

Transitioning to the new Healthcare qualifications and apprenticeship standards

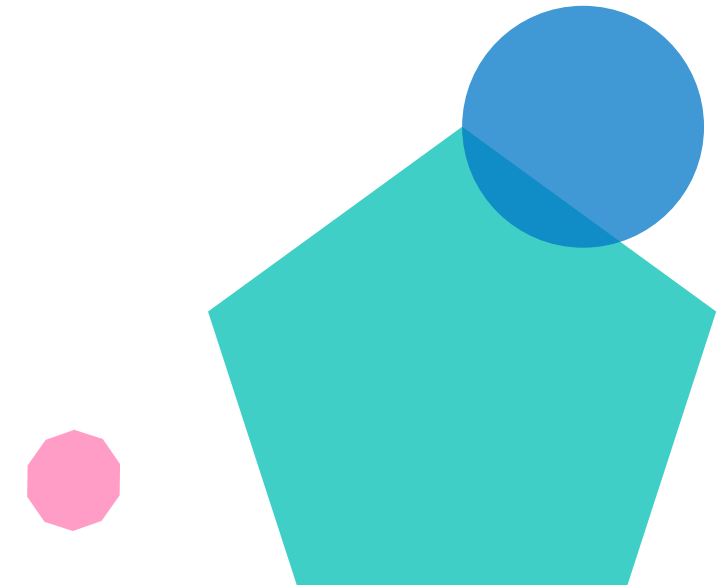
13 November 2017

Geraldine Donworth – Industry Manager



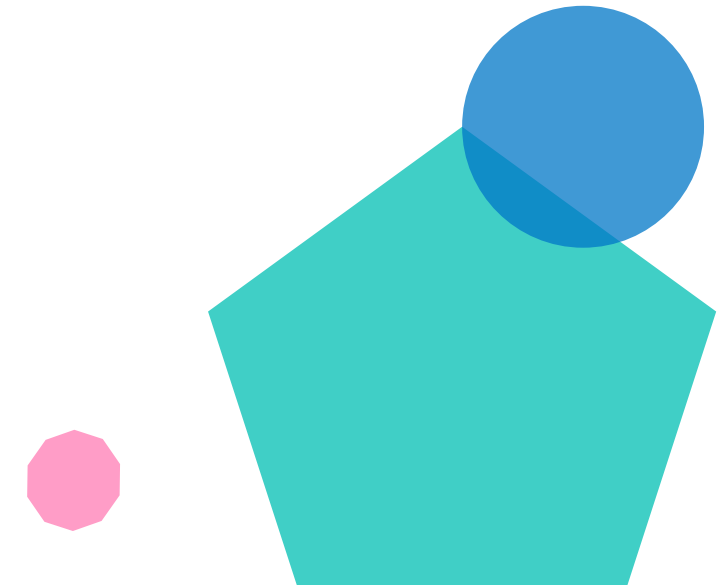
Contents

- Overview of the new and existing on-programme qualifications
- Overview of apprenticeship reforms
- Healthcare Support Worker, Senior Healthcare Support Worker and Assistant Practitioner (Health) apprenticeships
- Planning your delivery – points to consider
- How we can support you to prepare for delivery and end-point assessment
- Next steps
- Q & A



Diploma in Care Level 2 3095-21

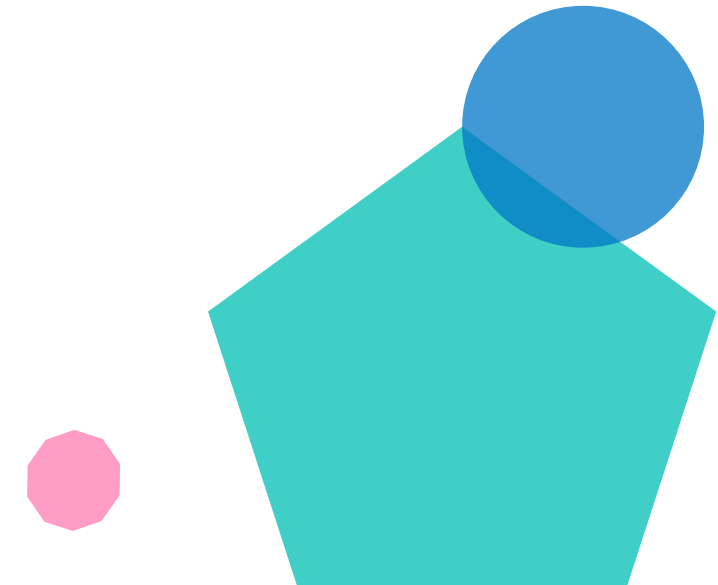
- Available from January 2018
- Covers both Adult Care and Health
- Replaces the 4222-21 Level 2 Diploma in Health and Social Care (Adults) England – all pathways
- Replaces the 4223-01 Level 2 Diploma in Clinical Healthcare Support
- Endorsed by Skills for Care and Skills for Health
- Optional for the Healthcare Support Worker apprenticeship standard.



Diploma in Care Level 2

3095-21 Structure

- 46 credits, 460 hours total qualification time
- 24 credits must come from mandatory Group A
- The remaining 22 credits can come from optional Groups B and C
- Group B contains competence units
- Group C contains knowledge units
- Maximum of eight credits from Group C, but no minimum
- All options can come from Group B.



Diploma in Care Level 2

3095-21 mandatory units

Unit No	Title	Level	Credits	GLH
3095-201	Safeguarding and protection in care settings	2	3	26
3095-202	Responsibilities of a care worker	2	2	16
3095-203	Communication in care settings	2	3	20
3095-205	Duty of care	2	1	7
3095-206	Handle information in care settings	2	1	10
3095-207	Personal development in care settings	2	3	23
3095-209	Equality and inclusion in care settings	2	2	17
3095-210	Health, safety and wellbeing in care settings	2	4	33
3095-211	Implement person-centred approaches in care settings	2	5	39

