

Apprenticeship standard (England only)

# Adult Care Worker

Industry: Care services

City & Guilds code: 9040 12 (EPA) and  
3095-21 (Diploma in Care)



 **Typical duration:** 12 months  
 **Maximum funding:** £3,000\*  
 **Level 2**

\*Funding information accurate as of March 2019. For the most up-to-date information, check the [IfA website](#).

## About this standard

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

## About the role

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.

## On-programme: what apprentices need to learn

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 complete: an induction based on the 15 standards of the Care Certificate; a Level 2 Diploma in Care; a self-assessment activity and obtain service-user testimonies. City & Guilds provides specific guidance on this in the EPA pack, available on our website. 

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.

Refer to the [IfA website](#) for further detail on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. Our Level 2 Diploma in Care is endorsed by Skills for Care and Skills for Health. For more information, visit our webpage for adult care worker [here](#)

## Gateway requirements

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice has 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.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.





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

As defined in the assessment plan, the 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.

**Our assessment delivery:** Via e-volve, our platform for online testing.



### 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 assessment delivery:** Interview via our online video conference platform

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **End-point assessment pack:** details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information.
- **EPA exemplar materials:** available for tutors, providing real assessment examples. There is one sample paper and one audio recording of a professional discussion.

- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience.
- **Recording forms:** supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered.
- **LIEPA report:** A report produced by our lead independent end assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates.
- Our dedicated **EPA customer success team** will be on hand to support you through your EPA journey and can be contacted at [epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)



## 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.

## Why choose City & Guilds?

**Personal support:** Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

**Teaching tools and resources:** All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

**EPA support resources:** Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

**EPA delivery:** We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

**Pricing that works for you:** When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

**Events and webinars:** We deliver a range of events and webinars run by industry specialists to advise and guide you.

**Progression:** The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website [cityandguilds.com](http://cityandguilds.com) for our wider offering in this sector and information about leadership and management apprenticeships.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](http://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services.

Visit [i-l-m.com/apprentice](http://i-l-m.com/apprentice) for information on management apprenticeships.