




Apprenticeship standard (England only)

Senior Healthcare Support Worker (Adult Nursing Support Option)

Industry: Health and science

City & Guilds code: 9043-12 (EPA) and
4345-31 (on programme)



 **Typical duration:** 18 months
 **Maximum funding:** £5,000*
 **Level 3**

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

About this standard

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. Our 9043-12 product provides end-point assessment for the Adult Nursing Support option for version 1 of the assessment plan.

About the role

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.



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.

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.

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

The City & Guilds 4345-31 Level 3 Diploma is endorsed by Skills for Health. We have also developed an assessment guide for the study skills unit. For more information, visit our webpage for senior healthcare support 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 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.

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

City & Guilds offers end-point assessment for version 1 of the assessment plan for the adult nursing support option. We are also developing products for version 2 of the assessment plan for three routes: adult nursing support, mental health support and theatre support.

As defined in the version 1 assessment plan for the adult nursing support route, the assessment events are:



Synoptic knowledge test

30 multiple-choice and four short answer questions.



Practical observation

A 90-minute practical workplace observation against set criteria.



Interview

The IEPA will ask questions relating to the knowledge skills and behaviours after reviewing the multiple choice test, results, responses to the short answer question, the learning journal and the outcome of the observation of practice.

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

Our assessment delivery: On-site, the IEPA will assess the apprentice in the workplace.

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 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



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 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 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.