

# Level 2 & 3 Healthcare Support Workers Apprenticeships

## Level 2 Healthcare Support Worker

This is aimed at clinical support staff who work as part of a team providing high quality and compassionate care to individuals. Within the apprenticeship you will cover the following skills:

- 1) Communication
- 2) Health intervention
  - a. Person centered care and support
  - b. Dementia, cognitive issues, mental health
  - c. Basic life support
  - d. Physiological measurements
- 3) Personal and people development
- 4) Health, safety and security
  - a. Duty of Care
  - b. Safeguarding
  - c. Infection prevention and control
  - d. Moving and handling
- 5) Equality and diversity

Once you have covered all off the above you will then be entered for the End Point Assessment, this will include the following:

- Multiple Choice Test
- Observation of practice
- Evidence Portfolio and Interview

Upon completion of these you will achieve a pass, merit or distinction. This takes 12 months to complete.

## Level 3 Senior Healthcare Support Worker

This is aimed at clinical support staff who 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. Within the Apprenticeship you will cover the following core skills:

- 1) Health and wellbeing
- 2) Duty of care and candour, safeguarding, equality and diversity
- 3) Person centered care, treatment and support
- 4) Communication
- 5) Personal, people and quality improvement
- 6) Health, safety and security



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You then choose from one of the following pathways that is most relevant to your role; Adult Nursing Support; Maternity Support; Theatre Support; Mental Health Support; Children and Young People; Allied Health Professional – therapy support.

Once you have covered all off the above you will then be entered for the End Point Assessment, this will include the following:

- A multiple choice and short answer test
- An observation of practice undertaken in the workplace
- An learning journal completed by the apprentice with an interview

Upon completion of these you will achieve a pass, merit or distinction. This takes 18 months to complete.

### Delivery

With both of these apprenticeships, they will delivered in 1:1 visits with your assessor and when they see you in the workplace, they may undertake observations, professional recorded discussions, witness testimonies from colleagues, copies of work undertaken (e.g. patients notes, emails).

### Off The Job Training

You will be required to have 20% of your working time allocated to study for the apprenticeship. 20% off the job time could include:

- **Teaching of theory** – lectures, role play, simulation, online learning direct training, for example
- **Practical training** – Shadowing, mentoring industry visits (external visitors / external visits), or attendance at events or competitions
- **Learning Support** – Where required, Learning Support activities, for learners who have individual needs that require support. Needs may relate to a learning difficulty or disability or educational need. This could be face to face or remote.

Other 20% off the job activities include; Learning of ideas, behaviours, knowledge and skills can occur in a wide variety of activities; Self-study; Internet research; e-learning; Use of technology, i.e. apps, books, training sessions, TV or radio programmes / podcasts; Feedback; Self-reflection and evaluation; Individual or group teaching; Coaching and mentoring; Distance learning; Learning with peers/networked or collaborative learning; In-house training.

### Functional Skills in Maths and English

Unless you hold A-C GCSEs / 'O' Levels and can evidence your certificate you will be exempt from undertaking these. If you do have to undertake these, they will be taught to you by your assessor and support the development of practical skills in English and maths. They are designed to help you gain the most out of work, education and everyday life. There's a strong focus on explanation and problem-solving, with a choice of paper assessment or on-screen, on-demand assessment.

Once you have been taught all of the knowledge required you will be entered for the exam, this is a pass or fail exam.

For more information please contact Amy Rothwell, Apprenticeship & Development Coordinator, amy.rothwell@cpft.nhs.uk or 01223 868869.



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