




Apprenticeship standard (England only)

Senior Healthcare Support Worker

Industry: Healthcare

City & Guilds code: 9043



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

*Funding information accurate as of July 2019. For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

About the standard

Our Senior Healthcare Support Worker apprenticeship offer is based on 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.

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.

City & Guilds currently offers the **Adult Nursing Support pathway for Senior Healthcare Support Worker**. 9043-22 supports the second version of the apprenticeship assessment plan published by the Institute for Apprenticeships (IfA) on 5 September 2018 ST0217/AP02. City & Guilds is already assessing for the first version of the assessment plan, if apprentices require this version please refer to 9043-12.

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.



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.

Summative assessment of knowledge, skills and behaviours required in the delivery of the Level 3 Senior Healthcare Support Worker apprenticeship.

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.

Mandatory qualification

The City & Guilds Level 3 Diploma in Healthcare Support 4345-31. This qualification is endorsed by Skills for Health as meeting the requirements of their qualification specifications and design principles.

Refer to the [IfATE website](#) for further details 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. For more information, [visit our webpage for Senior Healthcare Support Worker here](#).





Gateway requirements

Before you can book end-point assessment (EPA), 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 met the relevant Senior Healthcare Support Worker knowledge, skills and behaviours as set out in the standard. To move on to EPA, the apprentice must evidence that they've completed an induction based on the

15 standards of the Care Certificate and achieved the mandatory Level 3 Diploma in Healthcare Support. The apprentice must have achieved maths and English (Level 1) and taken the test for Level 2.

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.



EPA: how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:

Version 1



Synoptic knowledge test

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

Duration: 60 minutes.

Grading: distinction, merit, pass or fail.



Practical Observation

Practical workplace observation against set criteria.

Duration: 90 minutes.

Grading: pass or fail.



Interview

A learning journal (completed in the last 3 months of the apprenticeship) and interview. The interview will take the form of a professional discussion.

Duration: 30-45 minutes.

Grading: distinction, merit, pass or fail.

Version 2



Synoptic knowledge test

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

Duration: 90 minutes.

Grading: distinction, merit, pass or fail.



Practical Observation

Observation of practice is undertaken in the apprentice's workplace. A question and answer session will be used for skills and behaviours not fully seen during the observation period. Grading: pass or fail.



Interview

The professional discussion will synoptically assess the apprentice's knowledge, skills, values and behaviours in practice. The apprentice will collate a portfolio which they will use to underpin the professional discussion.

Grading: distinction, merit, pass or fail.

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:

- **EPA 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-point 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.





Apprenticeship certification

As well as receiving their IfATE apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for EPA.

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](https://www.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](https://www.cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services.

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