



APPROVED
CENTRE

City
Guilds

Level 3 Senior Healthcare Support Worker

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. As an experienced support worker, you carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner.

You provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of your competence. You may work in a range of services eg hospital, community, health or day care unit, birth centre or midwifery led unit, someone's home, operating theatre, nursing or care home, assessment centre, hospice, school, prison, GP surgery, charity or voluntary organisation; working in partnership with individuals, families, carers and other service providers.

The role is undertaken following a period of experience in healthcare so you are able to demonstrate best practice and act as a role model. You may supervise or guide the less experienced staff in your team.

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

Duration

Typical duration to gateway - 18 months
(this does not include EPA period).

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; health and wellbeing, duty of care, safeguarding, person centred support, communication, personal and people development, health & safety, as well as questions based on their option e.g. option 1 – assist with clinical tasks.

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
- Assist registered healthcare practitioners with clinical tasks, following care plans.
- Show discretion, resilience and self-awareness.

Learning Journal and Interview – The learning journal is completed by the apprentice in the 3 months leading up to the end point assessment. This must contain minimum of 3 reflective accounts completed by the apprentice. The interview takes the form of a professional discussion 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 learning journal.

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
- 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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