

Apprenticeship standard (England only)




Senior Healthcare Support Worker

Industry: Healthcare

City & Guilds code: 9043

LARS number: 151



-  **Typical duration:** 18-24 months
-  **Funding band:** 4 (£3,000)*
-  **Level** 3

*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 Autumn 2018

Our Senior Healthcare Support Worker apprenticeship offer is based on long experience of working in the healthcare sector directly with employers and supporting training providers and colleges to deliver high-quality apprenticeships to the healthcare sector over many years.

There are 6 EPA pathways in this apprenticeship. In consultation with the sector, City & Guilds has identified Adult Nursing Support as the priority pathway which will be ready in 2018. Further pathways will be added to the suite over time.

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. 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 like; 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. You may supervise or guide the less experienced staff in your team. You must follow the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. There are several different options adult nursing support, maternity support, theatre support, mental health support, children and young people support, allied health profession – therapy support. City & Guilds will offer end-point assessment for the Adult Nursing Support option from October/November 2018. Additional options will be added to the suite over time.

The standard replaces the SASE Frameworks in Level 3 pathways in Health for Clinical Healthcare Support, Perioperative Support, Maternity and Paediatric Support and Allied Health Profession Support.

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 City & Guilds Senior Healthcare Support Worker apprenticeship

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

Apprentices must meet the 15 standards as set out in the Care Certificate, achieve the Level 3 Diploma in Healthcare Support –which covers all options in the standard – and complete a learning journal in the last three months of the apprenticeship. They must also reach maths and English 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 give 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

Current Level 3 Diploma in Healthcare Support (4345-31) provides a sufficient range of optional units to which support the on-programme aspects of the standard.



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% offthe-job learning.



Guidance documents

Mapping documents showing links between the apprenticeship standard and the qualification content will be available.

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)

The City & Guilds Senior Healthcare Support Worker apprenticeship



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 that they've completed an induction based on the 15 standards of the Care Certificate, have the relevant behaviours, have passed maths and English at Level 2 and achieved the mandatory Level 3 Diploma in Healthcare Support.

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 overall grade available is distinction, merit, pass or fail. Assessment methods for this standard are:



Synoptic knowledge test

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

Duration: 60 minutes.

Grading: distinction, merit, pass or fail.



Synoptic skills test

Practical workplace observation against set criteria.

Duration: 90 minutes.

Grading: pass or fail.



Interview

The apprentice shows the skills, knowledge and behaviours learnt over their apprenticeship.

The IEPA will fill any gaps by asking questions on the multiple choice/short answer test results, the learning journal and the outcome of the observation of practice.

Duration: 30-45 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.



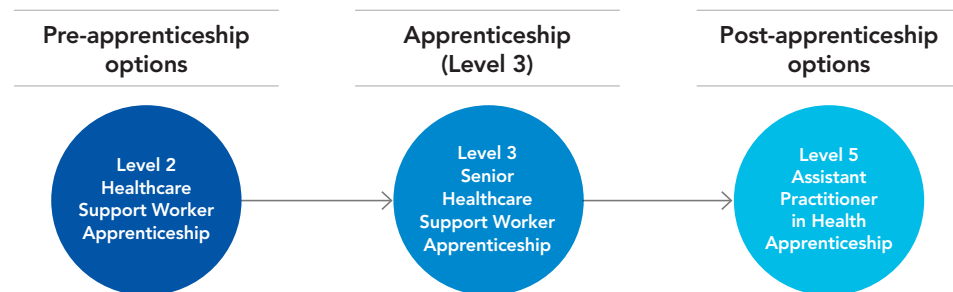
4 Apprenticeship certification

The apprentice will receive their Institute for Apprenticeships (IfA) apprenticeship certificate. Apprentices that complete a City & Guilds EPA will receive a City & Guilds statement of achievement for end-point assessment.

The City & Guilds Senior Healthcare Support Worker apprenticeship

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.



"As an NHS Trust and an employer, we have delivered Health NVQ qualifications for over twenty years and health apprenticeships for the last five years. Throughout that time, we have benefitted from a close working relationship with City & Guilds as our awarding body to ensure quality of our qualifications, and development to enable us to better our assessment practice. 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."

Gail Reilly, NVQ Co-ordinator at Peterborough and Stamford Hospitals NHS Foundation Trust

Developed with an employer group including: Care UK, Derby Hospitals NHS Foundation Trust, Great Ormond Street Hospital for Children NHS Foundation Trust, Health Education England, HEE- Shape of Caring, Ipswich Hospital NHS Trust, Institute of Vocational Learning and Workforce Research, Mid Essex Hospitals NHS Trust, Ministry of Defence (MoD), Norfolk & Suffolk Workforce Partnership (HEE East of England), Norfolk and Norwich University Hospitals NHS Foundation Trust, Norfolk & Suffolk NHS Foundation Trust, North Bristol NHS Trust, North East London NHS Foundation Trust, North Somerset Community Partnership, Poole Hospital NHS Foundation Trust, Royal College of Midwifery, Royal College of Nursing, Somerset Partnership NHS Foundation Trust, South Devon Healthcare NHS Foundation Trust in conjunction with Torbay & Southern Devon Care Trust, Southern Health NHS Foundation Trust, St Christopher's Hospice, St Giles Hospice, 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 to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services. Visit i-l-m.com/apprentice for information on management apprenticeships.