

## Grading

OBSERVATION OF PRACTICE	MCQ TEST	PORTFOLIO AND INTERVIEW	OVERALL GRADE
PASS	PASS	PASS	PASS
		MERIT	PASS
		DISTINCTION	MERIT
	MERIT	PASS	PASS
		MERIT	MERIT
		DISTINCTION	MERIT
	DISTINCTION	PASS	MERIT
		MERIT	MERIT
		DISTINCTION	DISTINCTION

## Progression

Once the Level 2 Healthcare Support Worker Apprenticeship is complete, the learning doesn't stop. A suggested apprenticeship pathway is illustrated below.



## Delivery and pricing

CACHE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment methods for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Healthcare Support Worker at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered and just 10% requires an employer contribution.

# 100%

of the price is covered with government funding for levy payers within their limit.

# 10%

employer contribution for non-levy payers.

## Why CACHE?

With over 70 years of assessment experience, we are a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of assessment. As the UK's leading sector specialist, our expertise and continued investment in high quality qualifications has enabled us to maintain and build our deserved reputation for excellence and leadership.

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## Let's get to work.

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UP TO **£3k**  
GOVERNMENT  
FUNDING BAND

TYPICAL  
DURATION **12-18mth**  
APPRENTICESHIP  
PROGRAMME

Level **2**  
GCSE A\* TO C/9-4  
EQUIVALENT

# Healthcare Support Worker

Apprenticeship Standard CACHE Solution Brief

## Overview

Working as part of a team, the Healthcare Support Worker provides high quality and compassionate care to individuals. Your apprentice will carry out well-defined routine clinical duties like monitoring an individual's condition by checking things like blood pressure, temperature or weight and evaluating their overall progress, comfort and wellbeing. Responsible for addressing straightforward problems in their day-to-day work, they will report concerns and changes to the appropriate person in a timely manner.

Your apprentice will undergo a 12-18 month apprenticeship training programme at Level 2, complete the Care Certificate and achieve Level 1 English and maths. Throughout the apprenticeship CACHE will ensure a rigorous and professional assessment process to ensure that high standards of quality across the care sector are maintained.

## Role profile

Healthcare Support Workers work in a wide range of healthcare settings and the team they work within may include workers from both health and social care. Apprentices may be based in a hospital, GP surgery or community setting and will report to a registered healthcare practitioner who will directly or indirectly supervise their work.

# Apprenticeship journey

## Mock Assessments

Ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance for all of our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to assure the best chance of success.

## Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

## End-Point Assessment

Defined by the employer-led trailblazer action group, the assessment plan for Healthcare Support Worker has 3 modes of assessment: a Multiple Choice Question (MCQ) test, an Observation of Practice and an Evidence Portfolio with an Interview. CACHE will ensure the allocation of a single assessor to see each apprentice through all modes of assessment and assure consistent quality of assessment.

## Certification

Once the Independent End-Point Assessor (IEPA) verifies the apprentice has successfully completed all EPAs, CACHE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

1

2

3

4

# End-point assessments

## MCQ test

During this 60 minute test, apprentices are presented with a range of real-life scenarios which they are required to answer questions in a multiple choice format (60 questions). Questions will be drawn from the stated knowledge elements of the standard and will be focused on six primary areas: communication; health interventions; personal and people development; health, safety and security; and equality and diversity.

**ASSESSMENT DELIVERY** – digital first, on-demand delivery via an online platform.

**GRADE WEIGHTING** – 30+ correct questions to gain a Pass grade, 40+ correct questions to gain a Merit grade and 50+ correct questions to gain a Distinction grade.

## Portfolio and Interview

The apprentice carries out work defined by their employer and assembles a Portfolio of Evidence that demonstrates their learning and development activities, and the application of these in the workplace. This will include written, audio and video evidence that showcases their on-programme learning and achievements. Following submission of the Portfolio, the IEPA will digitally connect with the apprentice for a 30-60 minute engagement that enables the apprentice to further showcase their knowledge, skills and behaviours from across the standard. During the Interview the IEPA also has the opportunity to check and clarify any matters arising from the MCQ test results, the Portfolio of Evidence and the Observation of Practice.

**ASSESSMENT DELIVERY** – Portfolio- digital first, created on-programme, submitted and reviewed by the IEPA via an e-portfolio; the Interview is via an online video conference platform.

**GRADE WEIGHTING** – the Portfolio is graded as a Pass where the standard is met, Merit where the standard is exceeded or Distinction where the standard is far exceeded.

## Observation of Practice

Lasting for a minimum of 90 minutes, the Observation of Practice will take place during the course of an apprentice's normal work day and is essential to assessing the retention of learned skills. During the Observation, an experienced Independent End-Point Assessor (IEPA) will use their professional judgement to limit impact to business operations and will ensure sensitivity in delicate situations. The apprentice will be required to demonstrate they are able to:

- Communicate effectively with individuals, their families, carers and healthcare practitioners using a range of techniques and keeping information confidential.
- Handle information (record, report and store 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 they work with; have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent.
- Show discretion and self-awareness.
- Work as part of a team, seeking help and guidance when they are not sure.
- Maintain a safe and healthy working environment.
- Use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE).
- Move and position individuals, equipment and other items safely.

**ASSESSMENT DELIVERY** – on-site at the apprentice's normal place of work, during which they will have the opportunity to demonstrate their capabilities in the above elements.

**GRADE WEIGHTING** – the Practical Observation is ungraded above a Pass by the IEPA.