

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

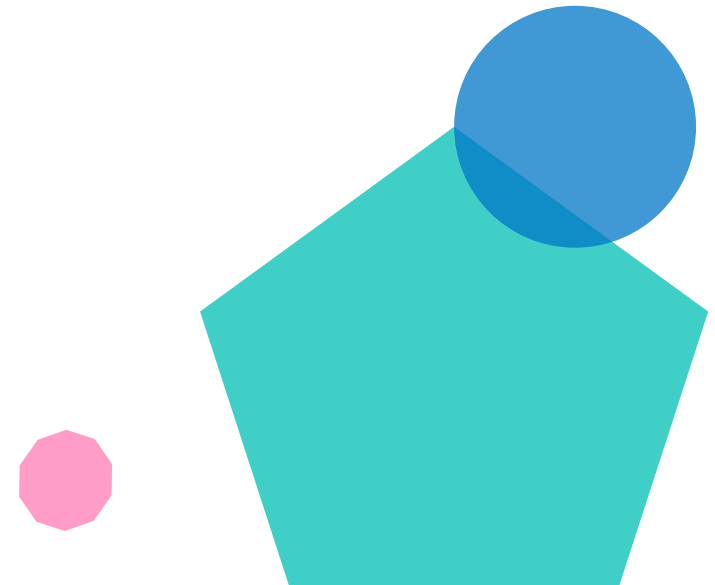
19 February 2018

Geraldine Donworth – Industry Manager



Contents

- Update of the new on-programme qualifications
- Overview of apprenticeship reforms
- Healthcare Support Worker, Senior Healthcare Support Worker and Healthcare Assistant Practitioner apprenticeships
- How we can support you to prepare for delivery and end-point assessment
- City & Guilds terms and conditions for EPA
- EPA process – apprentice journey
- Next steps
- Q&A



Qualifications – existing

3051-02 Level 2 Certificate in Clinical Skills

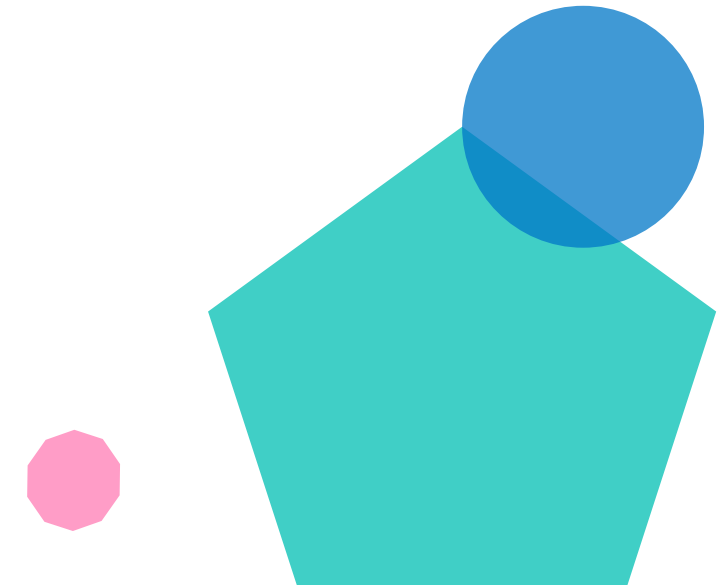
5519 -12 Level 2 Award in Medical Terminology (AMSPAR)

The following Level 3 diplomas have been reopened temporarily to capture any registrations required for the Senior Healthcare Support Worker standard (starts pre-February 2018).

- Diploma in Mental Health Care Level 3 (3101-03)
- Diploma in Clinical Healthcare Support Level 3 (4223-11)
- Diploma in Allied Health Profession Support Level 3 (4223-14)
- Diploma in Maternity and Paediatric Support Level 3 (4223-15)
- Diploma in Perioperative Support Level 3 (4223-16)

Now that the new standard is published – apprentices **MUST** be registered on the **NEW** level 3 Diploma in Healthcare Support (4345-31).

- Level 5 Diploma for Assistant Practitioner in Healthcare (3576-05)



3051-02 Level 2 Certificate in Clinical Skills

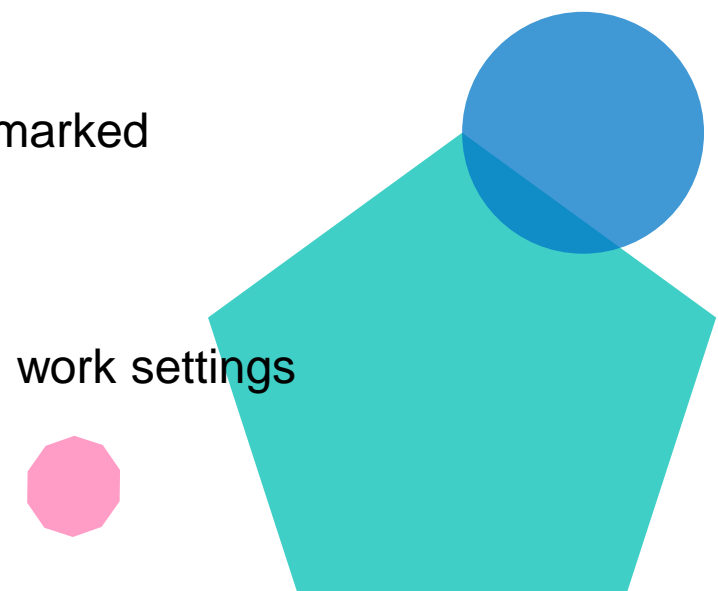
- QAN 601/6071/8
- 153 glh and 184 TQT – does not have credits

Rules of combination

To achieve the Certificate in Clinical Skills the learner must complete 4 Mandatory Units and 5 Optional units

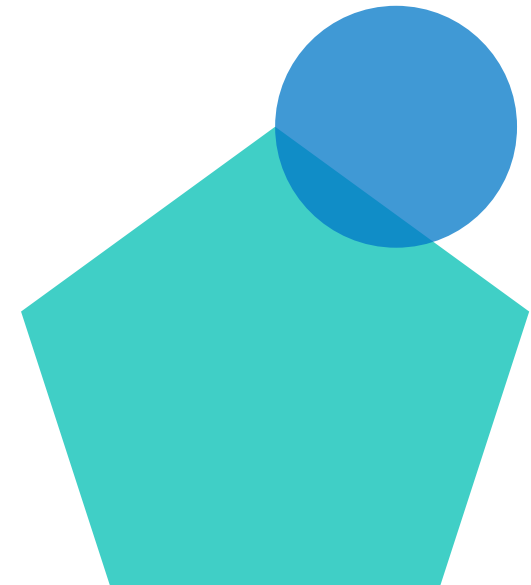
- **Assessment**
- The **mandatory** units (201-204) are assessed by an externally set, internally marked and externally quality assured synoptic assignment.
- Assignment and marking guide are provided by City & Guilds
- **Optional units** – portfolio of evidence including observation of practice in real work settings

[3051 web page](#)