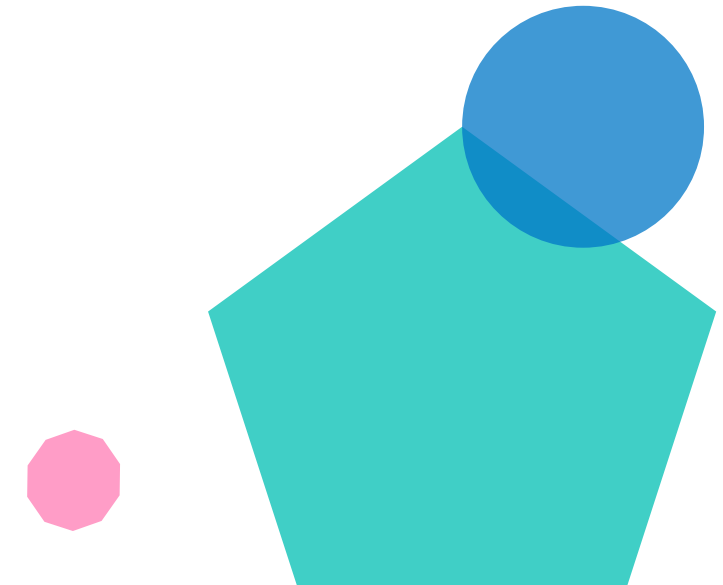
Diploma in Care Level 2

3095-21

39 units in Group B. Themes covered include:	18 units in Group C. Contexts include:
Personal care and support	Acquired brain injury
Activities of daily living	Advocacy
End of life care	Autism awareness
Assisting in administration	Dementia and mental health
Supporting clinical activities	End of life care
Units contextualised to meet the needs of different service settings e.g. dementia, learning disabilities services	Learning disabilities
Brand new unit to support delivery of apprenticeship behaviours	Stroke awareness

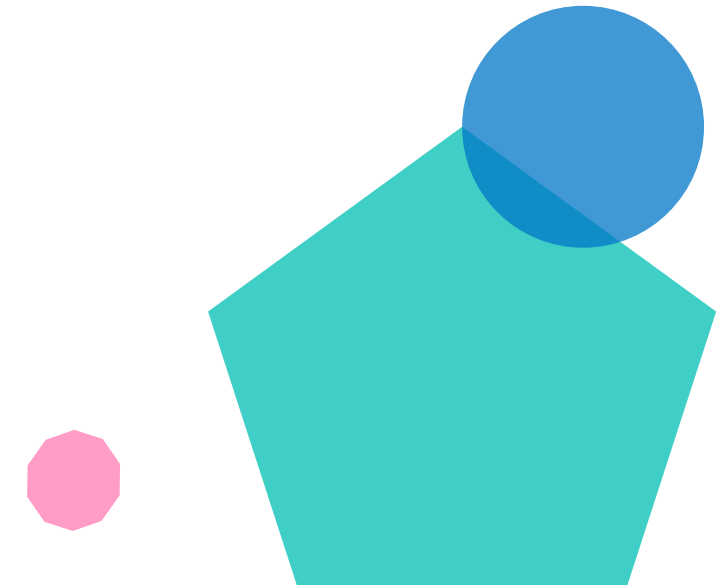
Diploma in Healthcare Support Level 3 4345-31

- Registrations available from November 2017
- Developed collaboratively with other awarding organisations and Skills for Health
- Endorsed by Skills for Health
- Mandatory component of Senior Healthcare Support Worker.



Diploma in Healthcare Support Level 3 4345-31

- Replaces the 3101 Level 3 Diploma in Mental Health and the Healthcare Level 3 4223 Diplomas, except Healthcare Support Services
- Automatic approval for those centres offering the above qualifications (excepting Healthcare Support Services)
- Mandatory component of Senior Healthcare Support Worker
- Structure is mandatory plus options, no pathways
- 65 credits 650 TQT
- 45 credits from the mandatory units
 - minimum of 20 credits from the optional units.
- Out of the total 65 credits 37 credits must be at level 3 and above.



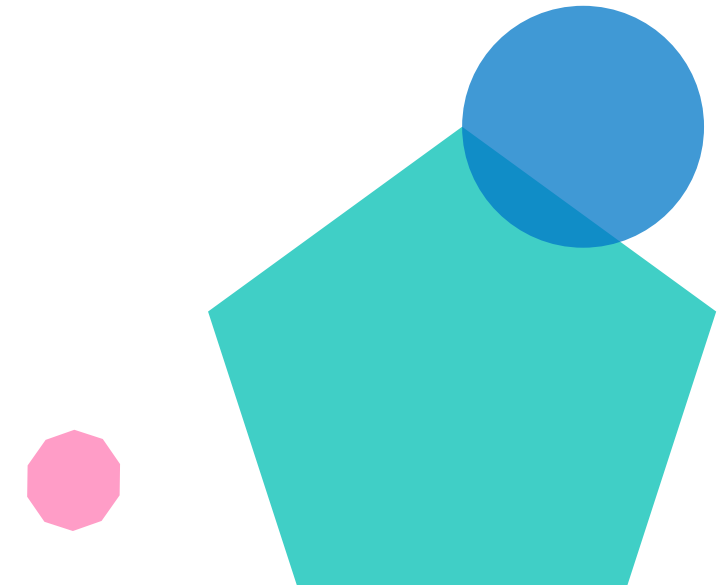
Diploma in Healthcare Support Level 2

	Mandatory units		
201	Safeguarding and protection in care settings	303	Promote communication in care settings
202	Responsibilities of a care worker	304	Promote effective handling of information in care settings
208	Cleaning, Decontamination and Waste Management	305	Duty of care in care settings
204	Causes and Spread of Infection	306	Promote equality and inclusion in care settings
282	The principles of Infection Prevention and Control	307	Promote person-centred approaches in care settings
300	Study Skills for Senior Healthcare Support Workers	308	Understand mental wellbeing and mental health promotion
301	Promote personal development in care settings	309	Understand mental health problems
302	Promote health, safety and wellbeing in care settings		

Options

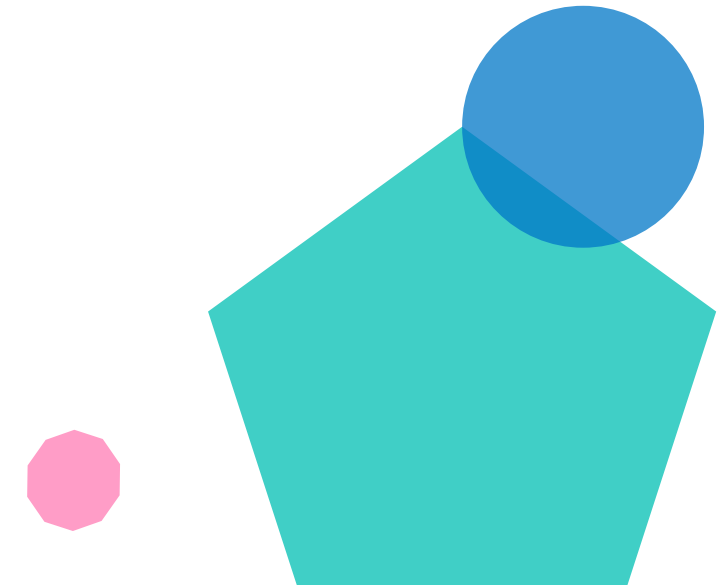
177 optional units supporting the following areas:

- Adult Nursing
- Mental Health
- Maternity Support
- Theatre Support
- Children and Young People
- Allied Health Profession Therapy Support including:
 - Dietetics
 - Physiotherapy
 - Occupational Therapy
 - Speech and Language Therapy
 - Podiatry Support
 - Prosthetics/Orthotic Support



Diploma in Healthcare Support Level 3

- Assessed in line with Skills for Health Assessment Principles
- Observation of practice in the workplace and expert witness testimony should be the main sources of evidence for the competence units
- Assessment is portfolio of evidence – apart from unit 300
- Unit 300 is a centre-devised assignment
- Assignment brief is provided by City & Guilds.



