



Closing the gap between **performance and potential**



HEALTHCARE SUPPORT WORKER APPRENTICESHIP STANDARD

LEVEL 2

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STANDARD OVERVIEW

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

Depending on the workplace, healthcare assistants may also help patients eat, drink, wash, dress or go to the toilet. Helping with healthcare activities carried out by other members of the team and looking after them before, during and/or after those activities in line with their care plan. There are also non-clinical duties which could include keeping records, making beds, tidying up, returning or cleaning the equipment used during a clinical activity, problem solving and reporting concerns and changes to the appropriate person in a timely manner. Healthcare support workers report to a registered healthcare practitioner who supervises their work.

As a healthcare support worker, you will be able to work effectively as part of a team. You will conform to agreed ways of working, following the relevant standards, policies and protocols used in your workplace including the code of conduct for healthcare support workers and adult social care workers in England. You will act within the limits of your competence and know who to ask for help and support when you are unsure.



HOW WE DELIVER

Whilst the programme overview identifies the plan for the delivery of the Apprenticeship we appreciate that individual learners and their employers have individual needs, learning requirements and business objectives. To ensure that we can support you appropriately, we will complete an in depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support learners to achieve including:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme
- Work based assignments and projects
- eLearning and webinar delivery
- Case studies and desktop simulations
- Job shadowing and mentoring
- Employer led technical training
- Independent learning and research

During the first part of this Apprenticeship you will be supported to achieve the Care Certificate 4 which forms part of your induction and covers the fundamental skills needed to provide quality care.



KEY FACTS

DURATION:

STANDARD GUIDELINE: UP TO 14 MONTHS

Although the expected duration of this programme is 14 months, we recognise that some learners will be able to achieve their qualifications more quickly, however, this must remain in line with funding expectations.

ENTRY REQUIREMENTS:

LEVEL 2 MATHS AND ENGLISH

Apprentices who have not achieved at least Level 1 English and maths prior to enrolling on programme are required to achieve a minimum of Level 1 English and maths and attempt English and maths at Level 2 in order to meet the requirements for Gateway.



WHAT YOU WILL LEARN

KNOWLEDGE AND SKILLS:

- Communication
- Health intervention
- Person centre care and support
- Dementia and cognitive issues, mental health
- Basic life support
- Physiological measurements
- Personal and people development
- Health, safety and security
- Duty of care
- Safeguarding
- Infection prevention and control
- Moving and handling
- Equality and diversity

BEHAVIOURS:

Treat people with dignity, respecting individuals' diversity, beliefs, culture, values, needs, privacy and preferences; show respect and empathy, have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent; show discretion; show resilience and self-awareness.



COURSE DETAILS

STANDARD HEALTHCARE SUPPORT WORKER LEVEL 2

This qualification, promoted and valued by employees, is achieved by a combination of direct teaching and self-directed learning.



END POINT ASSESSMENT

Multiple choice test

A multiple choice test of 60 questions which covers all knowledge requirements within the standard

Practical observation

A 90 minute observation of the Apprentice during the course of their normal work in their usual place of work

Professional discussion

During the final 3 months of the programme, Apprentices will collate the required evidence they have gathered for their portfolios. This must include evidence of workplace observations and reflective accounts which demonstrate how Apprentices have applied what they have learned to their practice, values and behaviours.

Apprentices must take part in a Professional Discussion with an Independent End Point Assessor. Lasting between 30 and 60 minutes, the interview allows Apprentices to showcase their knowledge, skills and behaviours and demonstrate that they have met the requirements of the Standard. The assessor will ask Apprentices about matters arising from the multiple choice test, the evidence portfolio and/or the observation of practice.



PROGRESSION

This Apprenticeship provides an ideal entry into the occupation. It supports progression within the sector and to the Level 3 Senior Healthcare Support Worker.



BUSINESS BENEFITS

- ✓ Employer led: Industry leaders have helped to design the Apprenticeship Standards to ensure that the needs of the sector have been met
- ✓ Relevant: Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation
- ✓ Widening participation: Apprenticeship Standards provide fresh opportunities to a wider pool of employees, engaging those who may not previously have been eligible
- ✓ Development tools: A cost effective way to train your employees to undertake specific roles within your business

GET IN TOUCH

If you would like to talk to us about your workforce development plans, call us on 02920 799 133 or email info@t2group.co.uk



European Union
European
Social Fund