



**London  
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University

EST 1892

# Healthcare Support Worker

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## **Apprenticeship**

Level 2

Healthcare Support Worker, Apprenticeship Standard

Levy Funded

## **Job role**

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.

## **Duration**

12 months plus up to 6 months for the End Point Assessment

### **Academic award**

No academic qualification.

### **Programme description**

The programme will consist of 20 face to face teaching days. 12 of these will be core as outlined below, the remaining 8 will be designed as bespoke education to meet your organisational needs within the apprenticeship standard.

Day 1 – Enrolment – Apprenticeship outline

Day 2 - Promoting activities of daily living

Day 3 - Person centred care, communication and documentation

Day 4 - Physiological Assessments

Day 5 - A-G assessment and SBAR

Day 6 - Pain assessment and management

Day 7- Support individual with long-term conditions, including frailty and end of life

Day 8 - Promoting healthy lifestyles

Day 9 – Mental health

Preparation for End Point Assessment

Day 10 – Reflection and portfolio writing

Day 11 - Preparation of MCQ and end-point interview

Day 12 - Preparation for observation of Practice

Day 13-20 – Bespoke education designed in partnership with employer to meet organisational need

Apprentices will be given blended learning to undertake outside face to face days.

### **Off the job training**

Apprentices undertaking an apprenticeship standard are required to undertake 20% off the job training; this is a requirement stipulated by government and must be facilitated by the employer. This component will be achieved through, face to face teaching, blending learning, group study and clinical observations in practice. In addition to the face to face teaching days the employer is expected to provide additional time for the apprentice to undertake the blended and independent learning to make a total of 20% off the job training.

### **Employer commitments**

#### **Care Certificate**

The apprentice is required to complete the care certificate during the induction of the apprenticeship, if they do not already hold a completed Care Certificate. The employer is responsible for the delivery of statutory and mandatory training for the duration of the programme.

#### **Supervisor**

The employer will identify a supervisor in clinical practice who will support the apprentices learning in the clinical environment. LSBU staff will ensure the manager is kept informed of progress, achievements, issues as they arise. This may include visits to the place of work, phone/video calls etc. The employer will decide when the apprentice is ready for the end point assessment and will notify the Independent Assessor.

### **Entry requirements**

In order to be considered for entry to the course applicants will be required to meet the following:

- a) employed in health in a role that meets the apprenticeship standard,  
Healthcare support worker
- b) managers support

### **Literacy and Numeracy**

Apprentices without Level 1 English and Maths will need to achieve this level and take the test for Level 2 English and Maths prior to completion of their Apprenticeship. All students will be offered an initial assessment and diagnostic of their Literacy and Numeracy skills at the beginning of their study. Literacy and numeracy support and teaching will be based on individual's need and will be discussed with the apprentice and employer.

### **Assessment**

Apprentices will be supported during the programme, through the blended learning activities and through face to face teaching, to gain confidence in the three assessment methods used at end point assessment, see details below.

### **End point assessment**

This is conducted by an independent organisation (Pearson) and consists of

- 1) A multiple choice and short answer test
- 2) An observation of practice undertaken in the workplace
- 3) A reflective journal completed by the apprentice and an interview.

The programme is designed to prepare the apprentice for end point assessment.

## **Cost**

LSBU are only delivering the apprenticeship standards (not the apprenticeship frameworks).

The level 2 healthcare support worker apprenticeship levy funding band is Band 4, maximum charge £3,000 which will be broken down as follows:

Levy Payers = £3,000, charged monthly via digital apprenticeship service

Non-Levy Payers = £300, (Government funds 90% the employer funds 10%).

Employers with less than 50 staff sending an apprentice aged 16-18 will have 100% of the training costs paid via the levy.

All employers that employ an apprentice aged 16-18 will receive a £1,000 incentive from government.

LSBU anticipate charging the maximum funding charge in order to cover all components of the apprenticeship standard. LSBU will consider flexible financial funding models in discussion with the organisation's needs, within the parameters stipulated by the government to registered apprenticeship training organisations.

## **Enrolment date**

Level 2 apprenticeships will be delivered according to clinical stakeholders need and can be delivered throughout the year, on the employer's site. This bespoke model requires a minimum cohort size of 20-25, this can be from one employer or a collection of employers from your STP.

If your numbers per cohort are below 20 please contact the Apprenticeships Team to discuss your need.

**Further information**

Please contact the LSBU Apprenticeships Team  
apprenticeships@lsbu.ac.uk  
020 7815 7324

[Apprenticeship standard and Apprenticeship Assessment Plan](#)  
[Apprenticeship Employment Guidelines](#)  
[Apprenticeship Evidence Pack Guidance](#)