

## Questions and Answers

# Transitioning to the new Healthcare qualifications and apprenticeship standards in England update

19.02.2018

### Is there a Level 1 Healthcare Support Worker standard?

There is no Level 1 standard.

### What are the gateway requirements for the Level 2 Healthcare Support Worker standard?

The gateway requirement is below:

- 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.

### What is the learning journal?

The learning journal is a requirement in the Senior Healthcare Support Worker standard. The learner journal may contain evidence from a range of sources, but must contain a minimum of three reflective accounts that should:

- be completed by the apprentice to a total of 1000 words (+/- 10%)
- demonstrate their learning and application of knowledge to their chosen area of practice in addition to their values and behaviours.

The learning journal covers the knowledge and skills set out in the apprentice's chosen option. City & Guilds will provide more details in the end-point assessment pack.

### When does the apprentice have to complete the learning journal?

In the last three months of the Senior Healthcare Support Worker apprenticeship, during the lead up to the end-point assessment.

## **Does the end-point assessor look at the portfolio of evidence? Please provide clarity as I thought this was done by the tutor.**

The portfolio of evidence is produced by the apprentice in the last three months of their apprenticeship, following completion of their on-programme training and development. The portfolio of evidence is part of the end-point assessment and needs to be assessed and graded by the end-point assessor.

If a qualification is included in the on-programme element then another portfolio of evidence will be generated. This is in addition to the portfolio of evidence required for the end-point assessment.

If no qualification is included in the standard, the apprentice will need to be able to provide evidence that they are meeting the standard prior to the gateway. The evidence will be used to:

- decide how they are progressing
- demonstrate when they have met the standard.

This evidence may be assessed by the tutor/mentor or assessor but is completely separate to the portfolio of evidence required for end-point assessment.

## **Are 'study skills' a mandatory unit on the Level 3 Diploma for Senior Healthcare Support Worker?**

Yes, the unit was added as a mandatory unit at the request of Health Education England. The unit supports learners to become reflective practitioners by giving them the skills to use or carry out research which will support practice development.

It'll also help those apprentices who wish to progress to higher level apprenticeships such as Healthcare Assistant Practitioner, Nursing Associate or the Registered Degree Nurse apprenticeship.

## **Are dementia and mental health mandatory units for any of the Healthcare standards?**

There is no mandatory qualification in the Healthcare Support Worker Level 2 standard.

The Senior Healthcare Support Worker standard contains a mandatory qualification, the Level 3 Diploma in Healthcare Support. The mandatory units contain mental health knowledge units but not dementia units.

The Healthcare Assistant Practitioner standard also contains a mandatory qualification, such as the [City & Guilds Level 5 Diploma for Assistant Practitioners in Healthcare](#). Dementia and mental health units are not included in the mandatory units or specifically mentioned in the standard. Therefore they are not mandatory.

## **What is the role of the internal quality assurer (IQA) if the end-point assessor is assessing the portfolio of evidence?**

The IQA has a role in quality assuring on-programme delivery if the programme is being delivered by a training provider or as part of a qualification. The portfolio of evidence, which is part of the end-point assessment, is specific to the Healthcare Support Worker standard and does not require any internal quality assurance. This is because it's not being assessed by the centre or employer.

The apprentice may receive guidance from the tutor/mentor but the final portfolio of evidence should not have been formally assessed prior to being assessed by the end-point assessor.

## **Is City & Guilds covering the cost of re-registering apprentices on the old standards?**

I believe this question is referring to the period between the 3101 and 4223 Level 3 Health Diplomas closing in December 2017 and the publication of the revised apprenticeship standard for Senior Healthcare Support Worker at the beginning of February 2018. It's not the responsibility of any awarding organisation to revise apprenticeship standards, nor is it in the control of the employer groups when a revised standard is published. This is the responsibility of the Institute for Apprenticeships.

The employer group submitted the revised standard for approval and asked awarding organisations to close their qualifications in preparation for the standard revision which included publishing the new Level 3 Diploma in Healthcare Support. Unfortunately due to a delay in the publication of the revised standard there was a short period when the published standard contained qualifications that were closed for registrations.

City & Guilds has been in touch with the ESFA about centre concerns regarding apprentices started between the 31 December 2017, and the date that the revised standard was published by the IfA.

We've been advised that the ESFA are working with the IfA on this and that centres should ensure they are [registered to receive provider updates from the ESFA](#) to ensure they get the latest information.

It would be inappropriate for City & Guilds to offer advice about what to do about individual apprentice registrations until the ESFA or IfA have provided clarification in writing.