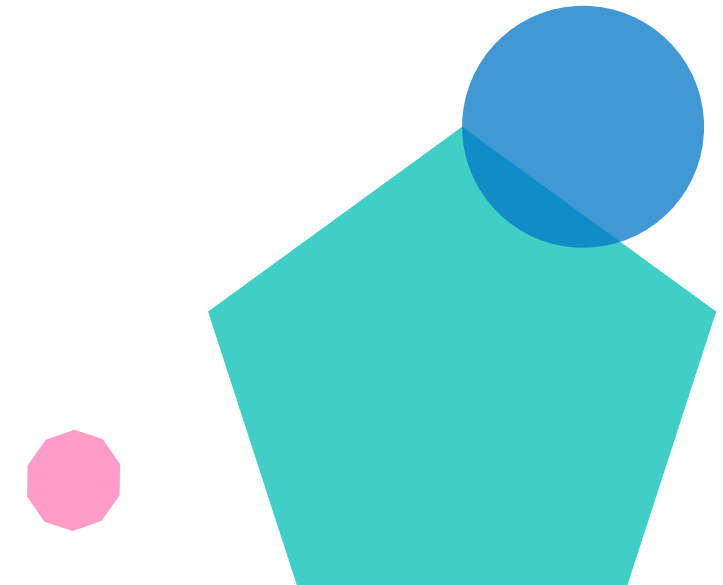
3051-02 Level 2 Certificate in Clinical Skills

Unit Number	Title – Mandatory Units
201	Roles, responsibilities and values in health and care practice
202	Communication and handling of information in health and care settings
203	Understanding long-term health conditions
204	Principles of safeguarding in health and care settings



3051-02 Optional Units themes

Infection prevention and control	Technological aids in healthcare
Monitoring of health conditions	Understanding end of life care
Physiological measurement	Dementia awareness
Obtaining specimens	Extended feeding
Pressure area care	Oxygen therapy
Supporting individuals to eat and drink	Aids and Prostheses
Contenance Care	Personal Hygiene Care
Moving and positioning	Care of naso-gastric tubes
Administration of medicines	



5519-12 Level 2 Award in Medical Terminology (AMSPAR)



- One unit qualification of 6 credits which could enhance your offer
- 45 glh
- Assessed by externally set, externally marked test
- Paper based tests available 3 times per year but potential to move to online
- Test is one hour duration with 8 questions based on:

the structure and meaning of medical word parts

the meaning of medical terminology relating to the human body

the meaning of medical terminology relating to medical specialities

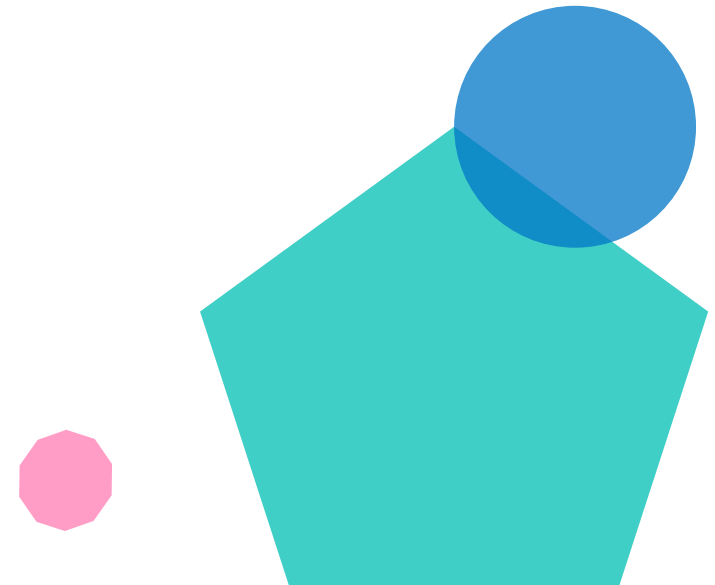
the meaning of pharmaceutical abbreviations

[5519 web page](#)



Qualifications – new

- 3095-21 Level 2 Diploma in Care (England) 603/2660/8
- 4345-31 Level 3 Diploma in Healthcare Support 603/2544/6



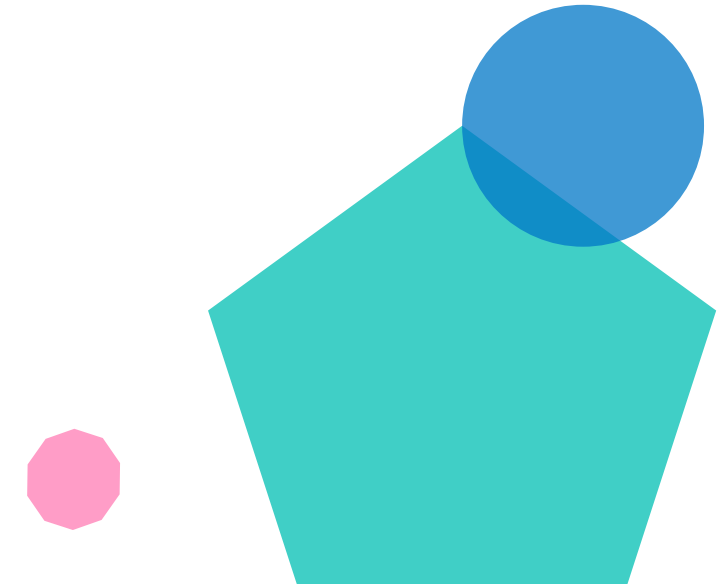
Diploma in Care Level 2 3095-21



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

Visit the qualifications page [3095 webpage](#).

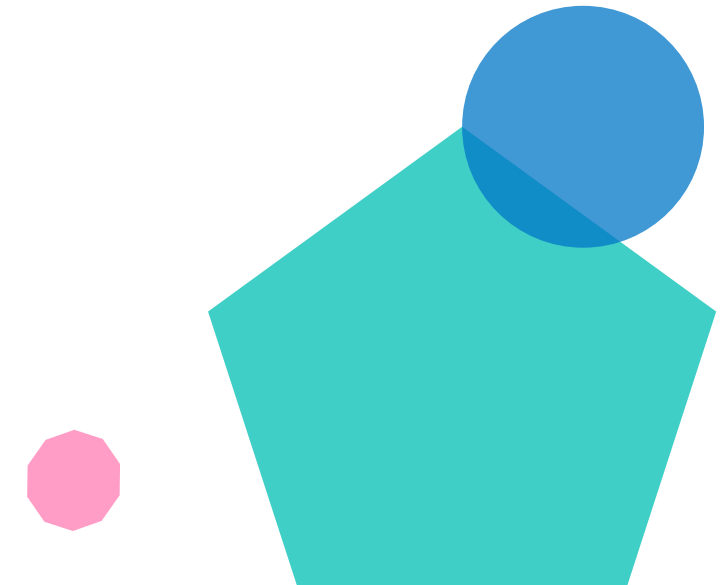
Version 1.1 January 2018 current version of Qualification Handbook – minor changes.



Diploma in Care Level 2 3095-21 structure



- 46 credits, 460 hours total qualification time (TQT).
- 24 credits must come from mandatory Group A.
- The remaining 22 credits can come from optional groups B and C.
- Group B are competence units – minimum of 14 credits.
- Group C are knowledge units – maximum of 8 credits.
- All options can come from Group B.
- A unit registration route will also be available by March 2018.
- Barred combinations of units are detailed in the qualification handbook.



