




Apprenticeship standard (England only)

Healthcare Support Worker

Industry: Health and science

City & Guilds code: 9041-12 (EPA)



 **Typical duration:** 12 months
 **Maximum funding:** £3,000*
 **Level 2**

*Funding information accurate as of March 2019. For the most up-to-date information, check the [IfA website](#).

About the role

Healthcare support workers work within a team to provide high-quality and compassionate care to individuals. They carry out well-defined routine clinical duties such as monitoring an individual's condition (by checking blood pressure, temperature or weight) and checking on their overall progress, comfort and wellbeing. Depending on the workplace, they may also help individuals to eat, drink, wash, dress or go to the toilet.

They will also prepare individuals for healthcare activities carried out by other members of the healthcare team. They are responsible for looking after individuals before, during and/or after these activities in line with their care plan.

They also carry out varied non-clinical duties such as keeping records, making beds, tidying up the work area, and returning or cleaning the equipment used during a clinical activity. They report to a registered healthcare practitioner who directly or indirectly supervises their work.

On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

The apprentice must meet the 15 standards as set out in the Care Certificate, complete a portfolio of evidence during the last three months and complete any qualification if specified by the employer. City & Guilds level 2 diploma in care (3095-21), level 2 certificate in clinical skills (3051) or the AMSPAR Award in medical terminology can add value to on-programme learning. .

Refer to the [IfA website](#) for further detail on the standard and assessment plan.

City & Guilds has developed teaching and learning resources (in SmartScreen) to support the delivery of the level 2 diploma in care. For more information, visit our webpage for healthcare support worker [here](#)

Gateway requirements

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the apprentice must evidence they've completed an induction based on the 15 standards of the Care Certificate, shown evidence of the relevant knowledge, skills and behaviours, have passed maths and English Level 1 and

attempted maths and English Level 2. The apprentice must also complete a portfolio of evidence in the last three months of the apprenticeship.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.





End-point assessment (EPA): how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are



Synoptic knowledge test

60 multiple-choice questions.



Practical observation

A 90-minute practical workplace observation against set criteria.



Interview

This is a chance for the apprentice to showcase the knowledge skills and behaviours learnt over their apprenticeship. The IEPA will ask questions relating to the knowledge skills and behaviours after reviewing the multiple choice test results, the portfolio of evidence and the outcome of the observation of practice.

Our assessment delivery: Via e-volve, our platform for online testing.

Our assessment delivery: On-site, the IEPA will assess the apprentice in the workplace.

Our assessment delivery: Interview via our online video conference platform, or face to face if conducted on the same day as the observation.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **End-point assessment pack:** details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information.
- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience.

- **Recording forms:** supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered.
- **LIEPA report:** A report produced by our lead independent end assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates.
- Our dedicated **EPA customer success team** will be on hand to support you through your EPA journey and can be contacted at epasupport@cityandguilds.com



Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you: When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website cityandguilds.com for our wider offering in this sector and information about leadership and management apprenticeships.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services.

Visit i-l-m.com/apprentice for information on management apprenticeships.