

Apprenticeship standard (England only)

# Adult Care Worker

Industry: Adult Care

City & Guilds code: 9040

LARS number: 119



A City & Guilds Group Business

-  **Minimum duration: 12-18 months**
-  **Funding band: 4 (£3,000)\***
-  **Level 2**

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** Open for registrations

The adult care worker role is key in the delivery of care and support to individuals in a number of settings. These range from residential care homes to care-at-home services and the role may include supporting individuals to develop skills that enable them to live their lives with increasing independence and to reach their full potential.

The new standard is a direct replacement for the SASE Framework Health & Social Care, England.

## City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

## The apprentice journey



### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

## 1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

The apprentice must complete or provide: an induction based on the 15 standards of the Care Certificate; a Level 2 Diploma in Care; service-user testimonies and a self-assessment activity.

The employer, training provider and apprentice should have regular reviews to check the apprentice is on target and to support their development. The required behaviours are: care, compassion, courage, communication, competence and commitment. In the mandatory qualification, apprentices choose from knowledge and competence units to suit their role with a balance between knowledge and competence-based units.

The evidence requirements within each unit ensure that the assessment is consistent, rigorous and of high quality. Apprentices must pass an enhanced DBS check to start the programme.

## Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which gives you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



### Mandatory qualification

Level 2 Diploma in Care (3095-21) is mapped to the standard. Mandatory units cover: communication; personal development; equality and inclusion; duty of care; safeguarding; responsibilities; person-centred approaches; health, safety and wellbeing; handling information.



### Textbook

Includes comprehensive coverage of the mandatory content in the qualification and the most popular optional units.



### SmartScreen

Dedicated online resources that support tutors with delivery tools and gives learners engaging materials. It includes: schemes of work, lesson plans and resources to support the mandatory units and popular optional units.



### Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidence 20% off-the-job learning.



### Guidance documents

- Handbooks containing the qualification content and assessment requirements.
- Guidance on for apprentices and training providers to help prepare the apprentice for their EPA.

## Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



## 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



## 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



## 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

To move on to EPA, the apprentice must have: completed the requirements of the standard including achieving the mandatory qualification; evidenced the relevant knowledge, skills and behaviours; and achieved maths and English at Level 1.

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the grades available are distinction, merit, pass or fail. Assessment events for this standard are:



### Situational judgement test

60 scenario-based questions. The apprentice must pass the test before going on to the interview.



### Interview/professional discussion

A 45-minute interview in controlled conditions with an independent assessor. Questions are based on the standard, including behaviours, and draw on the apprentice's learning and experiences during on-programme. It may explore the self-assessment and service user testimonies too.

## Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

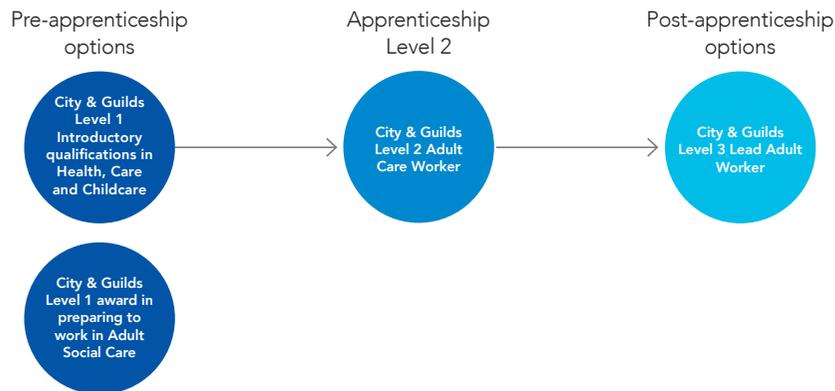


## 4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector and will expand as the IfA approves new standards particularly: Lead Practitioner in Adult Care Level 4 and Leader in Adult Care Level 5. And you can develop new and existing talent with ILM management apprenticeships including: Team Leader/Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



The new Adult Care Worker standard development has been driven by an employer steering group, and then refined through the Technical Working Group consisting of employers, training providers and assessment experts, including City & Guilds.

## How our offer supports you:

### Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](https://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](https://i-l-m.com/apprentice) for information on management apprenticeships.