

Level 2 Adult Care Worker



To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. Adult Care Workers need to have the right values and behaviours developing competences and skills to provide high-quality compassionate care and support.

They are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care. Job roles are varied and determined by and relevant to the type of the service being provided and the person supported. Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings.

This Apprenticeship covers both Adult Care Workers and Personal Assistants. Personal Assistants work directly with individuals, usually within their own home, providing care and support similar to that of an Adult Care Worker. Working with people, feeling passionate about supporting and enabling them to live a more independent and fulfilling life is a rewarding and worthwhile job which provides excellent career opportunities.

How we deliver this Apprenticeship

Your apprenticeship is delivered on a one-to-one basis in your workplace by your own dedicated Health and Social Care tutor.

Your tutor will meet with you every month - either face to face or virtually - to deliver teaching and learning sessions, help you develop new knowledge and skills, and guide you through the programme.

Each month you will also attend a workshop. Workshops give you the opportunity to explore your topic in more depth, take part in discussions, and apply your learning to real care situations.

As well as your monthly sessions, your tutor will carry out workplace observations to assess your competence in your role. They will support you to build a portfolio of evidence throughout the programme, showing that you have met the standards required for the apprenticeship.

Duration

- 9 months

Qualifications included

- Level 2 Adult Care Worker Apprenticeship Standard
- TQUK Level 2 Adult Social Care Certificate (RQF)

Functional Skills

- Level 1 Functional Skills in English and maths (if required)

Progression

- Level 3 Lead Adult Care Worker Apprenticeship

The knowledge and understanding you will develop

Understanding your role in Adult Care

You will learn:

- The responsibilities and expectations of your role within Adult Social Care
- The national standards, organisational policies and codes of conduct that apply to your work
- How legislation, policies and guidance support safe working practices
- The importance of professional boundaries and working within the limits of your role
- The principles of duty of care and duty of candour
- How to contribute to person-centred care planning and support individuals to achieve their goals
- How to identify and respond to changes in an individual's physical or mental wellbeing
- How positive risk-taking supports independence while keeping people safe

Supporting individuals with dignity, respect and inclusion

You will learn:

- The importance of human rights, Equality, Diversity and Inclusion in Adult Social Care
- How to provide person-centred support that values individual choice and independence
- How to build positive relationships with individuals, families and colleagues
- How to support individuals with different cognitive and physical needs
- The meaning of mental capacity and how it affects decision-making
- How to support individuals to make informed choices about their care and wellbeing

Communicating effectively in care settings

You will learn:

- How to communicate clearly using verbal, non-verbal, written and digital methods
- How to adapt communication to meet individual needs

- The importance of active listening and respectful communication
- How communication can positively impact relationships and wellbeing
- How to keep information secure and maintain confidentiality
- How digital technology and communication systems are used in modern care settings

Safeguarding and keeping people safe

You will learn:

- How to recognise the signs and symptoms of abuse and neglect
- The procedures for reporting and escalating safeguarding concerns
- The role of local safeguarding policies and procedures
- How to respond appropriately to concerns, conflicts and challenging situations
- Techniques to proactively avoid escalation and manage conflict safely
- The importance of promoting safe working environments for everyone

Developing yourself professionally

You will learn:

- The importance of continuous professional development and lifelong learning
- How to contribute to your own personal development plan and career progression
- How supervision and feedback support improvement in your role
- Ways to develop personal resilience and maintain your own wellbeing
- Sustainable working practices, including recycling and safe disposal of waste
- The importance of literacy, numeracy and communication skills in your role
- Principles of the safe administration of medicines within the limits of your role

The skills you will learn to apply in your work

Working confidently in your role

You will learn how to:

- Apply national standards, organisational policies, and procedures safely and professionally within your role
- Support individuals according to their care and support plans while adapting to changing needs and circumstances
- Contribute to risk assessments that promote independence, wellbeing, and safety
- Recognise when to seek guidance or support from colleagues and other professionals

Providing person-centred care and support

You will learn how to:

- Build positive and professional relationships with individuals and those important to them
- Support individuals in ways that promote dignity, respect, independence, and informed choice
- Apply person-centred approaches to support health, wellbeing, and positive outcomes
- Recognise, respond to and report changes in physical health, mental health, and wellbeing

Communicating professionally and effectively

You will learn how to:

- Use verbal, non-verbal, written, and digital communication methods appropriately
- Adapt communication styles to meet individual needs and communicate effectively with colleagues, families, and other professionals
- Maintain accurate, secure, and confidential records and documentation
- Use digital systems and technologies safely within the workplace

Supporting health, wellbeing and safety

You will learn how to:

- Apply safe working practices within Adult Social Care settings

- Promote positive and proactive approaches to care and support
- Help individuals remain safe from harm, abuse, and neglect by recognising and responding to safeguarding concerns
- Support individuals with cognitive, physical, or mental health needs
- Follow procedures for the safe administration of medicines within the limits of your role

Developing yourself and your career

You will learn how to:

- Reflect on your own performance and identify areas for improvement
- Use feedback, supervision, and personal development plans to support your learning and career progression
- Develop resilience, maintain your own wellbeing, and work collaboratively with others



Personal attributes and behaviours expected of all Adult Care Workers carrying out their roles

B1.

Act in a person-centred, ethical and professional manner in the workplace.

B2.

Build and maintain positive relationships with the individual and those important to them, colleagues and other professionals.

B3.

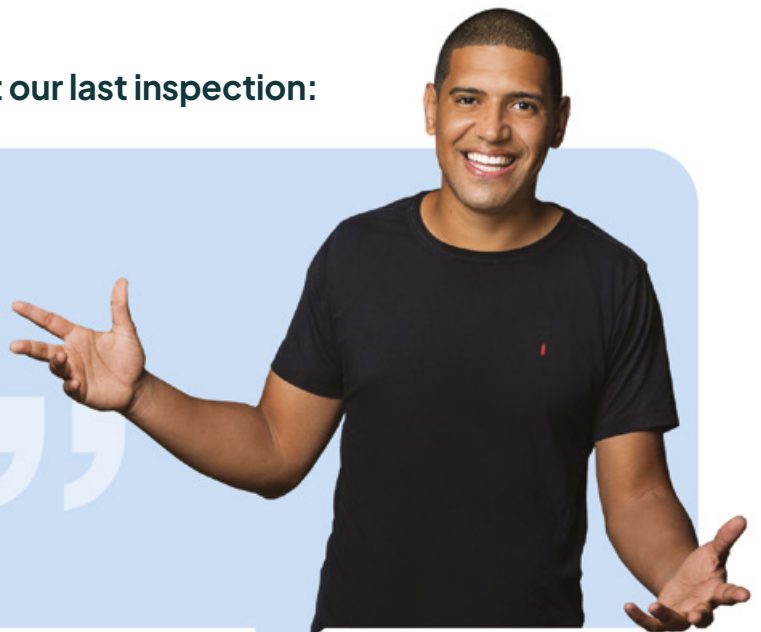
Take an organised and situational approach to complete tasks in a timely manner.

B4.

Take personal responsibility to develop knowledge and skills, resilience and wellbeing, and continually seek to improve performance.

What Ofsted said about our programmes at our last inspection:

Learners and apprentices develop their skills to meet exacting sector standards. In many cases, the level of skills gained exceeds the requirements of their qualifications; this is particularly the case with health and social care programmes.



Department
for Education



Care, it's what we do

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