Unit 300 assessment

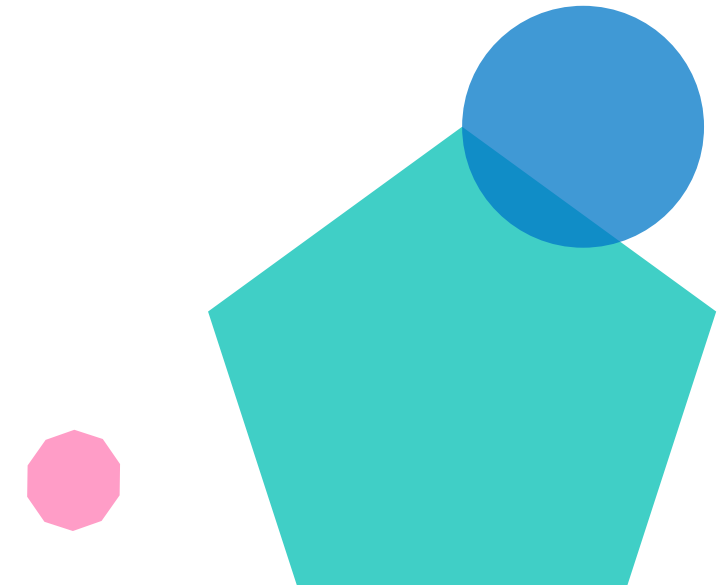
The assignment should:

- be based on a topic that is discussed and agreed with the employer to ensure relevance
- be planned and contain primary or secondary research activities
- result in a summary report containing approximately 1,500 words
- be structured according to the unit 300 guidance provided by City & Guilds
- be marked according to the guidance provided.

The highest grade achievable for this unit is a pass.

Level 5 Diploma for Assistant Practitioners in Healthcare 3576-05

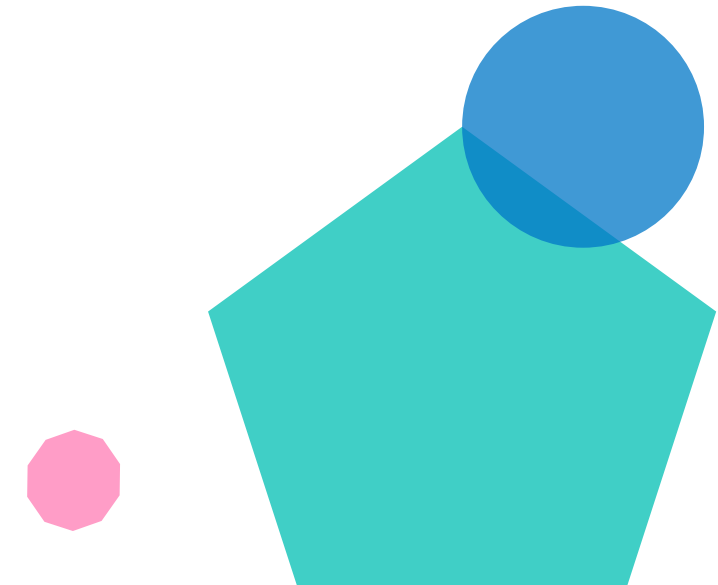
- Existing qualification
- Mapped well to standard – mapping is on the qualification web page
- Evidence log for gaps is available on the website
- Qualification is on the Skills for Health website – we've declared it's appropriate as an on-programme qualification.
[Self-declared relevant qualifications](#)



Level 5 Diploma for Assistant Practitioners in Healthcare 3576-05

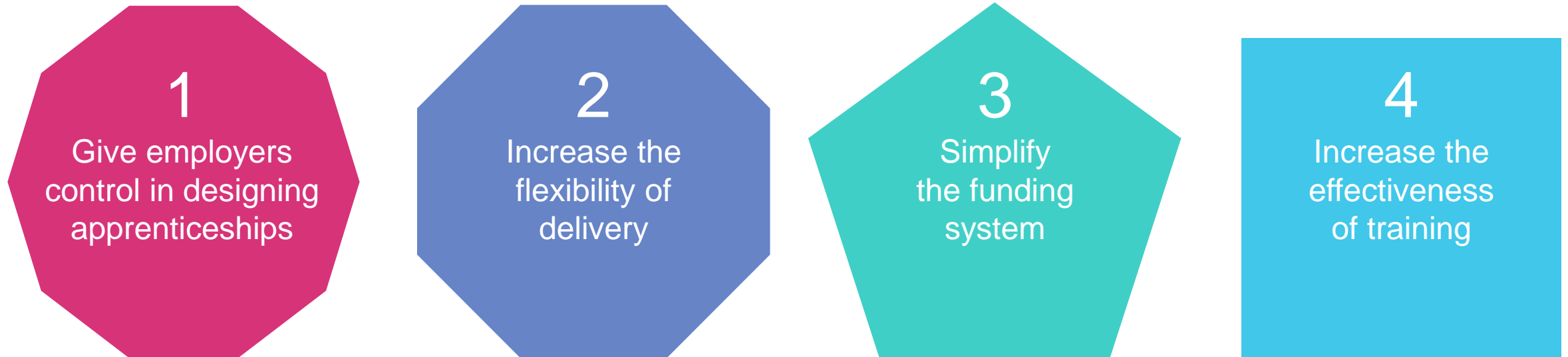
Qualification structure:

- 120 credits – learners must achieve 108 credits from the mandatory units, a minimum of five credits from optional Group A1 and a minimum of seven credits from optional Group A2
- learners must complete a portfolio of evidence and a controlled assignment
- more information can be found in the [3576 Qualification Handbook](#).



Overview of the apprenticeship reforms

Apprenticeships are changing.
You are part of that change.



If you'd like a summary of the main changes between the new apprenticeship standards and SASE frameworks, our [25-minute recorded session](#) is a really useful watch.