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 of medication	Dementia and mental health
Supporting clinical activities	End of life care
Units contextualised to meet needs of different service setting e.g. dementia, learning disabilities services	Learning disabilities
Team working	Stroke Awareness

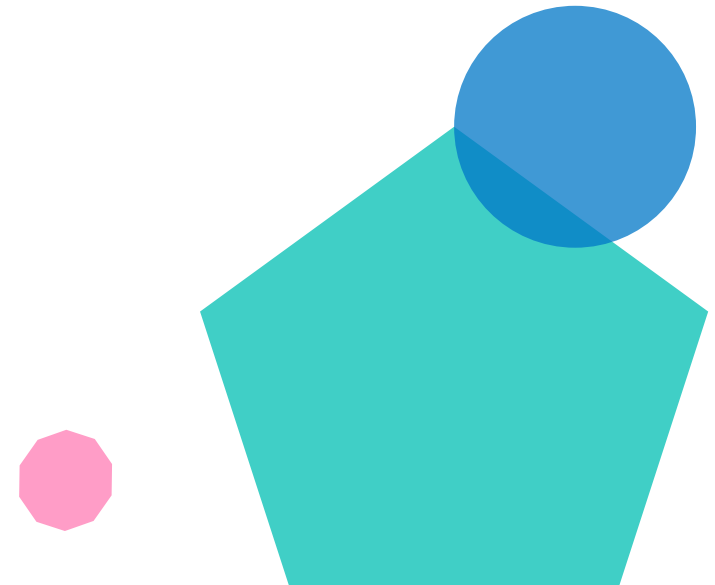
Diploma in Healthcare Support Level 3 4345-31



- Endorsed by Skills for Health.
- Open for registrations.
- Replaces:
 - Diploma in Mental Health Care Level 3 (3101-03)
 - Diploma in Clinical Healthcare Support Level 3 (4223-11)
 - Diploma in Allied Health Profession Support Level 3 (4223-14)
 - Diploma in Maternity and Paediatric Support Level 3 (4223-15)
 - Diploma in Perioperative Support Level 3 (4223-16)
- Unit route available by March

Link to the qualifications page [4345 web page](#).

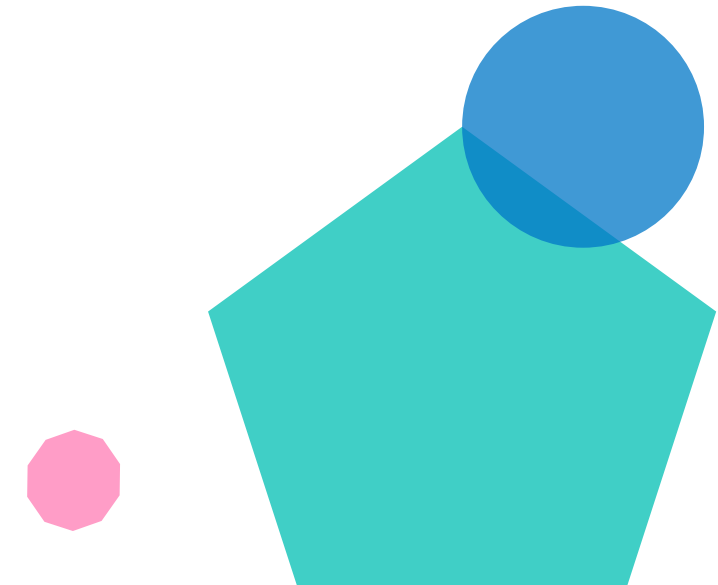
Version 1.1 January 2018 is latest current version.



Diploma in Healthcare Support Level 3 4345-31 Structure



- Replaces the 3101 Level 3 Diploma in Mental Health and the Healthcare Level 3 4223 Diplomas, except Healthcare Support Services and Pathology.
- Automatic approval for those centres offering the above qualifications (excepting Healthcare Support Services and Pathology).
- 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 3

4345-31



	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		

Level 3 Diploma in Healthcare Support relation to SHCSW standard



- Wide range of optional units.
- Mandatory qualification in Senior Healthcare Support Worker apprenticeship standard.

Covers the following options in the SHCSW standard:

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

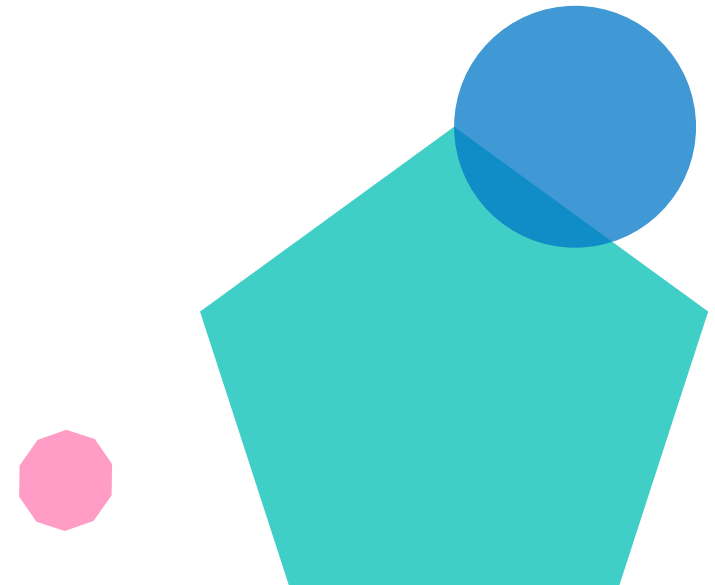
Suggested units supporting each option are included in a Skills for Health guide on the 4345 webpage.



Diploma in Healthcare Support Level 3 Assessment



- 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.



Diploma in Healthcare Support Level 3 Assessment



The guide is password protected and can be found on 4345 webpage.
Provides guidance for assessors and learners.

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 1500 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.

3576-05 Level 5 Diploma for Assistant Practitioners in Healthcare

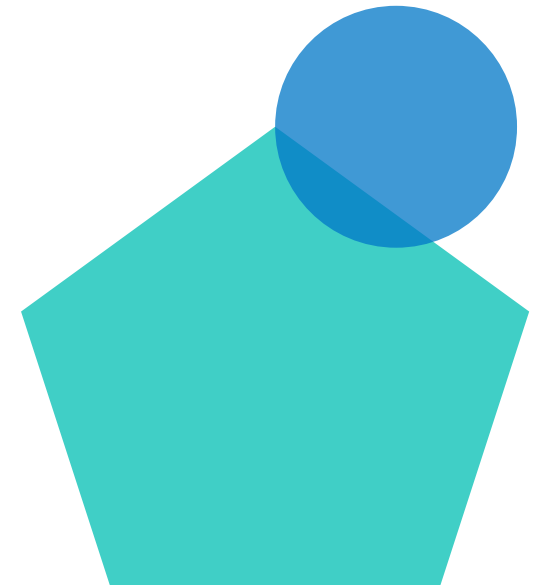


- Mapped to the Level 5 Healthcare Assistant Practitioner standard.
- Evidence log provided on webpage.

Appears on Skills for Health website as meeting the standard (self declaration).

Qualification structure:

- 120 credits 1200 TQT
- 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 externally set assignments for knowledge units including one assignment completed under controlled conditions
- more information can be found in the [3576 Qualification Handbook](#).

