibilities and duties; the limits of own competence and authority; that of those under your supervision; the values of your organisation; legislation, standards, policies, protocols you should adhere to; why it is important to work in ways agreed by your employer
  - Be able to act within the limits of own competence and authority; ensure that anyone under your supervision acts within theirs'
- **Health, safety and security**
  - Understand how to promote health and safety at work; what to do in situations that could cause harm; how to handle hazardous materials
  - Be able to maintain a safe and healthy working environment, take appropriate action in response to incidents or emergencies, following local guidelines
  - Move and position individuals, equipment and other items safely

Specific knowledge, skills and understanding that relate to adult nursing support, maternity support, theatre support, mental health support, children and young people support, and allied health profession – therapy support are detailed in the standard.

## Learner Journey



## Qualifications

Qualifications and On-programme Assessment
The Care Certificate
Level 3 Diploma in Healthcare Support Completion of the mandatory units and select the optional units that align to the context of the apprentices' workplace
Level 2 Literacy and Numeracy
A learning journal completed during the final 3 months

## Assessment Gateway

Before the apprentice is eligible to undertake the end-point assessment by their employer and learning provider, they will need to:

- Achieve the Level 3 Diploma in Healthcare Support
- Meet the 15 standards as set out in the Care Certificate. The Care Quality Commission expect that providers that employ healthcare assistants and social care support workers follow these standards to make sure new staff are supported, skilled and assessed as competent to carry out their roles.
- Achieve Level 2 Maths and English
- Complete a learning journal. The apprentice documents and reflects on their development (knowledge and skills) as well as their approach to the workplace (the values and behaviours). The learning journal is completed during the 3 months leading up to the planned date of the end point assessment.

## End-Point Assessment

The End-Point Assessment assesses the knowledge, skills and understanding the apprentice has gained during their training and completion of qualifications.

The following areas will be assessed as part of the End-Point Assessment



### Multiple Choice & Short Answer Test

Learners will have to complete 30 multiple choice questions (1 mark each) and 4 short answer questions (5 marks each).

The multiple choice questions will cover the core knowledge requirements within the standard:

- Health and well-being
- Duty of care and candour, safeguarding, equality and diversity;
- Person centred care and support;
- Communication;
- Personal, people and quality improvement
- Health, safety and security

The short answer questions cover the knowledge requirements in the apprentice's chosen option;

**Adult Nursing Support** - Assist with clinical tasks; Activities of daily living

**Maternity Support** - Assist with clinical tasks; Assist with caring for babies; Support mothers and birthing partners

**Theatre Support** - Assist healthcare practitioners with delegated clinical tasks; Support individuals; Equipment and resources

**Mental Health Support** - Assist with delegated clinical tasks and therapeutic interventions; Support individuals; Risk assessment and risk management

**Children and Young People Support** - Assist with clinical tasks; Activities of daily living; Child Development

**Allied Health Profession – Therapy Support** - Assist with delegated therapeutic or clinical tasks and interventions; Support, educate and enable individuals with their health and wellbeing; Equipment and resources

Grading will be: Pass 40-59%, Merit 60-74% or Distinction 75%

## Observation of Practice

The independent assessor spends a minimum of 90 minutes observing the apprentice during the course of their normal work in their normal place of work. To pass the observation of practice the apprentice must be able to meet the core skills and behaviour requirements in bold:

**Treat people with dignity**, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences.

**Show respect and empathy for those you work with**, have the courage to challenge areas of concern, be adaptable, reliable and consistent.

**Show discretion**, resilience and self-awareness.

**Assist registered healthcare practitioners with clinical tasks**, working to best practice and following care plans.

**Communicate effectively with individuals** using a range of techniques, observe and record verbal and non-verbal communication.

**Follow the principles for equality, diversity and inclusion.**

**Demonstrate what it means in practice to promote and provide person centred care and support.**

**Work as part of a team**, seek help and guidance when you are not sure.

**Maintain a safe and healthy working environment.**

**Move and position individuals, equipment** and other items **safely.**

**Use a range of techniques for infection prevention and control appropriate to the task undertaken**, eg waste management, spillage, hand washing, use of Personal Protective Equipment (PPE).