Funding changes

SASE frameworks have closed, the new standards equivalents are below:

Standard name and level	Funding band	16-18 employer incentive	Total 16-18 provider incentive (inc £1000)	Max. possible total provider funding
Healthcare Support Worker (Level 2)	Band 4 £3000	£1000	£1000	£4000 - EPA needs funding from this
Senior Healthcare Support Worker (Level 3)	Band 4 £3000	£1000	£1000	£4000 - EPA needs funding from this
Assistant Practitioner in Healthcare (Level 5)	Band 10 £12,000	N/A	N/A	£12,000 unless 16-18 - EPA needs funding from this

Healthcare standards

The standards were developed by employers, including:

- Care UK
- Barchester Healthcare
- Derby Hospitals NHS Foundation Trust
- Health Education England
- Hospice UK
- Ipswich Hospital NHS Trust
- James Paget University Hospitals NHS Foundation Trust
- Mid Essex Hospital Services NHS Trust
- Southern Health NHS Foundation Trust
- St Giles Hospice
- The Priory Group
- The Royal Devon & Exeter NHS Foundation Trust
- Unison
- Norfolk and Norwich University Hospitals NHS Foundation Trust
- Norfolk & Suffolk NHS Foundation Trust
- North Bristol NHS Trust
- North East London NHS Foundation Trust
- Poole Hospital NHS Foundation Trust
- Royal College of Midwifery
- Royal College of Nursing
- Skills for Health
- Solent NHS Trust
- South Devon Healthcare NHS Foundation Trust in conjunction with Torbay & Southern Devon Care Trust
- University Hospitals Birmingham NHS Foundation Trust
- University Hospital Southampton NHS Foundation Trust
- Walsall Healthcare NHS Trust
- Yeovil District Hospital NHS Foundation Trust

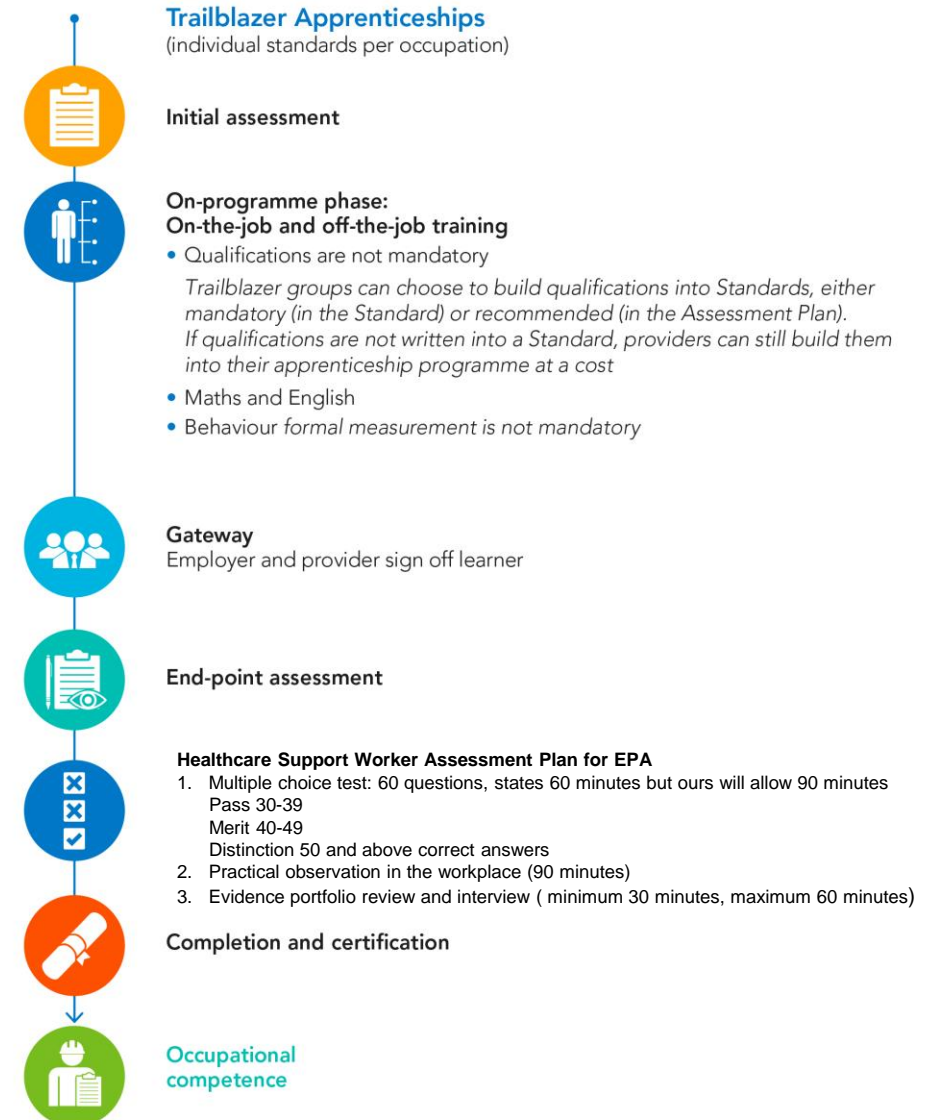
Healthcare Support Worker standard

Maths and English requirements

- Level 1.

Gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 1 maths and English.
- Attempt maths and English Level 2 by sitting the test.
- Any qualification specified by the employer.
- A portfolio of evidence completed in the last three months.



Healthcare Support Worker standard examples

Knowledge

- Why it's important to communicate effectively.
- How to do routine clinical tasks.
- What it means to give person-centred care.
- Main forms of mental ill health.
- Role and responsibilities.
- Legislation and ways of working.

Skills

- Communication.
- Health intervention.
- Personal and people development.
- Health, safety and security.
- Equality and diversity.

Values

- Caring.
- Compassionate.
- Honest.
- Conscientious.
- Committed.

Behaviours – examples

- Treat people with dignity and respect.
- Show empathy, resilience and discretion.
- Have courage to challenge.
- Be adaptable, reliable and consistent.