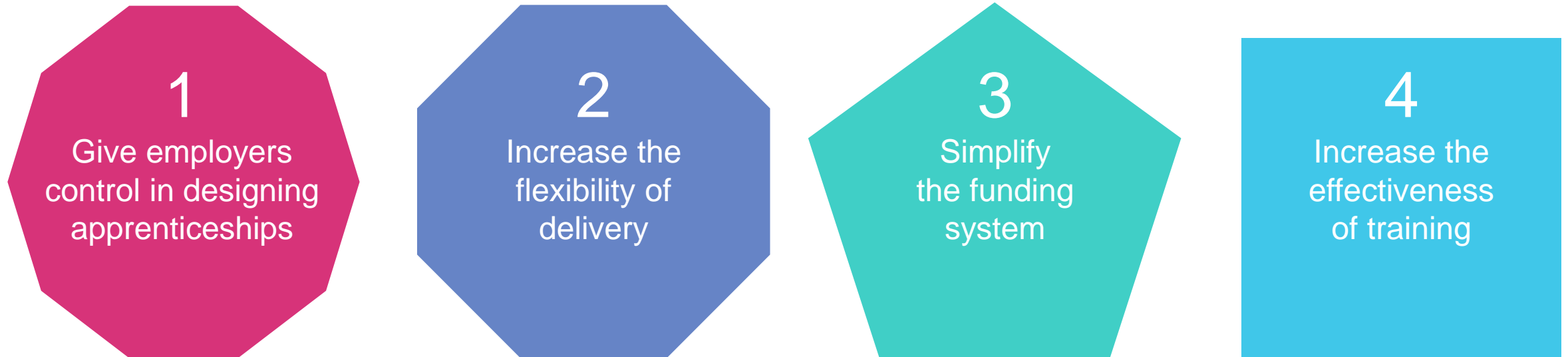


3576 -05 Mandatory units

301	Understand safeguarding of children and young people (for those working in the adult sector)	506	Manage quality in health and social care or children and young people's setting
401	Promote professional development	507	Undertake a research project within services for health and social care or children and young people
402	Work in partnership in health and social care or children and young people's settings	508	Conduct and support others in the assessment of individuals health and wellbeing
403	The structure, organisation and function of the human body	509	Promote effective nutrition and fluid balance
501	Use and develop systems that promote communication	510	The principles and philosophy of healthcare
503	Champion equality, diversity and inclusion	511	Lifespan developments and healthcare needs
504	Lead and manage infection prevention and control within the work setting	514	Understand the principles and application of physiological measurements
505	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings		

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.

Healthcare standards

Standard name	Availability	Assessment plan	EPA
Healthcare Support Worker	Standard published	Assessment plan published	9041-12
Senior Healthcare Support Worker	Revised standard published February 2018	Revised assessment plan published February 2018	9043-12
Assistant Practitioner in Healthcare	Standard published	Assessment plan published	In development

City & Guilds in on the EPAO Register for all three standards.

[Health and Science standards on IfA website.](#)



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 £12000	N/A	N/A	£12000 unless EPA needs funding from this

Healthcare Support Worker standard

On programme – typically 12 months

No mandatory qualification

Options are:

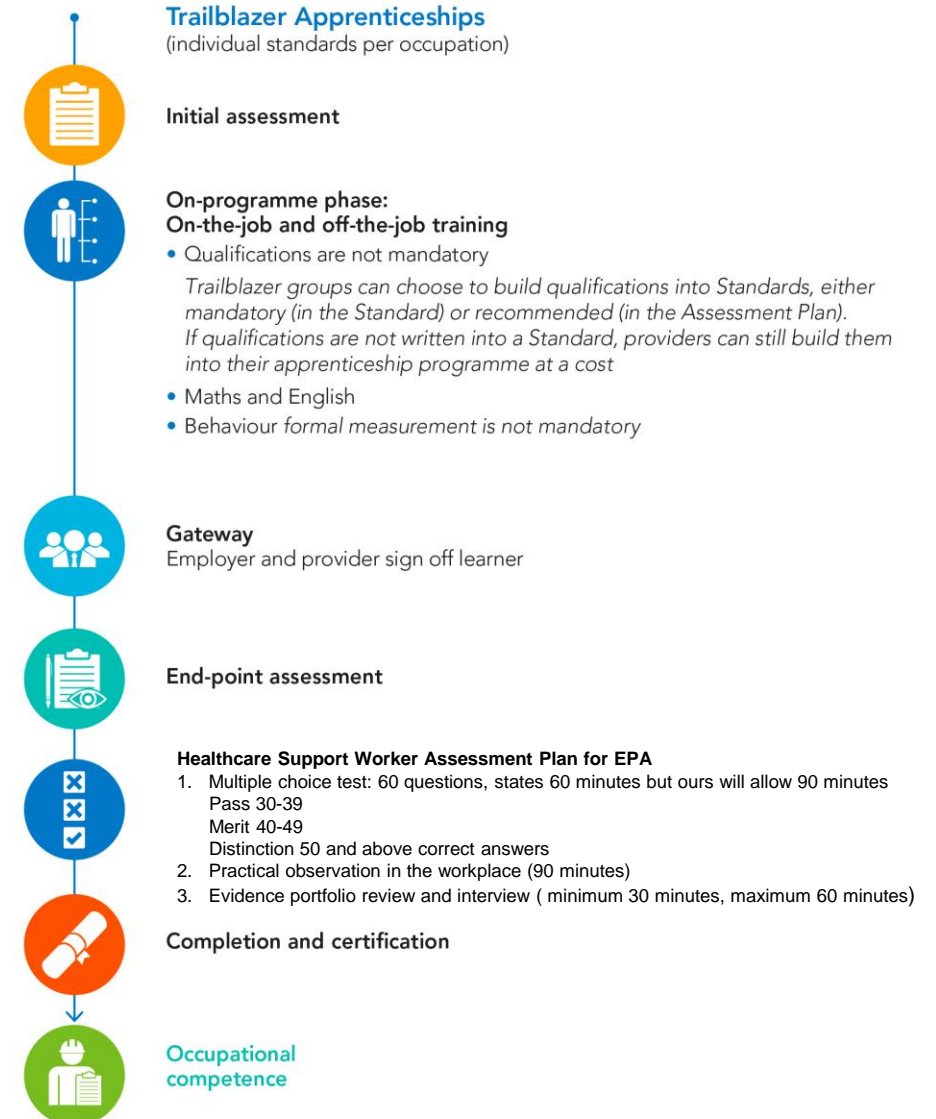
- Level 2 Diploma in Care (3095-21)
- Level 2 Certificate in Clinical Skills (3051-21).

Assessment 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 (see above options).

Last three months

- A portfolio of evidence completed end-point assessment.
- Multiple choice test.
- Assessment of portfolio.
- Observation of practice in workplace.
- Interview.



