

# Healthcare Support Worker

## Apprenticeship Level 2

Recruiting healthcare support workers can be difficult; in particular finding individuals with the right skillset, competencies and outlook can be challenging. You need someone who can work effectively as part of a team, understand when to ask for help, adhere to agreed ways of working and follow the relevant standards, policies and protocols used in your workplace.

Training is vital to ensure that individuals meet required standards and provide a reputable service.

An apprenticeship is a good way of recruiting and training an individual to fit your way of working. It can help to attract new recruits because they can learn whilst they earn, and it gives you support and develop your staff. Even better, the new Apprenticeship Standard has been designed by professionals in the care sector who understand the role and what is involved.

### Key Areas of Study

Your apprentice will cover essential knowledge, skills and behaviours on their programme. The full menu of options for what can be covered is outlined below, and you can select the areas of most importance for your organisation.

#### Quick Information:

### New Apprenticeship Standard designed by employers for employers

**Sector:**

Health and social care

**Who is it for?**

New recruits and existing staff

**Start date:**

Flexible to suit employers

**Level:**

Level 2

**Duration:**

Minimum 12 months

**How does it work?**

Delivered in your work place, either 1-1 or in small groups, with regular 6 weekly visits and on-demand assessments provided by a college Trainer Assessor

**Content:**

Menu of options that can be tailored to your business

**Assessment:**

Knowledge test, practical observation, portfolio of evidence and interview during and at the end of the programme

**Qualification:**

Healthcare Support Worker Apprenticeship



## Values and Behaviours

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- Your apprentice will be caring and compassionate; honest; conscientious and committed
- Your apprentice will treat people with dignity, respecting individuals' diversity, beliefs, culture, values, needs, privacy and preferences; show respect and empathy for those they work with; have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent; show discretion; show resilience and self-awareness

## Skills

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### Communication

#### Your apprentice will be able to:

- Communicate effectively with individuals, their families, carers and healthcare practitioners using a range of techniques, keeping information confidential
- Handle information (record, report and store information) related to individuals in line with local and national policies

#### Your apprentice will know and understand:

- Why it is important to communicate effectively at work; how to communicate with individuals that have specific language needs or wishes; ways to make themselves understood; how to reduce problems with communication
- Legislation, policies and local ways of working about handling information; how to keep information confidential; why it is important to record and store patient information securely and what to do if they think information is not secure

### Health Intervention

#### Your apprentice will be able to:

- Support individuals with long term conditions, frailty and end of life care
- Identify and respond to signs of pain or discomfort
- Promote physical health and wellbeing of individuals
- Assist with an individuals' overall comfort and wellbeing
- Support individuals with activities of daily living
- Recognise deteriorations in health, long term conditions, physiological
- Measurements, skin integrity and report appropriately
- Report any changes in physical health needs as appropriate

#### Your apprentice will know and understand:

- How to do routine clinical tasks (eg check blood pressure, temperature, weight etc) delegated from a registered nurse or other healthcare professional
- The signs and symptoms of a person who is experiencing pain or discomfort
- How to promote a person's physical health and wellbeing
- How to support a person's comfort and wellbeing
- The importance of hydration, nutrition and food safety
- What the activities of daily living are and which ones they are expected to support in their role
- The signs of a person whose health and wellbeing is deteriorating; and how to report changes and deterioration

**– Person centred care and support**

**Your apprentice will be able to:**

- Demonstrate what it means in practice to provide person centred care and support

**Your apprentice will know and understand:**

- What it means to give 'person centred care and support'; why it is important to get consent, even when it is difficult; why it is important to get people actively involved in their own care; why it is important to give people choices about their care; and why treating people as valuable and unique individuals makes a big difference in how they feel

**– Dementia, cognitive issues, mental health**

**Your apprentice will be able to:**

- Promote mental health and wellbeing
- Recognise limitations in mental capacity and respond appropriately
- Recognise and respond to signs of poor mental health for example dementia, depression, anxiety or other cognitive issues
- Recognise and report any deterioration in an individual's mental health

**Your apprentice will know and understand:**

- The main forms of mental ill health and their impact on people's lives; and how to promote mental health and wellbeing
- The possible signs of limitations in mental capacity and what to do when they notice them
- The possible signs of mental health, dementia and learning disability in people; why depression, delirium and the normal ageing process may be mistaken for dementia; the importance of early diagnosis in relation to dementia and other cognitive issues
- How to report changes or deterioration

**– Basic life support**

**Your apprentice will be able to:**

- Perform basic life support for individuals using appropriate resuscitation techniques and equipment

**Your apprentice will know and understand:**

- How to perform basic life support

**– Physiological measurements**

**Your apprentice will be able to:**

- Undertake a range of physiological measurements using the appropriate equipment including height, weight, temperature, pulse, breathing rate and blood pressure