Senior Healthcare Support Worker standard

Maths and English requirements

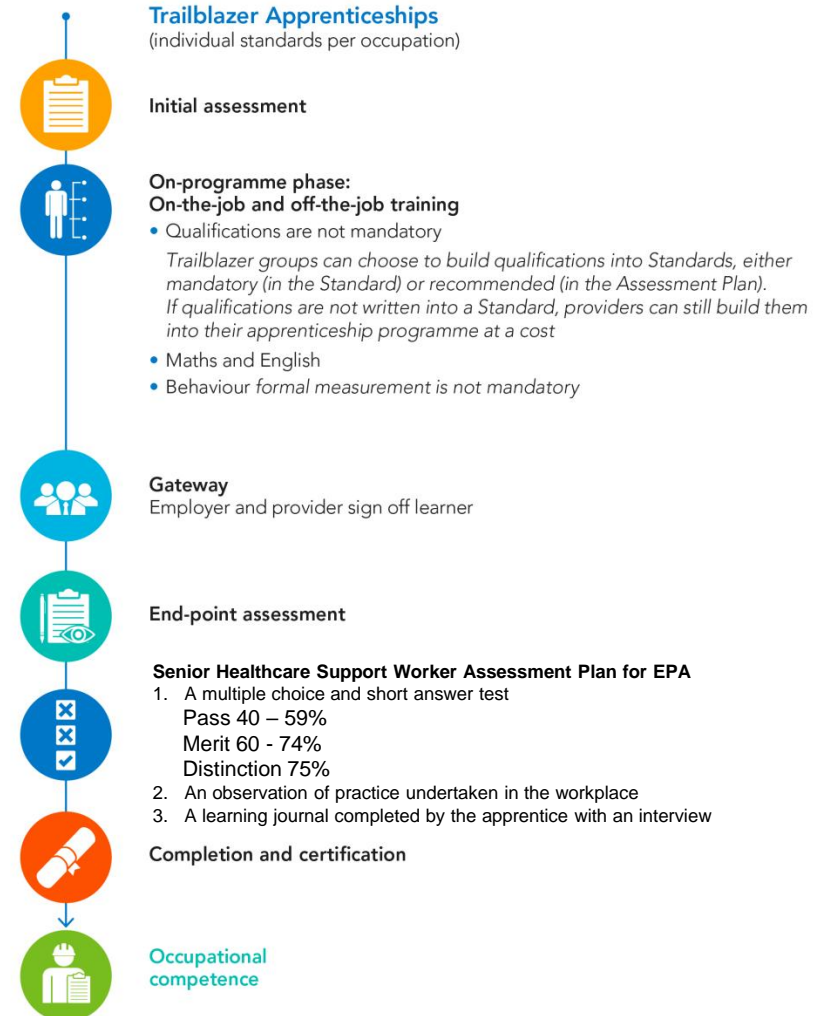
- Level 2.

Gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 2 maths and English.
- A regulated Level 3 qualification, e.g. City & Guilds Diploma in Health – Clinical Healthcare Support.
- A learning journal completed during the last three months.

Options for on-programme

- Adult Nursing Support.
- Maternity Support.
- Mental Health Support.
- Children and Young People Support.
- Theatre Support.
- Allied Health Profession-Therapy Support.



Assistant Practitioner in Health standard

Maths and English requirements

- Level 2.

Gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 2 maths and English.
- A regulated qualification at Level 5 City & Guilds Diploma for Assistant Practitioners in Healthcare.
- A reflective journal completed in the last three months.

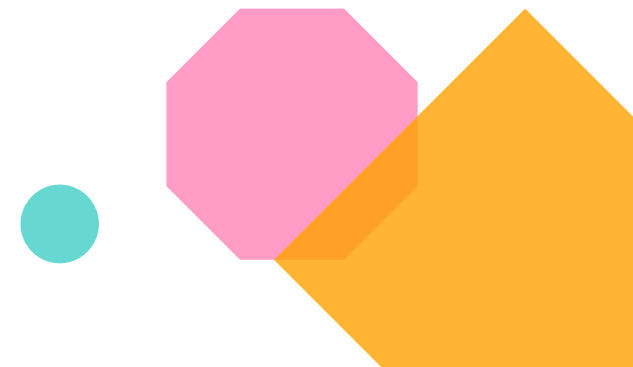
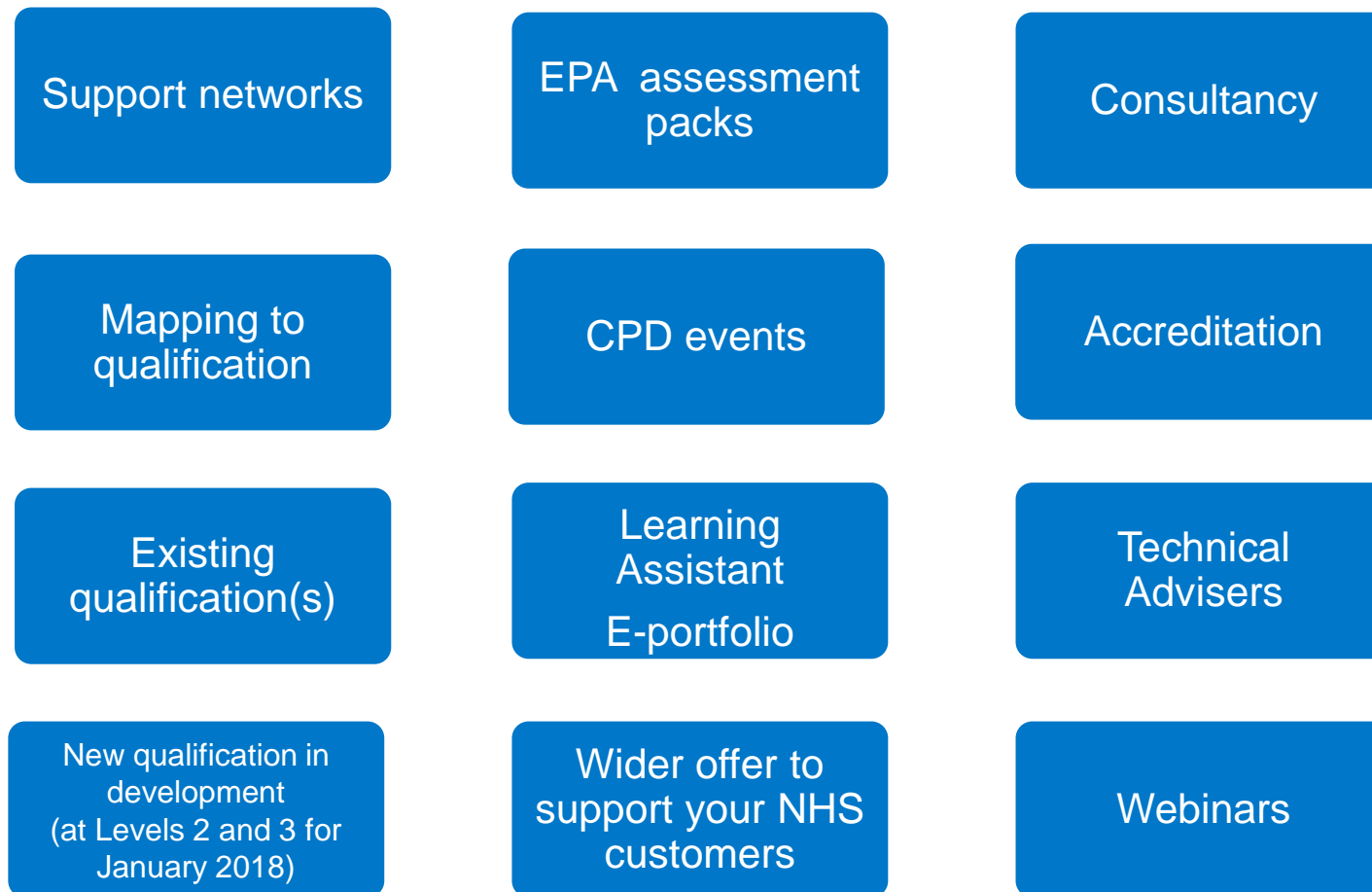