Senior Healthcare Support Worker standard

On programme – typically 18 months Options

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

Mandatory qualification

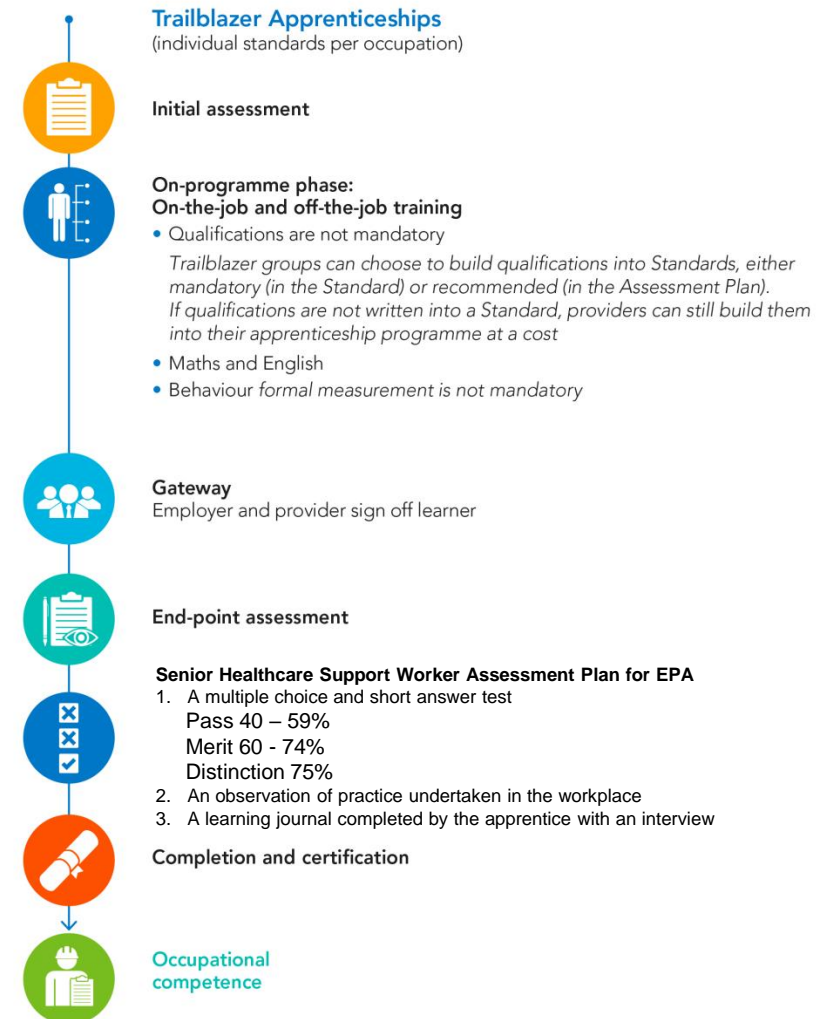
- City & Guilds Level 3 Diploma in Healthcare Support (4345-31).

Assessment gateway requirements

- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 2 maths and English.
- Achieved Level 3 Diploma in Healthcare Support.

Last three months

- A learning journal completed.



Senior Healthcare Support Worker End Point Assessment – more detail

Four elements

1. Multiple choice test, 30 MCQ plus four short answer questions no more than 250 words each.
Short answer questions are option specific.
Graded pass, merit or distinction.
2. Observation of practice – pass only.
3. Assessment of learner journal graded pass merit or distinction.
Content of learner journal is option specific.
4. Interview/professional discussion graded pass merit or distinction.

All methods contribute to the overall grade.

Healthcare Assistant Practitioner standard

On programme – typically 18 months

City & Guilds Level 5 Diploma for Assistant Practitioners in Healthcare (3576-05)

Assessment Gateway requirements

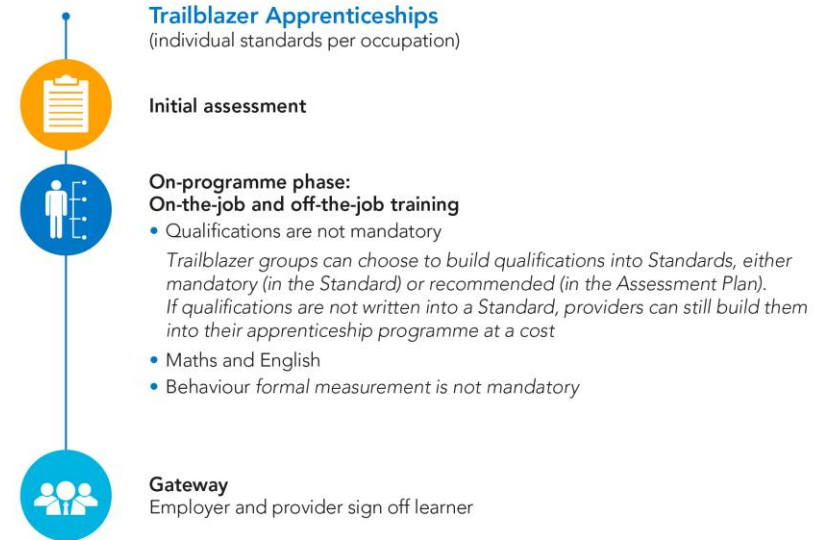
- Evidence of having met the 15 standards as outlined in the Care Certificate.
- Level 2 maths and English.
- Level 5 City & Guilds Diploma for Assistant Practitioners in Healthcare.

Last three months

A reflective journal.

End-point assessment

- Multiple choice test plus short answer questions.
- Assessment of reflective journal.
- Observation of practice in the workplace.
- Interview/professional discussion.

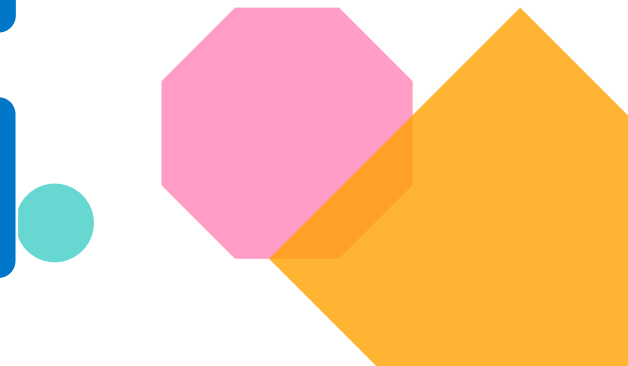
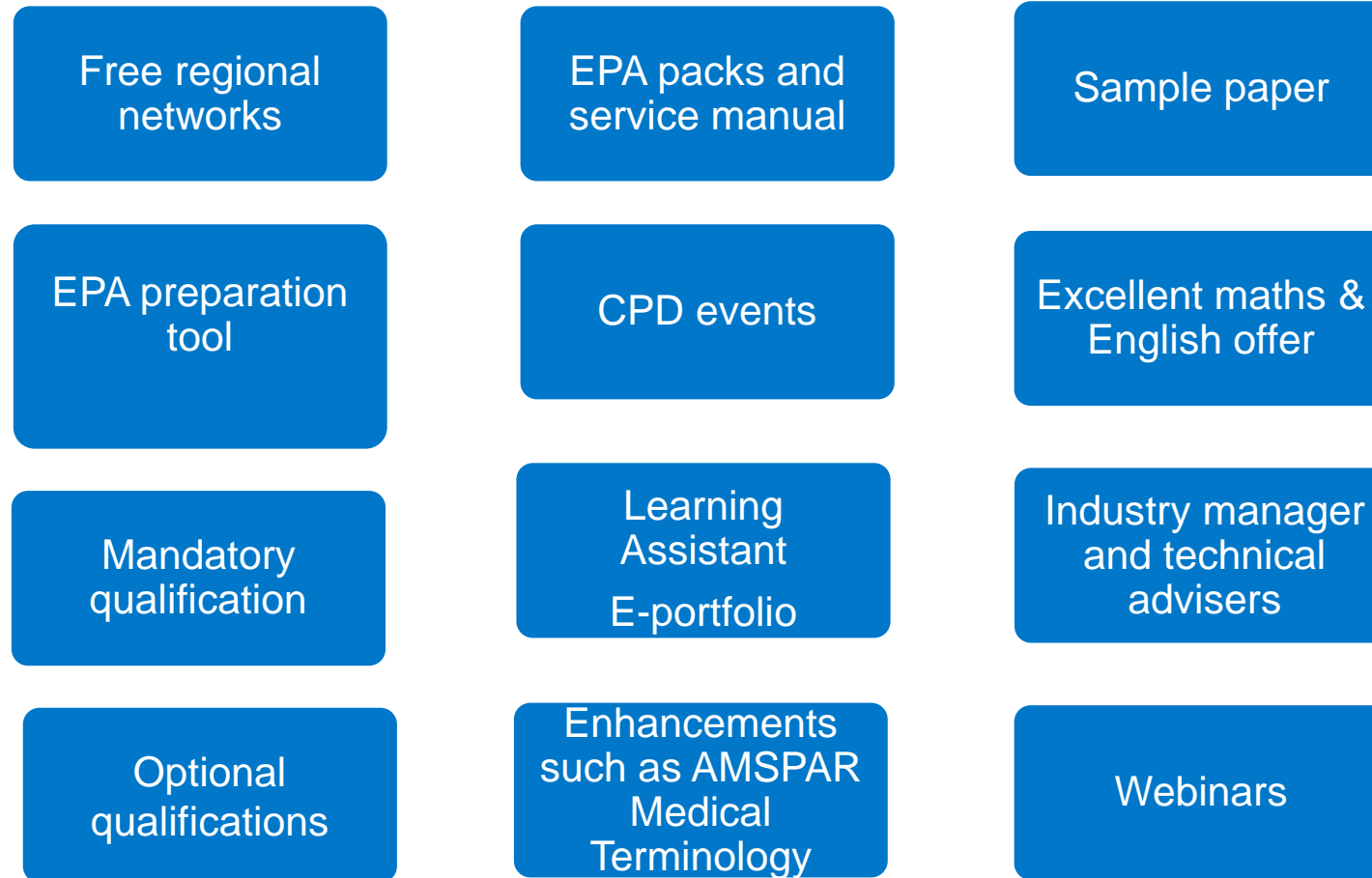


