

# HEALTHCARE SUPPORT WORKER APPRENTICESHIP STANDARD

Standard Code ST0216  
Course Level 2  
Work Based  
Funding Level £3000  
Duration 18mths including EPA

## *Course Description*

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

Depending on where you work, you may also help them to eat, drink, wash, dress or go to the toilet. You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan. You will also carry out non-clinical duties and, depending on where you work, this could include things like keeping records, making beds, tidying up your work area, returning or cleaning the equipment used during a clinical activity. You will be able to address straightforward problems in your day to day work, reporting concerns and changes to the appropriate person in a timely manner. HCSWs work in a range of healthcare settings and your team may include workers from both health and social care. You will report to a registered healthcare practitioner who will directly or indirectly supervise your work.

## *Off the Job Training*

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio (OneFile).

## Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will also need to have Level 1 Maths and English (GCSE at Grade 3/D or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required. If Level 1 has not been previously achieved, the Apprentice will also need to undertake a Level 2 Maths and English test (GCSE at Grade 4/C).

Apprentices may be required to attend an interview and undertake relevant skills assessments. Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio (OneFile).

## Knowledge, Skills and Behaviours

### KNOWLEDGE

The Apprentice will know and understand

#### Communication:

- Why it is important to communicate effectively at work.
- How to communicate with individuals that have specific needs or wishes.
- Ways to make yourself understood.
- How to reduce problems with communication.
- Legislation, policies and local ways of working about information handling.
- How to keep information confidential.
- Why it is important to record and store patient information securely.

#### Health Intervention:

- Person centred care and support.
- Dementia, cognitive issues, mental health.
- Basic life support.
- Physiological measurements.

#### Personal and people development

- The responsibilities and duties of your job and why it is important to work in ways agreed by your employer to follow standards/codes of conduct.
- Working relationships and the importance of working well with other people.
- The importance of personal development and how to reflect on your work.

#### Health, safety and security

- Duty of Care.
- Safeguarding.
- Infection prevention and control.
- Moving and handling.

#### Equality and Diversity

- Legislation, policies and local ways of working.
- Why equality is important and how discrimination can happen at work.

## SKILLS

The Apprentice will be able to:

### Communication:

- Communicate effectively with individuals, their families, carers and healthcare practitioners using a range of techniques.
- Keep information confidential.
- Handle information related to individuals in line with local and national policies.

### Health Intervention:

- Support individuals with long term condition, frailty and end of life care.
- Identify and respond to signs of pain or discomfort.
- Promote physical health and wellbeing of individuals.
- Assist with an individuals' overall comfort and wellbeing.
- Support individuals with activities of daily living.
- Recognise deteriorations in health, long term conditions, physiological measurements, skin integrity and report appropriately.
- Report any changes in physical health needs as appropriate.

### Personal and people development

- Take responsibility for, prioritise and reflect on your own actions and work.
- Work as part of a team, seeking help and guidance when you are not sure.
- Maintain and further develop your own skills and knowledge through development activities.

### Health, safety and security

- Duty of Care.
- Safeguarding.
- Infection prevention and control.
- Moving and handling.

### Equality and Diversity

- Follow the principles of equality, diversity and inclusion.

## BEHAVIOURS

- Treat people with dignity, respecting individual's diversity, beliefs, culture, values, needs privacy and preference.
- 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.
- Show resilience and self-awareness.

## **Assessment**

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme. To ensure that we can support you to meet these, 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 your learners which include:

- One to one coaching from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme
- Work based assignments and projects to be completed in an e-portfolio
- Knowledge – Skills & Behaviours
- Job shadowing and mentoring
- Review of progress every 4 – 10 weeks
- Employer led in house training
- Independent learning and research as directed by the assessor/instructor.

## **End Point Assessment**

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

### **End-Point Assessment includes:**

- Synoptic knowledge test: 60min multiple choice test.
- Practical observation: 90min observation of the apprentice in the work place.
- Evidence Portfolio: Summative portfolio created in the last 3 months of the apprenticeship.
- Interview: 30-60min interview.

## **Qualifications**

The Apprentice will complete the Care Certificate as part of the apprenticeship.

## **Progression**

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

## **Fees**

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.15 per hour within their first year of training from their employer,

although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at [employers@lincolncollege.ac.uk](mailto:employers@lincolncollege.ac.uk)

### ***Business Benefits***

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).