Outline grading

This is covered in the assessment plans. The example below is for Senior Healthcare Support Worker:

Observation of practice	MCQ/Short answer test	Learning journal & interview	Overall grade
Pass	Pass	Pass	Pass
Pass	Pass	Merit	Pass
Pass	Pass	Distinction	Merit
Pass	Merit	Pass	Pass
Pass	Merit	Merit	Merit
Pass	Merit	Distinction	Merit
Pass	Distinction	Pass	Merit
Pass	Distinction	Merit	Merit
Pass	Distinction	Distinction	Distinction

How we can support you to prepare for delivery and end-point assessment – resources



End-point assessment pack

For customers

Key document for the planning and delivery of the apprenticeship.

It will include:

- information on roles and responsibilities in the process
- guidance on how to evidence gateway
- instruction and guidance on how to book EPA
- guidance on how the **portfolio and learning journal should be structured and how they will be assessed** against relevant sections of the assessment plan. This will show the evidence the independent end-point assessor expects to see
- guidance and instructions on what to expect and arrangement for the **practical observation** to take place
- guidance on how the **interview** will work
- NB Sample questions from multiple-choice questions and short answer questions will be available separately.



End-point assessment pack

For independent end-point assessors (IEAs)

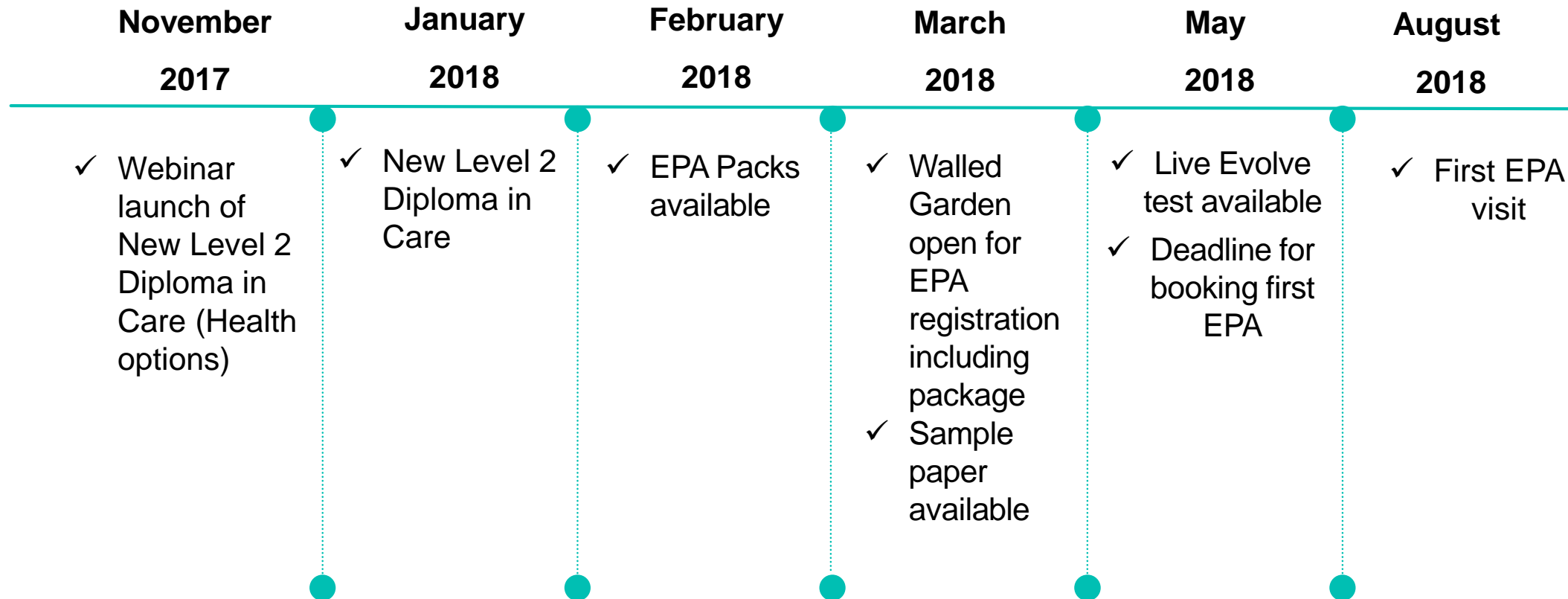
Key document for IEAs to conduct end-point assessment and grade candidates.

It will include:

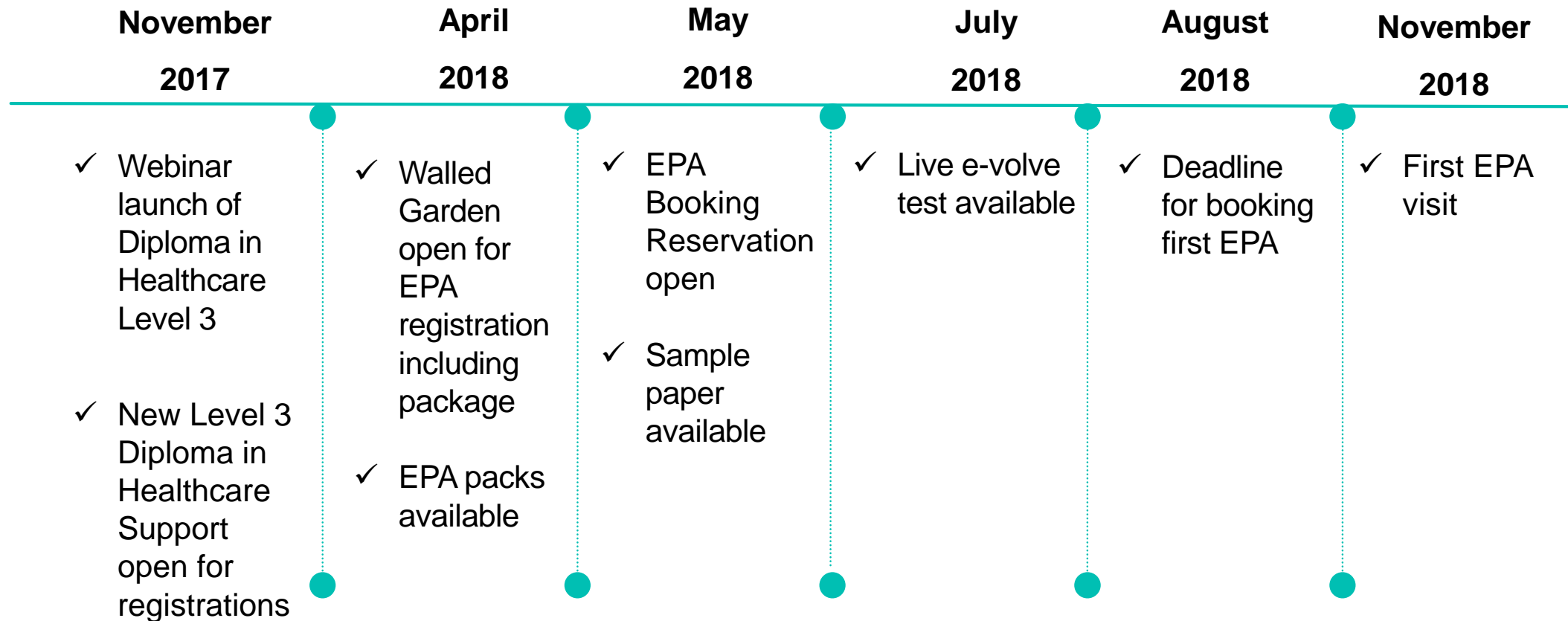
- instructions and guidance on how to review the portfolio/learning journal against the relevant sections of the occupation brief
- instructions and guidance on what they need to see as part of a valid **practical observation** and what to do if they don't see the activities listed in the assessment plan
- guidance on the **interview** including: questions to ask, any prompting and if necessary, how to record the discussion
- marking criteria
- grading criteria.



Timeline of events – Healthcare Support Worker Level 2



Timeline of events – Senior Healthcare Support Worker Level 3



Price and offer

Standard	On-programme	EPA cost (anticipated)	Resit
Healthcare Support Worker	Optional qualification: Level 2 Diploma in Care £100	£600	Test (MCQ) £15
			Portfolio Assessment £200
			Observation & Interview £400
Senior Healthcare Support Worker	Level 3 Diploma in Healthcare support £120	£600	Test (MCQ plus short answer questions) £50
			Learning Journal Assessment £200
			Observation and Interview £400
Assistant Practitioner (Health)	Level 5 Diploma for Assistant Practitioners in Healthcare £158	tbc	tbc

Preparing for end-point assessment

Assess

Useful learning resources relevant to the standard

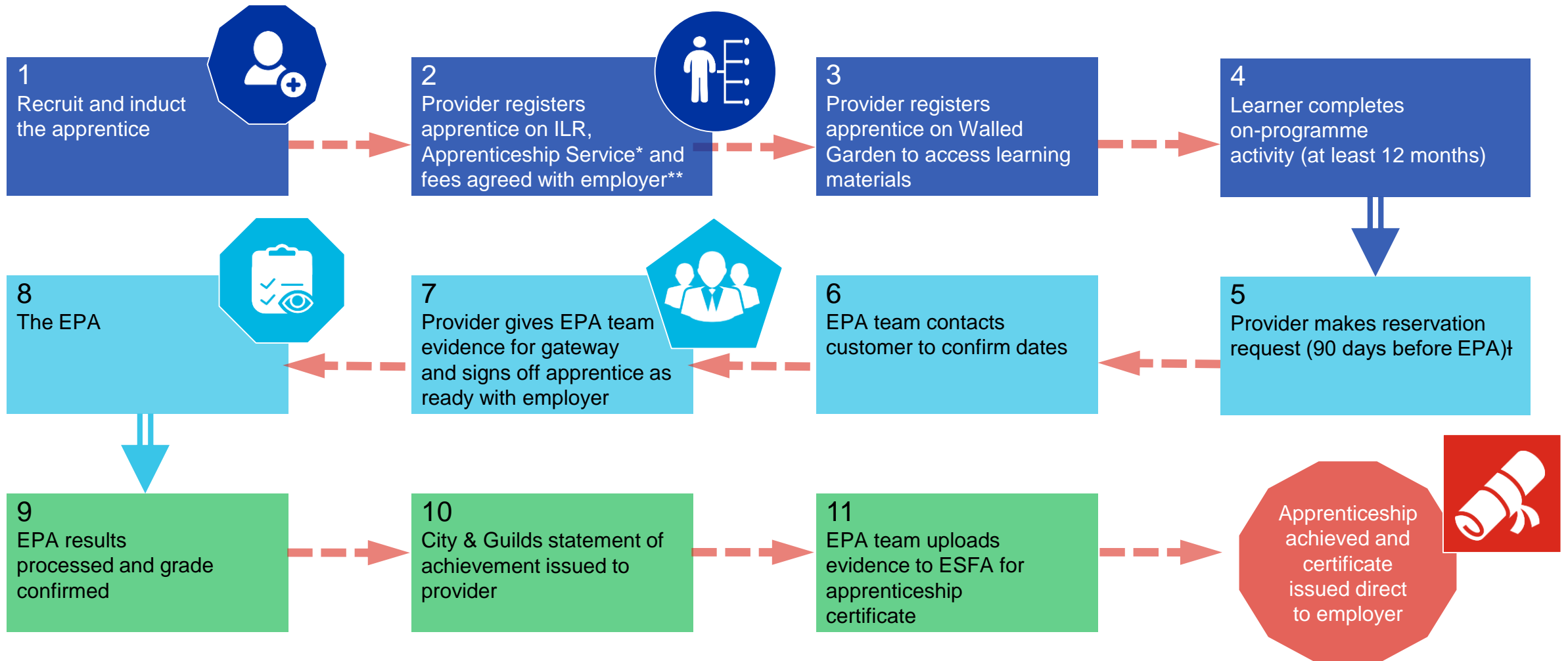
Relevant to assessment method

Organised by assessment skills most relevant to the individual and standard

The screenshot shows the City & Guilds End-point Assessment service interface. On the left, a sidebar displays the user's profile with 'ACTIVITY LEVEL' at 0%, 'Your apprenticeship' status, and 'Your experience' level. The main area is titled 'Current learning' and contains a message: 'You haven't yet started any learning, Choose a title below to get started'. Below this, there are two sections of learning resources:

- 1 Presentation Skills**:
 - Be a More Confident Public Speaker (VIDEO, 1 MINUTE)
 - Giving a Presentation (VIDEO, 1 MINUTE)
 - Five Tips to Make PowerPoint Business Presentations More Effective (ARTICLE, 6 MINUTES)
 - When Giving a Presentation, Never Do This (VIDEO, 2 MINUTES)
- 2 Selecting Key Pieces of Evidence**:
 - (VIDEO, 1 MINUTE)
 - (PODCAST)
 - (ARTICLE)
 - (PODCAST)

The end-point assessment journey, step-by-step



* Can also be done by employer ** Where known; if not known the EPA cost and awarding organisation can be added later

† Ideally done alongside stage 4

Your EPA partner



Robust, reliable, and scalable

- Dedicated EPA and technical team
- Tried and tested City & Guilds systems
- Wide network of EPA assessors
- Full national coverage
- Proven record in large scale delivery.



Preparing your staff and learners for success

- On-programme tools and resources
- Specific 'EPA preparation' CPD and e-learning
- Advisor support for delivery teams
- City & Guilds brand is recognised and trusted by employers.



Efficient and value for money

- EPA within 20% of funding band
- Breadth of offer allows rationalisation
- Opportunity to generate revenue through supplying resources.

Approval process

- If you're a new City & Guilds provider you'll need to gain end-point assessment financial approval
- If you're a current City & Guilds centre you'll also need to apply for end-point assessment approval for the occupation
- If you want to deliver the qualification linked to the standard, you'll need to apply for Qualification Approval (QAP)
- The assessment pack will be available on the website once you have registered
- If you're delivering the qualifications you must ensure that your staff are able to demonstrate they have the occupational expertise required.






Next steps

Being part of the decisions

We welcome applications from independent end-point assessors (IEPAs) to join our team.

Minimum requirements

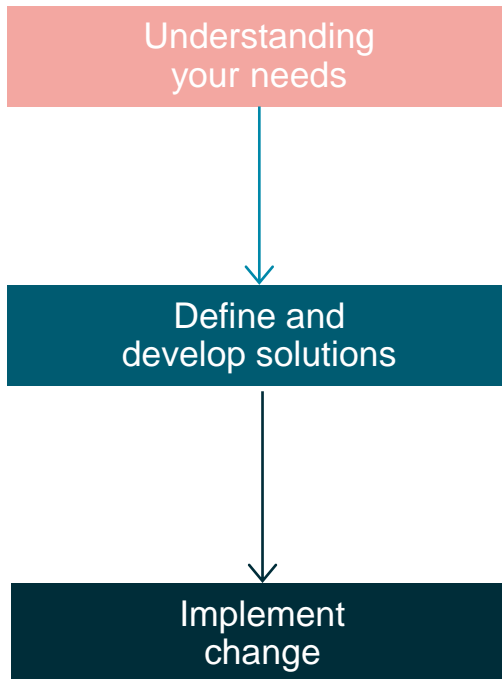
- Ideally hold an assessor qualification (Level 3 Award in Assessing Competence in the Work Environment, Level 3 Certificate in Assessing Vocational Achievement, A1 or D32/D33) or have undertaken relevant training.
- Have no connections with the assessment centre and/or apprentice in order to maintain objectivity.
- Relevant technical/occupational understanding in areas being assessed.
- Be fully conversant with the standards and criteria being assessed.
- Occupationally competent, hold a relevant occupational qualification above the level being assessed and have relevant occupational experience within the last two years.
- Have experience in interviewing techniques.
- Be able to work independently.
- Have good time management skills.



The screenshot shows the City & Guilds website interface. At the top, there is a search bar with the text "SEARCH EVERYTHING", "FIND A COURSE OR QUALIFICATION", and "FIND A CENTRE". Below the search bar is a navigation menu with links: "WHAT WE OFFER", "QUALIFICATIONS", "APPRENTICESHIPS", "TECHBAC", "DELIVERING OUR QUALIFICATIONS", "INTERNATIONAL", "NEWS & INSIGHT", and "HELP & SUPPORT". The main heading reads "Become an Independent End-point Assessor" next to a circular image of a young man in a red shirt. Below the heading, there is a sub-heading "Become an Independent End-point Assessor" and a paragraph: "We are currently accepting applications from suitable candidates to become Lead and Independent End-point Assessors." A link "Apply now" is provided. On the right side, there are social media icons for Facebook, Twitter, and LinkedIn, and a section titled "NEW APPRENTICESHIPS STANDARD OFFERS" with links to "Teaching & learning resources", "End Assessment service", and "New Apprenticeship Standards".

And if you want to take things further with us

Apprenticeship consultancy offer



Areas of apprenticeship consultancy and training

Audit your current apprenticeship strategy

A root-to-branch audit that assesses your current strategy and identifies opportunities for growth. You'll receive an on-site consultation from a City & Guilds apprenticeship specialist who has experience in commerce and further education.

Defining your apprenticeship offer

A carefully constructed plan defining your new strategy and providing a framework for implementation. Our consultants will draw up an improved offer that takes advantages of the new opportunities for growth.

Upskill your team

Expert-led training courses that equip your staff to deliver your new apprenticeship strategy. We offer five different courses to meet your needs around commercial development, contract negotiation, apprenticeship support, funding, and trainer coaching.

Support and resources available

Find all our past and forthcoming workshops, webinars and events [here](#).

See our apprenticeship, consultancy and events pages on the City & Guilds website:

<http://www.cityandguilds.com/apprenticeships>

<http://www.cityandguilds.com/what-we-offer/centres/what-is-advance>

<http://www.cityandguilds.com/what-we-offer/centres/improving-teaching-learning/events>

Also look at the Government's information:

[Provider/ employer apprenticeship funding rules 2017/18](#)

[Apprenticeship funding policy and funding bands sheets](#)

[Register of Apprenticeship Training Providers
Guidance](#)

[Apprenticeship funding from May 2017 – policy paper](#)

[Technical Funding Guidance](#)

[Apprenticeship standards](#)

[Becoming an Employer/Training Provider](#)



Thank you

- Keep up to date – register for email updates: <http://www.cityandguilds.com/what-we-offer/centres/email-updates>
- To be involved in the developments of the new qualifications: geraldine.donworth@cityandguilds.com
- For more information on the new standards, our learning resources (including demos), and how we can support your business: directsales@cityandguilds.com
- For additional information on end-point assessment: endpointassessment@cityandguilds.com



Any questions?