Outline grading

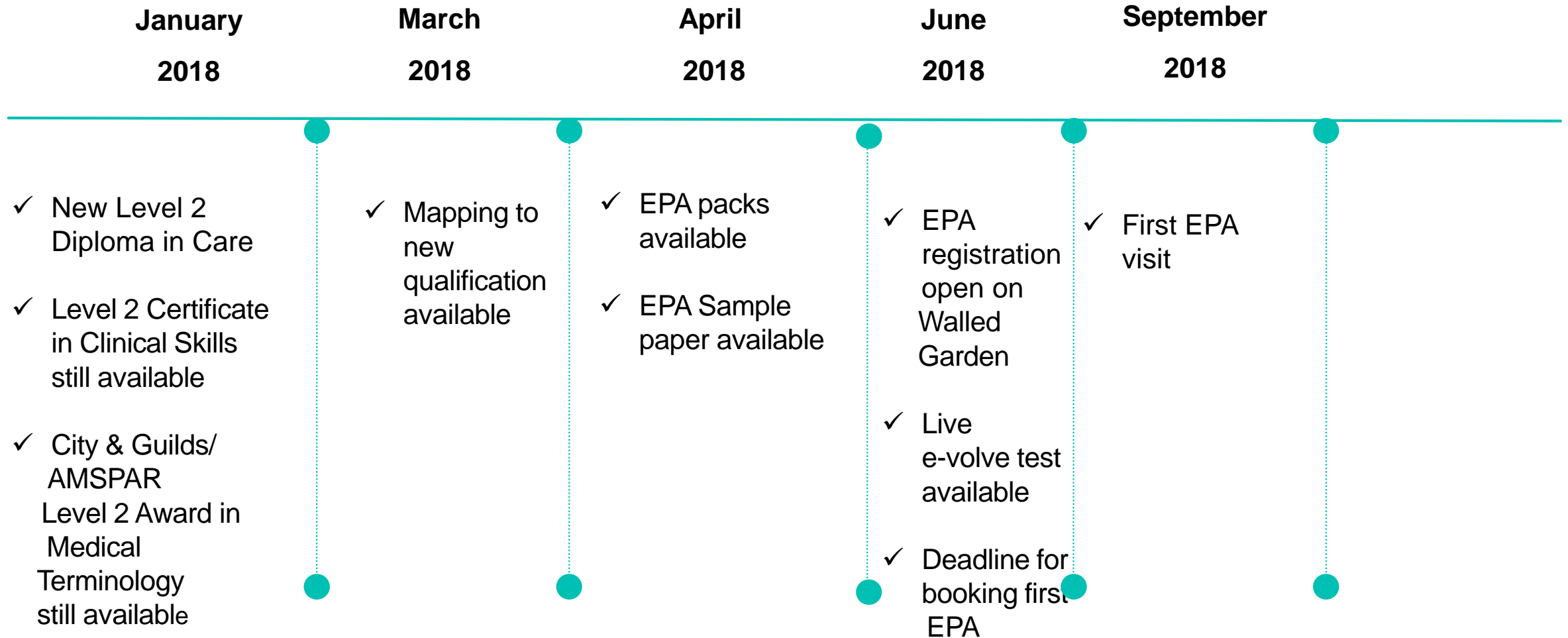
This is covered in the assessment plans. The example below is for Senior Healthcare Support Worker:

Observation of practice	MCQ/Short answer test	Learning journal and 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

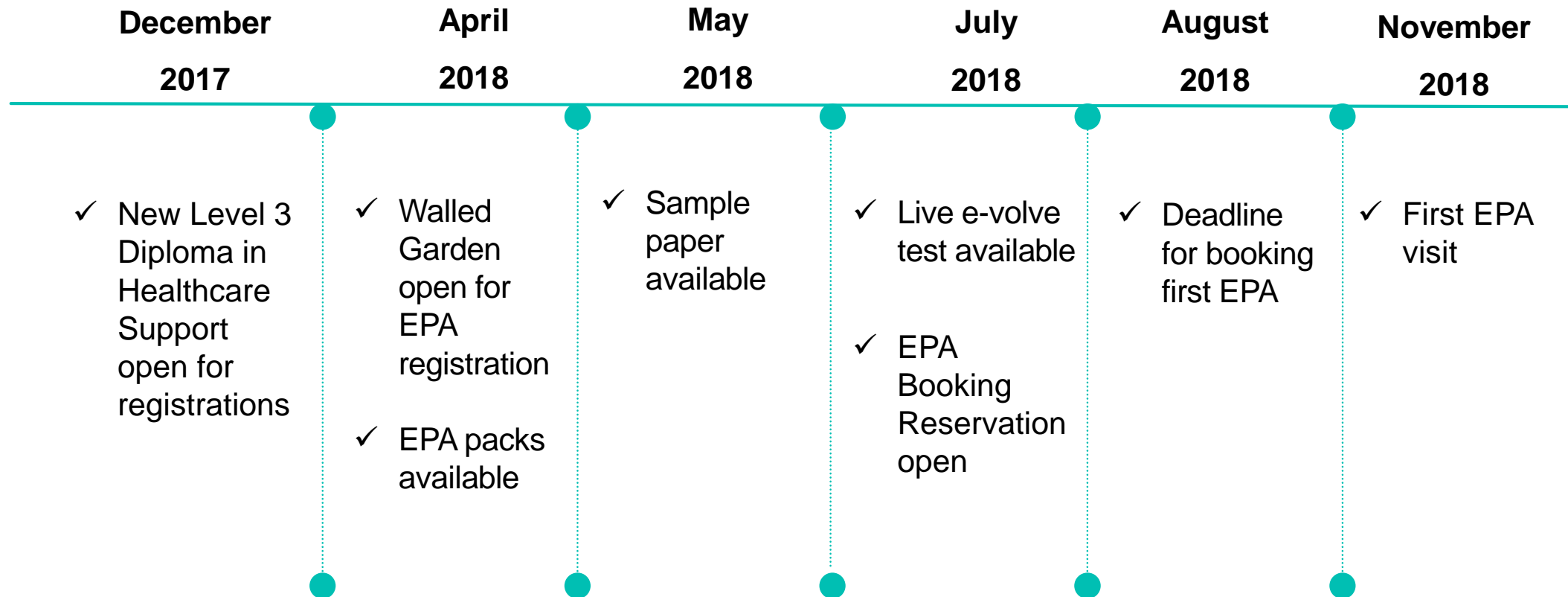
How we can support you to prepare for delivery and end-point assessment - resources



