

On Programme Content

Healthcare Support Worker Apprenticeship Standard

Level 2



Healthcare Support Worker

Apprenticeship standard

Healthcare support workers (HCSWs) work as part of a team providing high quality and compassionate care to individuals. You will carry out well-defined routine clinical duties like monitoring an individual's conditions (by checking things like blood pressure, temperature or weight), checking on their overall progress, comfort and wellbeing.

On Programme Content

This learning content is designed to support the delivery of the on programme element of the knowledge, skills and behaviours of the apprenticeship standard and prepare the apprentice for end point assessment.

The on programme learning content is designed to prepare the apprentice for end point assessment and includes 4 courses:

- **Healthcare Support Worker induction:** this course includes an introduction to the apprenticeship standard and the end point assessment requirements, learning materials to support the apprentice in developing an understanding of their professional responsibilities, reflective practice, safeguarding, Prevent and British Values and The Care Certificate.
- **Healthcare Support Worker:** the holistic tasks in this course cover all the knowledge, skills and behaviours of the apprenticeship standard.
- **The Care Certificate:** this course allows apprentices to track their progress through the mandatory elements of the Care Certificate.
- **Healthcare Support Worker apprenticeship standard:** this optional course allows centres and apprentices to map their completed learning content to the knowledge, skills and behaviours of the apprenticeship standard.

Healthcare Support Worker Apprenticeship Standard - Level 2

Course	Topic	Task		Page			
Healthcare Support Worker Induction	Induction	Introduction	Responsibilities of a Healthcare Support Worker	The Care Certificate	Reflective practice	Safeguarding, Prevent and British Values	
Healthcare Support Worker	Communication	Communicate effectively	Handle information				
	Health intervention	Support individuals	End of life care	Pain and discomfort	Daily living	Nutrition and hydration	Food safety and hygiene
		Person centred care and support	Dementia and cognitive issues	Mental health	Learning disability	Basic life support	Physiological measurements
	Personal and people development	Personal responsibility and development	Team work	Personal development planning	Maintaining your CPD		
	Health, safety and security	Safe and healthy working environment	Incidents and emergencies	Stress and wellbeing			
	Duty of care	Principles of duty of care	Safeguarding	Infection prevention and control	Moving and handling of individuals		

Healthcare Support Worker Apprenticeship Standard - Level 2

Course	Topic	Task Page
Healthcare Support Worker	Equality and diversity	Equality, diversity and inclusion

The Care Certificate	Standards	1. Understand your role	2. Your personal development	3. Duty of care	4. Equality and diversity	5. Work in a person centred way	6. Communication
		7. Privacy and dignity	8. Fluids and nutrition	9. Awareness of mental health, dementia and learning disabilities	10. Safeguarding adults	11. Safeguarding children	12. Basic life support
		13. Health and safety	14. Handling information	15. Infection prevention and control	Your Care Certificate		

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