**Your apprentice will know and understand:**

- The range of physiological states that can be measured including body temperature, weight, height, blood pressure, pulse and breathing rate
- The normal range of physiological measurements

**Personal and people development**

**Your apprentice will be able to:**

- Take responsibility for, prioritise and reflect on their own actions and work
- Work as part of a team, seeking help and guidance when they are not sure
- Maintain and further develop their own skills and knowledge through development activities; maintain evidence of their personal development and actively prepare for and participate in appraisal

**Your apprentice will know and understand:**

- Their role and the responsibilities and duties of their job; why it is important to work in ways that have been agreed by their employer and to follow standards/codes of conduct
- Working relationships and the importance of working well with other people; who or where to go for help and support about anything related to their work
- The importance of personal development and how to reflect on their work; how to create a personal development plan

### **Health, safety and security**

#### **Your apprentice will be able to:**

- Maintain a safe and healthy working environment
- Take appropriate action in response to incidents or emergencies following local guidelines

#### **– Duty of care**

##### **Your apprentice will be able to:**

- 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

#### **– Safeguarding**

##### **Your apprentice will be able to:**

- Follow the principles of safeguarding and protection

#### **– Infection prevention and control**

##### **Your apprentice will be able to:**

- Use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE)

#### **– Moving and handling**

##### **Your apprentice will be able to:**

- Move and position individuals, equipment and other items safely

### **Equality and diversity**

#### **Your apprentice will be able to:**

- Follow the principles of equality, diversity and inclusion

#### **Your apprentice will know and understand:**

- Legislation, policies and local ways of working which relate to health and safety at work; their responsibilities, and the responsibilities of others, relating to health and safety at work
- What to do in situations that could cause harm to themselves and others; how to handle hazardous materials and substances; and what to do when there is an accident or sudden illness

#### **Your apprentice will know and understand:**

- The meaning of 'duty of care' and why it is important; what support is available when they come across a difficult situation or when someone makes a complaint

#### **Your apprentice will know and understand:**

- Legislation, policies and local ways of working about 'safeguarding' and protection from abuse; the signs of abuse and what to do if they suspect abuse; and how to reduce the chances of abuse as much as possible

#### **Your apprentice will know and understand:**

- Legislation, policies and local ways of working that help to prevent infection; the meaning of 'risk' and 'risk assessment'; the importance of good personal hygiene and hand washing; how to select the right PPE (such as gloves, aprons and masks); how infections start and spread; the importance of cleaning, disinfecting and maintaining a clean workplace to reduce the risk and spread of infection; and the meaning of 'antimicrobial resistance'

#### **Your apprentice will know and understand:**

- Why people and objects need to be moved safely; how to move and position people safely; how to move and handle equipment and other objects safely; agreed ways of working when moving people and know how to identify any risks

#### **Your apprentice will know and understand:**

- Equality and diversity legislation, policies and local ways of working; why equality is important and how discrimination can happen at work

## Training, Tutoring and Assessment

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The whole programme takes a minimum of 12 months to complete, at which point your apprentice can start their final assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio to track their learning and development throughout the apprenticeship.

## End Point Assessment

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In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

1. **Knowledge Test:** A 60-minute multiple choice test, covering all the knowledge requirements detailed in the table above.
2. **Observation of Practice:** A 90-minute observation during which the apprentice must demonstrate they can meet the following requirements:
  - Communicate effectively with individuals
  - Handle information related to individuals in line with local and national policies
  - Demonstrate person centred care and support
  - Treat people with dignity, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences
  - Show respect and empathy for those you work with; have the courage to challenge areas of concern and work to best practice
  - Show discretion and self-awareness
  - Work as part of a team
  - Maintain a safe and healthy working environment
  - Use a range of techniques for infection prevention and control
  - Move and position individuals, equipment and other items safely

3. **Evidence Portfolio and Interview:** Apprentices collect evidence for their portfolio once they have completed their on-programme training and development. This is normally in the final three months of the apprenticeship. The portfolio must include direct observations from the workplace and reflective accounts by the apprentice which demonstrate their learning and application of knowledge in practice, as well as their values and behaviours. The final interview lasts between 30-60 minutes, enabling the apprentice to showcase their knowledge, skills and behaviours further.

For more information on the assessment for Healthcare Support Worker Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment

## Apprentice Entry Requirements

There are no formal entry requirements to the apprenticeship, but you may run your own selection process and set requirements. Apprentices without Level 1 English and Maths will need to achieve this and take the test for Level 2 English and Maths prior to completion of their apprenticeship. We will provide this tuition.

## Future/Other Opportunities

Health Care Support Worker Apprenticeship Level 3

## More information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

## Get In Touch

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