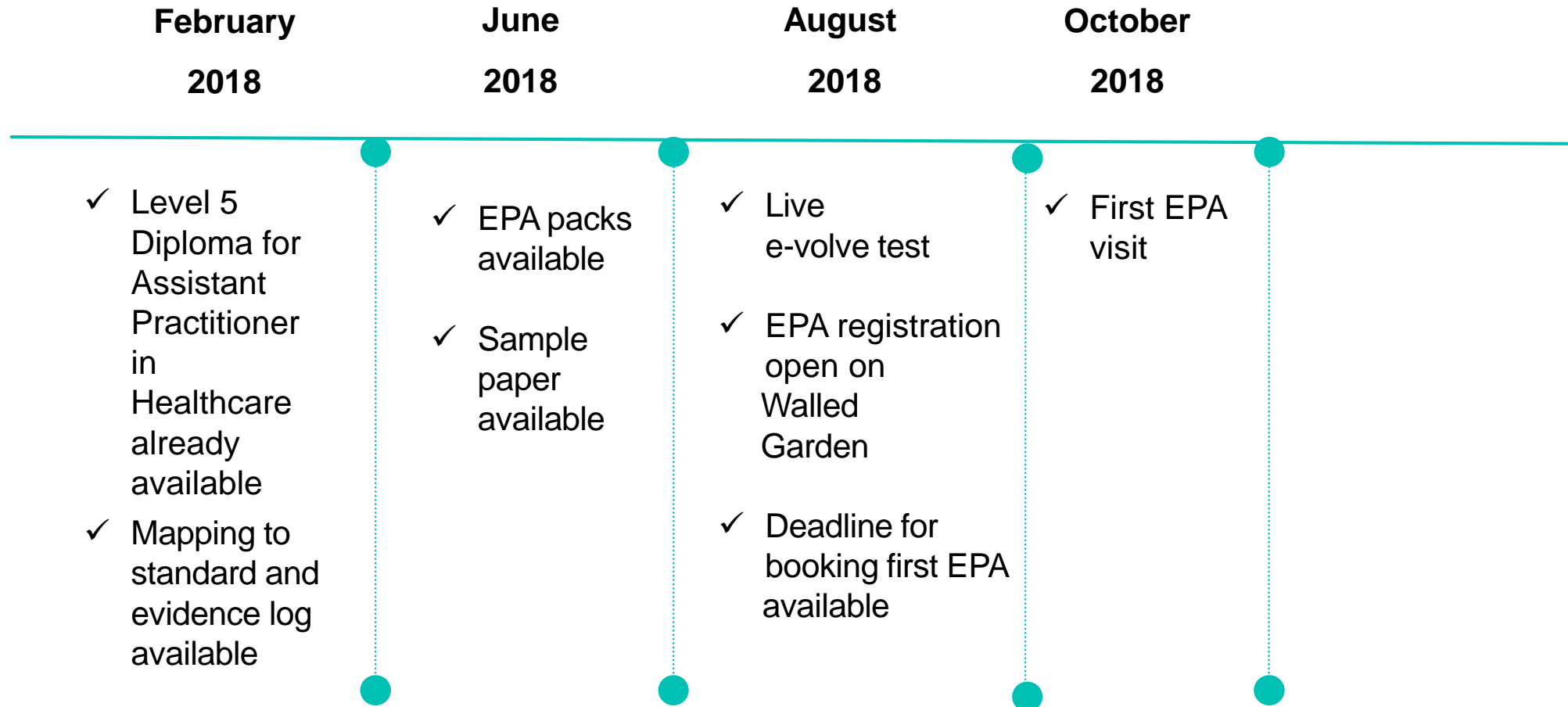
Timeline of events – Healthcare Support Worker Level 2



Timeline of events – Senior Healthcare Support Worker Level 3



Timeline of events – Healthcare Assistant Practitioner Level 5



Price and offer

Standard	On-programme	EPA cost (anticipated)	Resit
Healthcare Support Worker	Optional qualification: Level 2 Diploma in Care £100	£410	Test (MCQ) £15
			Portfolio Assessment £100
			Observation and interview £295
Senior Healthcare Support Worker	Level 3 Diploma in Healthcare support £120	tbc	tbc
Assistant Practitioner (Health)	Level 5 Diploma for Assistant Practitioners in Healthcare £158	tbc	tbc

Funding changes

SASE frameworks for Health Levels 2, 3 and 5 closed 30 September 2017.

The new standards equivalents are:

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 (2)	Band 4 £3000	£1000	£1000	£4000 – EPA needs funding from this
Senior Healthcare Support Worker (3)	Band 4 £3000	£1000	£1000	£4000 – EPA needs funding from this
Assistant Practitioner in Healthcare (5)	Band X £12000	N/A	N/A	£12000

End-point assessment pricing

- Simple pricing – two charging points:
 - EPA registration fee – small fee when the apprentice is registered for EPA on Walled Garden
 - balance – after assessor enters results.
- The registration fee gives access to our EPA preparation tool and any related materials during the on-programme learning phase
- You'll have received nearly all of your funding from employers by this point so helps cash flow.
- No hidden charges – includes any third-party fees related to external quality assurance.

EPA registration fee

EPA reservation request

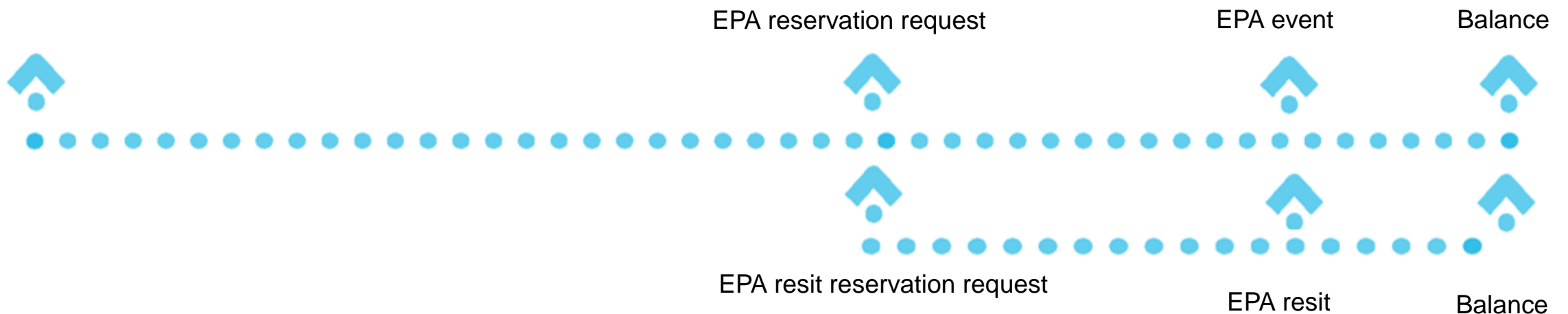
EPA event

Balance



EPA resits

- Apprentices who don't achieve their end-point assessment or a component of it will need to resit.
- Resits are covered by funding to maximum 20% of the funding band.
- Costs vary with each standard – our prices are on Walled Garden.
- You need a reservation request for each resit – will be prioritised on a shorter timescale.
- Any contract between employers and providers should say who's responsible for paying for any resits.



