

A photograph of a young man in a blue healthcare support worker uniform, smiling and holding a medical device (possibly a blood pressure cuff or similar) while interacting with an elderly patient. The background is a home-like setting with shelves and a mirror.

## HEALTHCARE SUPPORT WORKER APPRENTICESHIP LEVEL 2

### Introduction

Upon completion of this standard, apprentices will be able to demonstrate a range of excellent skills, knowledge and behaviours in their role as a Healthcare Support Worker (HCSW). They will be equipped to work as part of a team providing high quality and compassionate care, carry out well-defined routine clinical duties and able to prepare individuals for healthcare activities. Apprentices will study a range of criteria in order to complete the apprenticeship standard including physiological measurements, health intervention and professional development.

### Entry Requirements

There are no formal qualifications required to enrol onto this apprenticeship, however apprentices will be assessed to ensure that they have the ability to achieve maths and English functional skills to a minimum of level 1. The apprentice must also sit the level 2 English and Maths assessments prior to the completion of their apprenticeship.

### Duration

12 -18 months.

### Functional Skills

Apprentices will be required to have or to achieve level 1 and attempt level 2 in English and Maths prior to their apprenticeship gateway meeting. If level 2 has already been achieved, then the development of further English, maths and digital skills will continue for the duration of the apprenticeship.

### Progression

Upon completion, the apprentice may choose to progress on to a higher level apprenticeship such as the Level 3 Senior Healthcare Support Worker' standard. This would enable them to further their professional career development and potentially work toward securing a 'Senior Healthcare Assistant' role.

### Funding

This apprenticeship is funding band 4. Levy paying employers may fund apprentices on this programme using their Apprenticeship account and non-levy paying SME's through the co-funded option. There may be a small fee for some SME's.

### End Point Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is ready and competent to undertake their independent end point assessment (EPA). The EPA will assess the skills, knowledge and behaviours required for this role via a multiple choice test (MCQ), a 'Practical Observation' and a 'Portfolio Interview'.

### Other Qualifications

The apprentice must evidence the achievement of their Care Certificate prior to the apprenticeship Gateway meeting.

# TIMELINE

## Induction Phase

- Complete induction qualification, English and maths diagnostics and initial PSD tracker.
- Identify and plan 20% off the job training, populating the 'Training Plan'.
- Select optional units.
- Identify intended learner destination/progression and create a Personal Development Plan (PDP).

## On Programme Phase 1

### Communication

- Know and understand the importance of confidentiality, data protection and effective communication.
- Showcase how to handle sensitive information and communicate verbally with a range of Service Users with differing learning needs and preferences.
- Demonstrate how to be adaptable, reliable and consistent in use of communication and data handling.
- **Employer and apprentice discussion on 20% off the job training hours and time log.**

## On Programme Phase 2

### Health intervention

- Know how to complete routine clinical tasks (including physiological measurements), how to work in a person-centred way and understand the main forms of mental health.
- Showcase your ability to support Service Users with long-term conditions/ showing signs of pain or deterioration, to perform basic life support and to report any changes in physical or mental health.
- Demonstrate your ability to show discretion, resilience and self-awareness in practice.
- **Employer and apprentice discussion on 20% off the job training hours and time log.**

## On Programme Phase 3

### Personal and people development

- Achieve the Care Certificate (if applicable).
- Know the importance of positive working relationships and adhering to standards/codes of conduct within your practice.
- Showcase your ability to work as part of a team to problem solve, take ownership of your own development activities and maintain a CPD log.
- Demonstrate respect and empathy when working with others in the workplace.
- **Employer and apprentice discussion on 20% off the job training hours and time log.**

## On Programme Phase 4

### Health, safety and security

- Achieve English and Maths functional skills (if applicable).
- Know your responsibilities in relation to health and safety at work, how to handle hazardous materials or substances, the definition of 'risk' and the process of completing 'risk assessments'.
- Showcase your ability to respond to incidents/emergencies following agreed guidelines, to practice 'duty of care', to apply infection prevention and control techniques alongside the safe moving and positioning of Service Users.
- Demonstrate courage in challenging areas of concern to uphold best and safe practice.
- **Employer and apprentice discussion on 20% off the job training hours and time log.**

## On Programme Phase 5

### Equality and diversity

- Know how discrimination can happen at work and the legislation and policies relating to best practice within the work place.
- Showcase your understanding of equality, diversity and inclusion through your everyday practice with Service Users, Colleagues, Carers and relatives.
- Demonstrate dignity and respect through your person-centred practice.
- **Employer and apprentice discussion on 20% off the job training hours and time log.**

## EPA Preparation

- Complete three EPA mock professional discussions, observations and Multiple Choice tests (MCQ's).
- Achieve the 'Level 2 Diploma in Care' in full.
- Achieve at least 20% off the job training hours and review the accuracy of these activities recorded in the time log on SMART Assessor.
- Complete at least two reflective accounts for the EPA.

