



APPROVED
CENTRE

City & Guilds

Level 2 Healthcare Support Worker

Healthcare support workers (HCSWs) work as part of a team providing high quality and compassionate care to individuals. You will carry out well-defined routine clinical duties like monitoring an individual's conditions (by checking things like blood pressure, temperature or weight), checking on their overall progress, comfort and wellbeing.

Depending on where you work, you may also help them to eat, drink, wash, dress or go to the toilet. You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and / or after those activities in line with their care plan.

You will also carry out non-clinical duties and, depending on where you work, this could include things like keeping records, making beds, tidying up your work area, returning or cleaning the equipment used during a clinical activity. You will be able to address straightforward problems in your day to day work, reporting concerns and changes to the appropriate person in a timely manner.

HCSWs work in a range of healthcare settings and your team may include workers from both health and social care. You will report to a registered healthcare practitioner who will directly or indirectly supervise your work.

Course content includes:

- Health intervention
- Effective communication
- Person centred care and support
- Understanding of dementia, cognitive and mental health conditions
- Basic life support
- Taking physiological measurements
- Health & Safety

Duration

Typical duration to gateway - 12 months (this does not include EPA period).

Benefits for Learners

1. Develop a range of essential skills they can apply in their working environment
2. Improved confidence, communication and professionalism
3. Knowledge of theories that underpin excellent health care support

Benefit to the Business

1. Skilled and qualified staff
2. A motivated workforce who value their role
3. A programme that supports mandatory training e.g. Care Certificate

Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor. Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner & employer to ensure successful completion.

Delivery

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as online or at a local ACL centre. The apprentice will have a dedicated tutor who they will meet (online or face to face) once a month who will guide them through their apprenticeship and prepare them for their End Point Assessment. Reviews of progress are carried out every 12 weeks with the learner, their line manager and the tutor.

Additional workshops and seminars will be available to all learners to support additional learning and the off job learning requirement.

End Point Assessment (EPA)

End Point Assessment (EPA) takes place at the end of the apprenticeship programme and is a comprehensive holistic assessment of the learners' skills, knowledge and behaviours as defined in the apprenticeship standard. It is made up of three parts:

Multiple choice test – this multiple choice test assesses the following knowledge components of the apprenticeship standard; communication, health interventions, personal and people development, health & safety and equality & diversity.

Observation of practice – An independent end point assessor will observe the candidate in their work setting to assess higher level skills and behaviours. During the observation the candidate must be able to:

- Communicate effectively and handle information
- Demonstrate person centred care and support
- Treat people with dignity, respecting diversity, values, beliefs, culture and privacy
- Show respect and empathy for those you work with, having the courage to challenge areas of concern
- Work to best practice in carrying out delegated clinical duties
- Show discretion and self-awareness
- Work as part of a team seeking help and guidance when they are not sure
- Maintain a healthy and safe working environment
- Use a range of techniques for infection control and waste management, with the use of personal protective equipment
- Move and position individuals, equipment and other items safely

Evidence of portfolio and Interview – The evidence portfolio is completed by the apprentice in the 3 months leading up to the end point assessment. This must contain reflective accounts completed by the apprentice. The interview takes the form of a question and answer session to enable the apprentice to further showcase their knowledge, skills and behaviours from across the standard. The assessor will select the areas they wish to explore after reviewing the responses to the multiple choice test, the observation and the evidence portfolio.

Entry Requirements

Applicants must:

- Be working within a suitable setting
- Achieve the required level of Maths and English as part of the apprenticeship if a recognised qualification is not already held
- Not hold a similar qualification
- Be employed and have the support of their employer to undertake the programme

Application Process

Applicants will:

- Complete an application form
- Undertake an Initial Assessment test that includes Maths and English
- Have an interview with an ACL team member to assess suitability and eligibility

Employers will:

- Sign a contract with ACL
- Consent to a health and safety checklist to be completed by an ACL team member

Contact

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