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/ learning journal/reflective 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

Sample questions from multiple-choice questions and short answer questions will be available separately.



End-point assessment pack

For independent end-point assessors (IEPAs)

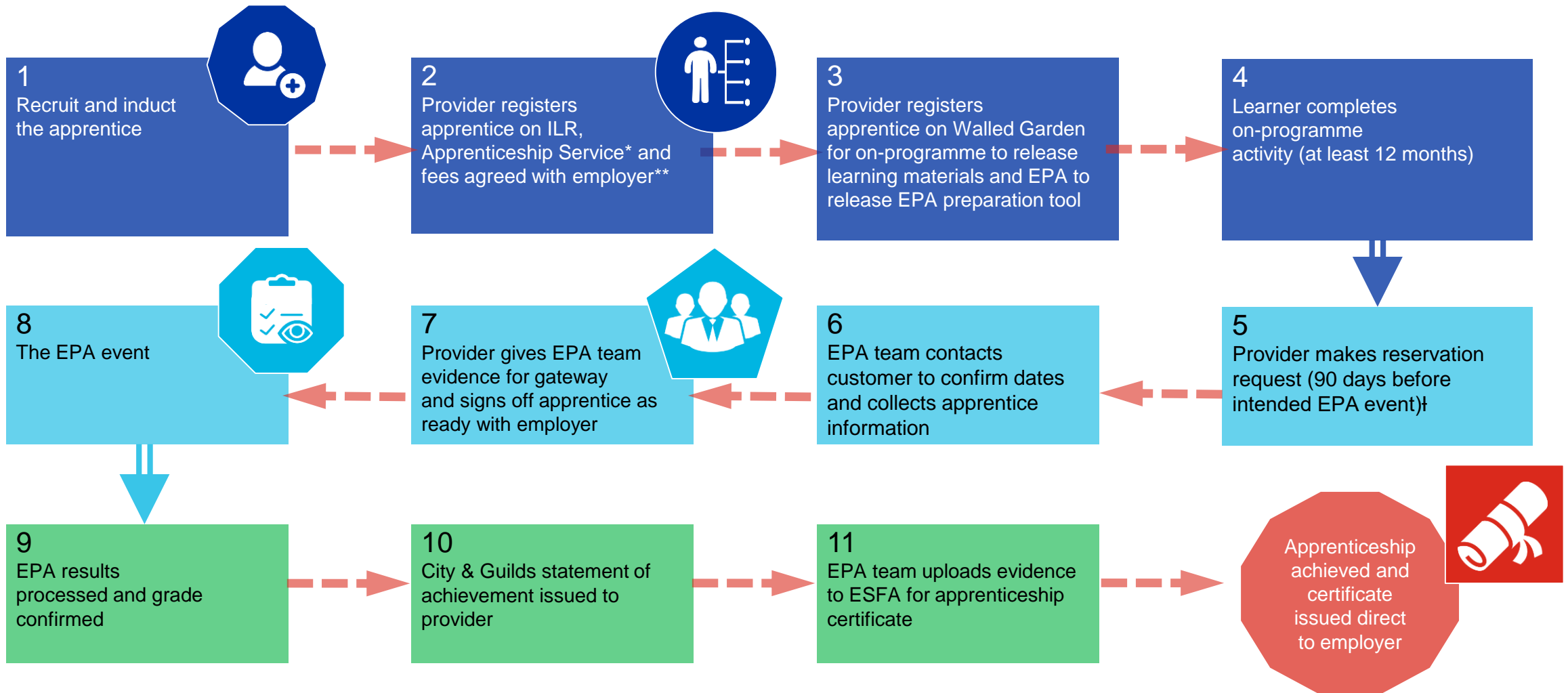
Key document for IEPAs to conduct end-point assessment and grade candidates.

It will include:

- guidance on feeding back to the apprentice about their test
- criteria for marking and grading the portfolio/learner journal/reflective journal
- criteria for observation of practice
- instructions and guidance on how to conduct the interview/professional discussion
- marking criteria
- grading criteria
- how to record the interview/professional discussion and their judgement
- next steps explained to the apprentice.



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

EPA preparation tool

Personalised to each apprentice with up to six hours of generic content per standard

Useful and relevant learning resources relevant to the standard and assessment method

Organised by assessment skills most relevant to the apprentice and to the standard

Apprentices can gain confidence in areas like interviews, presentation skills, writing and exam revision

Tools to help your apprentice calmly approach EPA

The screenshot displays the City & Guilds ilm (Individual Learning Manifesto) interface. At the top, the City & Guilds logo and 'ilm' are visible. Below the header, there is a 'Favourites' section with a video titled 'Be a More Confident Public Speaker' (4 minutes). The 'Recommendations' section is divided into two categories: '1. Professionalism' and '2. Presentation Skills'. Under '1. Professionalism', there are two articles: '17 Tips To Be On Time' (8 minutes) and 'Professional Etiquette' (3 minutes). Under '2. Presentation Skills', there are four resources: a video 'Be a More Confident Public Speaker', a video 'Better Public Speaking', an article 'Speaking In Public/Formal Settings', and a podcast 'How Can You Gain Confidence In Your Public Speaking Skills'. The interface includes navigation arrows and a search icon.

Watch our short video: EPA preparation tool



Application/approval processes

Qualification approval	EPA application
Automatic approval from equivalent levels:	Existing centres – complete the form. EPA application form – here.
	New centres – complete the form. EPA application form for new customers – here.

Our manual for EPA service can be found [here](#).





Next steps

Being part of the decisions

We welcome applications for independent end-point assessors to join our team for assessing and grading end-point assessment. You can [apply here](#).

Sample from Senior Healthcare Support Worker IEPA specification

- Be occupationally competent and be a registered healthcare professional or have completed a Level 5 healthcare apprenticeship/relevant regulated Level 5 qualification.
- Have relevant occupational experience in a health or social care setting within the last two years.
- Be fully conversant with the standards and criteria being assessed.

Essential qualifications and experience

- A qualified and experienced assessor with an understanding and knowledge of the sector.
- Hold the qualifications or demonstrate current experience as specified in the assessment requirements.
- Experience of working with quality assurance processes and complying with regulatory requirements.



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 for "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 list of "NEW APPRENTICESHIPS STANDARD OFFERS" including "Teaching & learning resources", "End Assessment service", and "New Apprenticeship Standards".

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>



Thank you

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- Paul Robottom paul.robottom@cityandguilds.com

Keep up to date – register for email updates:

<http://www.cityandguilds.com/what-we-offer/centres/email-updates>

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?

