



Senior Healthcare Support Worker

Adult Nursing Support Pathway

Apprenticeship Standard CACHE Solution Brief

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

TYPICAL
DURATION **18-24mth**
APPRENTICESHIP
PROGRAMME

Level 3
A LEVEL EQUIVALENT

Overview

As a Senior Healthcare Support Worker your apprentice will help registered practitioners deliver healthcare services to people. As an already experienced support worker, they will carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. They will provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of their competence.

Your apprentice will undergo an 18–24 month apprenticeship training programme at Level 3, complete the Care Certificate and achieve Level 2 English and maths. Your apprentice must also complete an approved qualification named in each option of the assessment plan. Throughout the apprenticeship, CACHE will deliver a rigorous and professional assessment process to ensure that high quality is achieved and maintained across the care sector.

Role profile

Senior 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 hospitals, GP surgeries or community settings and will carry out a range of clinical and non-clinical tasks. Senior Healthcare Support Workers 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. By providing mock EPA materials and guidance on 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.

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End-point assessments

Observation of Practice

The Independent End-Point Assessor (IEPA) will spend a minimum of 90 minutes on the Observation of Practice. This 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 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 that they are able to:

- 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, resilience and self-awareness.
- Assist registered healthcare practitioners with clinical tasks, working to best practice and following care plans.
- Communicate effectively with individuals using a range of techniques, observe and record verbal and non-verbal communication.
- Follow the principles for equality, diversity and inclusion.
- Demonstrate what it means in practice to promote and provide person centred care and support.
- Work as part of a team, seek help and guidance when they are not sure.
- Maintain a safe and healthy working environment.
- Move and position individuals, equipment and other items safely.
- Use a range of techniques for infection prevention and control appropriate to the task undertaken, e.g. waste management, spillage, hand washing, use of Personal Protective Equipment (PPE).

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

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

✓ End-point assessment

Defined by the employer-led trailblazer action group, the assessment plan for Senior Healthcare Support Worker has 3 modes of assessment: Multiple Choice Question (MCQ) and Short Answer Question (SAQ) test, an Observation of Practice, and a Learning Journal 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 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.

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☰ Multiple Choice and Short Answer Question test

This assessment features 30 Multiple Choice Questions (MCQs) questions carrying one mark each and 4 Short Answer Questions (SAQs) carrying 5 marks each which are each limited to 250 words. The apprentice is presented with a range of real-life scenarios to answer questions that align to all knowledge requirements of the standard and will focus on 6 primary areas: (i) health and wellbeing, (ii) duty of care and candour, safeguarding, equality and diversity, (iii) person-centred care and support, (iv) communication, (v) personal, people and quality improvement, (vi) health, safety and security.

📄 **EPA ASSESSMENT DELIVERY** – digital first, on-demand delivery via an online platform. Capabilities in the above elements.

📄 **GRADE WEIGHTING** – the combined MCQ and SAQ test is graded as Pass, Merit or Distinction by the IEPA where Pass = meets the standard, Merit = exceeds the standard and Distinction = far exceeds the standard.

☰ Learning Journal and Interview

The apprentice carries out work defined by their employer and assembles a Learning Journal. Evidence for the Learning Journal will be collected once the apprentice has completed their on-programme training and development, which will be in the final 3 months of the apprenticeship.

The Learning Journal may contain a range of sources of evidence but must contain a minimum of 3 reflective accounts, totalling 1000 words (+/-100 words) which demonstrate their learning and application of knowledge to their chosen area of practice, in addition to their values and behaviours.

These pieces of evidence will make up the body of the Interview with the IEPA. The Interview will take place following the submission of the Learning Journal. The IEPA will digitally connect with the apprentice for the Interview. This will last for a minimum of 30 minutes and a maximum of 45 minutes and will enable 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 results, the Learning Journal and the Observation of Practice.

📄 **EPA ASSESSMENT DELIVERY** – Learning Journal – digital first, created on-programme (final 3 months), submitted and reviewed by IEPA at Gateway; the Interview is via an online video conference platform.

📄 **GRADE WEIGHTING** – The Learning Journal and Interview is graded as Pass, Merit or Distinction by the IEPA where Pass = meets the standard, Merit = exceeds the standard and Distinction = far exceeds the standard.

Grading

Observation of Practice	MCQs/SAQs	Learning Journal & Interview	Overall Grade
Pass	Pass	Pass	Pass
Pass	Pass	Merit	Pass
Pass	Pass	Distinction	Merit
Pass	Merit	Pass	Pass
Pass	Merit	Merit	Merit
Pass	Merit	Distinction	Merit
Pass	Distinction	Pass	Merit
Pass	Distinction	Merit	Merit
Pass	Distinction	Distinction	Distinction

Progression

Once the Level 3 Senior 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 Team Leader/Supervisor 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 their levy partners 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 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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