## Progression Phase

- Review progress towards EPA readiness at month five.
- Evidence ongoing maths and English progression within the 'Skills Builders' qualifications.
- Update CPD log and CV.
- **Employer and apprentice discussion on 20% off the job training hours and time log.**

## End Phase and Gateway Phase

- Complete the digital skills qualification.
- Complete the final BKSB diagnostics assessment.
- Will have completed at least three PSD tracker updates.
- Be able to define equality and diversity, safeguarding and Prevent in relation to job role and responsibilities.
- Submit mandatory documentation/evidence as required for the EPA Gateway meeting (including a copy of Care Certificate and Basic Life Support certificate).
- **Employer and apprentice discussion on achievement of 20% off the job training hours across duration of apprenticeship journey.**
- Learner and employer to confirm attendance at the Gateway meeting.
- Gateway form complete and submitted to INNOVATE Awarding and Weston College.

## Knowledge and Understanding (Know it)

- 1**
  - Communicate effectively at work with individuals that have specific language needs and know how to reduce barriers to communication.
  - Be able to access legislation, policies and local ways of working about handling information, confidentiality and why this is important.
- 2**
  - Carry out routine clinical tasks, know signs and symptoms of a person who is experiencing pain or discomfort and promote physical health and wellbeing.
  - Know the importance of hydration, nutrition and food safety, know what activities of daily living are and which you support in your role.
  - Know the signs of a person whose health and wellbeing is deteriorating and how to report changes.
  - Know what it means to give 'person centred care and support', why it is important to get consent, and the main forms of mental ill health and their impact on people's lives.
  - Know the possible signs of limitations in mental capacity and what to do when you notice them, including possible signs of mental health, dementia and learning disabilities.
  - Know how to report changes or deterioration, how to perform basic life support and the range of physiological states that can be measured (including the normal range of each measurement).
- 3**
  - Know your role and the responsibilities and why agreed ways of working are important in order to follow standards/codes of conduct.
  - Know the importance of working relationships, who or where to go for help and support and the importance of personal development.
- 4**
  - Know the legislation, policies and local ways of working which relate to health and safety at work, safeguarding and infection prevention.
  - Know your responsibilities at work and what to do in situations that could cause harm.
  - Know how to handle hazardous materials and substances, protocols following an accident or sudden illness and the meaning of 'duty of care' (including complaint handling).
  - Know the signs of abuse and what to do if you suspect abuse.
  - Know the meaning of 'risk' and 'risk assessment' and the importance of good personal hygiene and hand washing.
  - Know how to select PPE, the importance of cleaning, disinfecting and maintaining a clean workplace and the meaning of 'antimicrobial resistance'.
  - Know why people and objects need to be moved safely, how to move and position people safely and how to identify any risks.
- 5**
  - Know equality and diversity legislation, policies and local ways of working, why equality is important and how discrimination can happen at work.

## Skills (Show it)

- 1**
  - Communicate effectively with individuals, their families, carers and healthcare practitioners using a range of techniques, keeping information confidential.
  - Handle information (record, report and store information) related to individuals in line with local and national policies.
- 2**
  - Support individuals with long term conditions, frailty and end of life care, identify and respond to signs of pain or discomfort and promote physical health and wellbeing.
  - Assist with an individuals' overall comfort and wellbeing, support with activities of daily living and recognise deteriorations in health and report any changes in physical health needs.
  - Demonstrate what it means to provide person centred care, recognise limitations in mental capacity and respond to signs of poor mental health.
  - Perform basic life support using appropriate resuscitation techniques and equipment and undertake a range of physiological measurements.
- 3**
  - Take responsibility for, prioritise and reflect on your own actions and work, work as part of a team and actively prepare for and participate in appraisals.
- 4**
  - Maintain a safe and healthy working environment, take appropriate action in response to incidents or emergencies following local guidelines and follow the principles for implementing a duty of care following the principles of safeguarding and protection.
  - Use a range of techniques for infection prevention and control, Move and position individuals safely using equipment.
- 5**
  - Follow the principles of equality, diversity and inclusion.

## Behaviours (Live it)

- Treat people with dignity, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences.
- Show respect and empathy for those you work with.
- Have the courage to challenge areas of concern and work to best practice.
- Be adaptable, reliable and consistent.
- Show discretion, resilience and self-awareness.

# END POINT ASSESSMENT

## Readiness For The Independent End Point Assessment

To achieve the apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is ready and competent to undertake the independent end point assessment (EPA), which will assess the skills, knowledge and behaviours required.

## Functional Skills

Apprentices will be required to have or achieve a level 1 in English and maths and have attempted to achieve level 2 in English and maths before going through the gateway.

## End Assessment

The EPA journey consists of three assessment types:

1. A Multiple Choice Test (MCQ). 60 minutes in duration.
2. An observation of practice undertaken in the workplace. Minimum 90 minutes in duration.
3. An evidence portfolio completed by the apprentice with an interview. 30-60 minutes in duration.

## Subject Specific Assessments

All three assessment types above are graded as pass, merit or distinction.