

Apprenticeship Healthcare Support Worker Level 2



QUALIFICATION OBJECTIVES

The primary role of a Healthcare Support Worker is to provide 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 well-being.

Depending on where you work, you may also help individuals 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 and 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. Healthcare Support Worker's can 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.

This qualification is suited to the following sectors:

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

QUALIFICATION OPPORTUNITIES

You will be able to work effectively as part of a team and act within the limits of your competence, knowing who to ask for help and support if you are not sure. Working within agreed ways of working, following the relevant standards, policies and protocols used in your workplace including the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. During the first part of this Apprenticeship, you will be supported to achieve the Care Certificate (which forms part of your induction and covers the fundamental skills needed to provide quality care).

On completion of this Apprenticeship, the individual will be a competent and job-ready Healthcare Support Worker and the Apprenticeship Standard provides a high-level description of the skills, knowledge, values and behaviours required of the Healthcare Support Worker.

QUALIFICATION DELIVERY

The completion of this Standard will require monthly training visits from a qualified IPS Trainer to develop the Apprentice's skills and progress the build of the Apprentice learning journal to prepare the learner for End Point Assessment.

The Awarding Organisation used to achieve this Apprenticeship Standard is: City & Guilds.

Entry

When recruiting, employers may wish to select Apprentices with prior experience as a Support Worker.

Industry-specific requirements:

- 1) Undertake the Enhanced Disclosure and Barring Service process and provide the results prior to starting employment.**
- 2) The sector specific Care Certificate must be achieved as part of the Apprenticeship Standard.**

Duration

The minimum duration for this Apprenticeship Standard is 13 months plus 3 months for EPA.

Progression

Learners can progress to the Level 3 Senior Healthcare Support Worker Standard.

Level

This qualification is completed via an Apprenticeship Standard at Level 2.

Functional Skills

Apprentices will have to achieve level 1 maths and english functional skills depending on their prior learning.

For further information

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OFF THE JOB TRAINING

Detail of how the off-the-job-training will be met:

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

BEHAVIOURS

Treating people with dignity, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences, show respect and empathy for those you work with and have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent, show discretion, resilience and self-awareness.

WHAT IS COVERED?

- Communication and handling information; handle, record, report and store information related to individuals in line with local and national policies
- Health intervention and physiological measurements; identify signs of pain and undertake a range of physiological measurements using the appropriate equipment
- Person-centred care and support; understand what it means to give 'person-centred' care and support and why it is important to get consent, even when it is difficult
- Dementia, cognitive issues and mental health; be able to recognise limitations in mental capacity and respond appropriately
- Health, safety and security; take appropriate action in response to incidents or emergencies following local guidelines
- Personal and people development; take responsibility for, prioritise and reflect on your actions and work
- Duty of care and safeguarding; follow the principles for implementing a duty of care, always acting in the best interest of individuals to ensure they do not come to harm
- Infection prevention and control; use a range of techniques including waste management, hand washing and the use of Personal Protective Equipment
- Equality and Diversity; understand why equality is important and how discrimination can happen at work

END POINT ASSESSMENT

On programme completion, End Point Assessment will take place while the learner is working towards Gateway and will be in the form of successful completion of the knowledge modules within the Standard assessments via mini projects for each module, to show competency and build up a learning journal.

The Healthcare Support Worker Level 2 End Point Assessment will include the following types of assessment:

- A multiple choice test
- An observation of practice undertaken in the workplace
- An evidence portfolio completed by the Apprentice with an interview

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.

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