

HEALTHCARE SUPPORT WORKER

£ Funding Band: 8 (£5,000) ⌚ Duration: 18-24 months 📊 Level: 3 ★ LARS: 151 📄 Standard N°: ST0217

1. THE APPRENTICESHIP

Healthcare Support Workers are on the front line providing high quality and compassionate care to patients. They are vital in maintaining the day-to-day operations of the institutions they work in and continuously maintain the healthcare of people they watch over. Their extensive medical knowledge is buttressed by softer skills in health intervention, person-centred care and support, basic life support, physiological measurements, personal and people development and safeguarding.

All **Healthcare Support Workers** must also embody the correct values, Knowledge, Skills and Behaviours in order to be successful in their position. TQUK's rigorous assessment practices will bring out these values your Apprentices, and those that come out the other end will be valuable and productive members of your team.



“
**WE ARE HERE
TO HELP
APPRENTICES
BEE WHAT THEY
WANT TO BEE**”

2. ON-PROGRAMME

The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment:



Functional Skills*

All Level 2 Apprenticeship Standards require the Apprentice to have successfully completed Level 1 Functional Skills in both English and maths qualifications (or equivalent) in order to progress through Gateway to undertake End-Point Assessment. Apprentices will also need to have at least attempted Level 2 Apprenticeship Standards.

3. GATEWAY

In order to enter into the Gateway phase, the Apprentice will need to have all the relevant Knowledge, Skills and Behaviour criteria set out in the Apprenticeship Standard. After a meeting between the Apprentice, Employer and On-Programme Assessor, it will be the Employer's decision to place an Apprentice through End-Point Assessment.

The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment.

Resources

Training Qualifications UK has designed and developed a range of resources for this Apprenticeship Standard to help the Assessor and Apprentice in tracking progress of key Gateway components.



As an End-Point Assessment Organisation (EPAO), Training Qualifications UK is required to see evidence of an Apprentice completing or attempting the relevant Functional Skills qualification assessments where necessary in order to verify Gateway requirements have been met. To find out what evidence Training Qualifications UK will accept for this Apprenticeship Standard, see our Level 2 Apprenticeship Functional Skills guidance on Verve EPA.

4. END-POINT ASSESSMENT

The synoptic End-Point Assessment will consist of **three** equally-weighted components. In order to pass the apprenticeship, the Apprentice is required to pass each component:



Observation of Practice

The End-Point Assessor spends a minimum of 90 minutes and a maximum of two hours observing the Apprentice during the course of their normal working day in their usual place of work to assess their Skills and application of Knowledge.

★ **Pass**



Multiple-Choice Test

Apprentices will be presented with 60 multiple-choice questions that cover all Knowledge requirements of the Apprenticeship Standard. The test, available electronically or in paper format, will take a maximum of 60 minutes. Each question will have four response options, one of which is correct, and will be scored 1 mark per question.

★ **Distinction, Merit or Pass**



Evidence Portfolio and Interview

Apprentices collect evidence for the Portfolio in the final three months of the apprenticeship. The final interview takes place between the End-Point Assessor and the Apprentice and lasts between 30 and 60 minutes. The questions will focus on the Portfolio as well as any areas from the Observation of Practice or Multiple-Choice Test which require further testing.

★ **Distinction, Merit or Pass**

5. GRADING

Once the **three** assessment components are completed, the Apprentice will be provided with an overall grade for their apprenticeship using the following grading table:

Observation of Practice	Multiple-Choice Questions Test	Evidence Portfolio and Interview	GRADE
Pass	Pass	Pass	Pass
		Merit	Pass
		Distinction	Merit
	Merit	Pass	Pass
		Merit	Merit
		Distinction	Merit
	Distinction	Pass	Merit
		Merit	Merit
		Distinction	Distinction

6. APPRENTICESHIP CERTIFICATION

Once the Assessor verifies the Apprentice has successfully completed all the End-Point Assessment components, Training Qualifications UK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the Apprentice receives their certificate in recognition of completing their apprenticeship.

Progression: Level 3 Senior Healthcare Support Worker.

7. OCCUPATIONAL COMPETENCE

Working as part of a healthcare team to deliver quality and compassionate care to those in need is a rewarding career choice that provides excellent opportunities for advancement.

“WE PROVIDE QUALIFICATIONS THAT MEET THE NEEDS OF LEARNERS AND EMPLOYERS”

Why choose Training Qualifications UK?

We're an End-Point Assessment Organisation for the 21st Century. While some are happy with traditional methods, we look for new ways of working to push the industry, our customers and their Apprentices forwards. We do this with a personalised approach to account management built around your needs, quick and responsive service that aims to respond to enquiries within 24 hours, and innovation that delivers efficiency through technology.

With us, you'll get:

1. Expert, tailored End-Point Assessment support
2. Assessor and Apprentice learning resources
3. Access to our straightforward Apprentice management system, Verve EPA
4. A clear and fair pricing structure
5. Marketing and social media support to share your success

More Information

For more information on this Apprenticeship Standard, visit [The Institute for Apprenticeships](https://www.tq.uk).

Already working with Training Qualifications UK? Contact your dedicated Client Relationship Officer to find out more about this Standard and others. If you're new to Training Qualifications UK, you can get in touch through the below channels.

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