Requirements not emboldened which do not occur naturally during the observation period may be tested during the interview.

The practical observation is ungraded above a Pass.

## Learning Journal and Interview

The learning journal is completed by the apprentice in the 3 months leading up to the end point assessment. The learning journal may contain a range of sources of evidence but must contain a minimum of 3 reflective accounts completed by the apprentice to a total of 1000 words (+/- 10%) which demonstrate their learning and application of knowledge to their chosen area of practice in addition to their values and behaviours. The learning journal covers the knowledge and skills set out in the apprentice's chosen option.

The interview takes place between the independent assessor and the apprentice and lasts for a minimum of 30 minutes and a maximum of 45 minutes.

The purpose of the interview is to enable the apprentice to further showcase their knowledge, skills and behaviours from across the standard. The assessor checks and clarifies any matters arising from the multiple choice/short answer test results, the learning journal or from the observation of practice.

Grading will be: Pass - Meets the standard, Merit - Exceeds the standard or Distinction - Far exceeds the standard

## Grading

The learner receives an overall grade of Pass, Merit or Distinction. The final grade is decided by the following combinations:

	Observation of practice	MCQ/Short answer test	Learning journal & interview	OVERALL GRADE
Grade	Pass	Pass	Pass	Pass
	Pass	Pass	Merit	Pass
	Pass	Pass	Distinction	Merit
	Pass	Merit	Pass	Pass
	Pass	Merit	Merit	Merit
	Pass	Merit	Distinction	Merit
	Pass	Distinction	Pass	Merit
	Pass	Distinction	Merit	Merit
	Pass	Distinction	Distinction	Distinction

## Certification

Upon successful completion of the EPA, the independent assessor will inform FutureQuals/FutureAssess. FutureQuals/FutureAssess will then contact the SFA who will issue the apprenticeship certificate.

## Progression

After a period of working and gaining experience, you may be able to work towards an Assistant Practitioner or Nursing Associate post or, providing you meet the entry requirements, apply to university to become a registered healthcare practitioner.

## FutureQuals/FutureAssess - assessment services

- Valid Assessments services including online approaches
- Expert advice and guidance for both providers and employers on best approach for on programme learning
- Reviewing processes to aid the evidence gathering and placements
- Consultancy approach with training providers to meet standards and assessment plans
- Planning and delivery of the assessment service with an agreed location or \*assessment centre
- Guidance for standardisations, internal audits as required
- Share best practices and assist learning processes you have
- Support of coverage of learning areas required to meet the standards and assessment plan
- Full scheduling services
- Data collation and sharing with all stakeholders involved
- Record completion and supporting the evidence requirements processes with a number of suitable services such as online portfolios and developed evidence log books for qualifications
- Functional Skills English and Maths to support the apprenticeship

\*contact us if you are looking to become an assessment centre or looking to offer Functional skills.

### Our role in end point assessments

We will, in line with the assessment plan:

- Completely design and development the content of the end-point assessment. For example, test questions, project topics or interview scripts.
- Provide supporting processes and information systems to check and verify that the apprentice has completed any prerequisites to endpoint assessment, including any mandatory qualifications
- Provide the application and conduct any end-point assessment of apprentices to the standard requested
- Provide totally fair and objective quality assurance of the end-point assessments and grading processes
- Ensuring all parties adhere to the external quality assurance arrangements that are in place for standards
- Provide you with the evidence that end-point assessment is synoptic and independent
- Identify when the apprentice has passed the end-point assessment and record appropriately within our secure information system
- Apply for the apprenticeship certificate on your behalf

## Additional information

Our EPA approval number is: EPA0057

## Contact

For further information and support, please contact:

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

Phone: 01530 836662

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



# FutureQuals<sup>TM</sup>

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