

Apprenticeship standard (England only)




# Healthcare Support Worker

Industry: Healthcare

City & Guilds code: 9041

LARS number: 103



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

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** We're on the register of EPA organisations and anticipate taking bookings from summer 2018

Healthcare support workers work within a team to provide high-quality and compassionate care to individuals. They carry out well-defined routine clinical duties such as monitoring an individual's condition (by checking blood pressure, temperature or weight) and checking on their overall progress, comfort and wellbeing. Depending on the workplace, they may also help individuals to eat, drink, wash, dress or go to the toilet.

They will also prepare individuals for healthcare activities carried out by other members of the healthcare team. They are responsible for looking after individuals before, during and/or after these activities in line with their care plan.

They also carry out varied non-clinical duties such as keeping records, making beds, tidying up the work area, and returning or cleaning the equipment used during a clinical activity. They report to a registered healthcare practitioner who directly or indirectly supervises their work.

## 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 is required in the assessment plan?

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 the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

The apprentice must meet the 15 standards as set out in the Care Certificate, complete any qualifications specified by the employer and complete a portfolio of evidence during the last three months. They will also need to achieve maths and English at level 1 and sit attempt the test at level 2, if not already achieved.

## 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:



### Optional qualification

- Level 2 Diploma in Care (3095-21)
- Level 2 Certificate in Clinical Skills (3051-02) – an exclusive qualification to City & Guilds
- Level 2 Award in Medical Terminology (5519-12) (AMSPAR/City & Guilds) – an optional extra accreditation.



### 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 evidences 20% off-the-job learning.



### Guidance documents

Mapping documents showing the links between the apprenticeship standard and the qualification content are available for the Level 2 Certificate in Clinical Skills and will be coming soon for the Level 2 Diploma in Care.

## 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 evidence they've completed an induction based on the 15 standards of the Care Certificate, shown evidence of the relevant knowledge, skills and behaviours, have passed maths and English Level 1 and attempted maths and English Level 2. The apprentice must also complete a portfolio of evidence in the last three months of the apprenticeship.

## 3 End-point assessment: 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 pass, merit, distinction or fail. Assessment methods for this standard are:



### Synoptic knowledge test

60 multiple-choice and four short answer online e-volve tests.

**Duration:** 60 minutes.

**Grading:** pass, merit or fail.



### Synoptic skills test

Practical workplace observation against set criteria.

**Duration:** 90 minutes.

**Grading:** pass or fail.



### Interview

This is a chance for the apprentice to showcase the knowledge skills and behaviours learnt over their apprenticeship.

The IEPA will fill any gaps by asking questions on the multiple choice test results, the portfolio of evidence and the outcome of the observation of practice.

**Duration:** 30-60 minutes.

**Grading:** distinction, merit, pass or fail.

## 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.

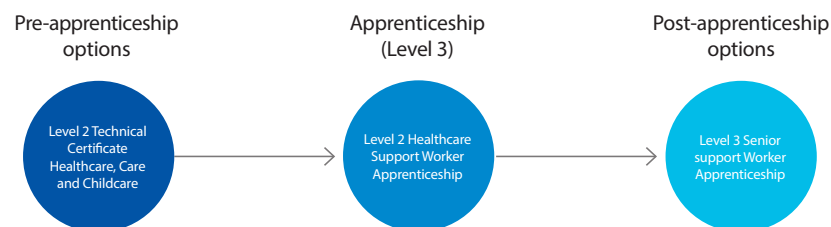


## 4 Apprenticeship certification

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 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 validation through an end-point assessment from City & Guilds would ensure the quality stamp for the whole sector and would provide confidence in the robustness of the final assessment of competence."

Peterborough and Stamford Hospitals NHS Foundation Trust

Developed with an employer group including: Barchester Healthcare, Derby Hospitals NHS Foundation Trust, Health Education England, Hospice UK, Ipswich Hospital NHS Trust, James Paget University Hospitals NHS Foundation Trust, Mid Essex Hospitals NHS Trust, Norfolk and Norwich University Hospitals NHS Foundation Trust, Norfolk & Suffolk NHS Foundation Trust, North Bristol NHS Trust, North East London NHS Foundation Trust, Poole Hospital NHS Foundation Trust, Royal College of Midwifery, Royal College of Nursing, Solent NHS Trust, South Devon Healthcare NHS Foundation Trust in conjunction with Torbay & South Devon NHS Foundation Trust, Southern Health NHS Foundation Trust, St Giles Hospice, The Priority Group, The Royal Devon & Exeter NHS Foundation Trust, Unison, University Hospitals Birmingham NHS Foundation Trust, University Hospital Southampton NHS Foundation Trust, Walsall Healthcare NHS Trust, Yeovil District Hospital NHS Foundation Trust, and Skills for Health.

## 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.