

# Apprenticeship Standard for a Senior Healthcare Support Worker (Senior HCSW)

## Assessment Plan

### Summary of Assessment

On completion of this apprenticeship the individual will be a competent and job-ready Senior Healthcare Support Worker. The apprenticeship standard provides a high level description of the skills, knowledge, values and behaviours required of the Senior Healthcare Support Worker apprentice. The assessment plan describes how the apprentice is assessed at the end of their apprenticeship and by whom.

The assessment plan has been informed by ongoing consultation with employers, professional bodies, awarding organisations and training providers. When delivered by high-quality training providers in partnership with employers, assessed by a Skills Funding Agency registered independent assessment organisation and overseen by the quality assurance process it ensures that apprentices become competent Senior Healthcare Support Workers. This can be part of a rich and fulfilling career in healthcare.

The purpose of the end point assessment is to test (in a synoptic way) the skills, knowledge and behaviours of the apprentice as set out in the apprenticeship standard. End point assessment:

- Provides apprentices with a showcase opportunity to provide oral and documentary evidence of their knowledge, skills and behaviours developed throughout the apprenticeship
- Enables the independent assessor to assess the knowledge, skills and behaviours of the apprentice by observing the apprentice in the course of their normal work
- Tests the knowledge acquired by the apprentice throughout the apprenticeship.

The end point assessment includes the following components:

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

## Assessment Flowchart



## Assessment Overview

Assessment Method	Area Assessed	Assessed by	Grading
Multiple choice & short answer test	<p>The multiple choice questions cover the <b>core knowledge</b>:</p> <ol style="list-style-type: none"> <li>1. Health and well-being</li> <li>2. Duty of care and candour, safeguarding, equality and diversity</li> <li>3. Person centred care and support</li> <li>4. Communication</li> <li>5. Personal, people and quality improvement</li> <li>6. Health, safety and security</li> </ol> <p>The short answer questions cover the <b>knowledge requirements in the apprentice's chosen option</b>:</p> <p>Option 1 – Senior HCSW (Adult Nursing Support)</p> <ul style="list-style-type: none"> <li>• Assist with clinical tasks</li> <li>• Activities of daily living</li> </ul> <p>Option 2 – Senior HCSW (Maternity Support)</p> <ul style="list-style-type: none"> <li>• Assist with clinical tasks</li> <li>• Assist with caring for babies</li> <li>• Support mothers and birthing partners</li> </ul> <p>Option 3 – Senior HCSW (Theatre Support)</p> <ul style="list-style-type: none"> <li>• Assist healthcare practitioners with delegated clinical tasks</li> <li>• Support individuals</li> <li>• Equipment and resources</li> </ul> <p>Option 4 – Senior HCSW (Mental Health Support)</p> <ul style="list-style-type: none"> <li>• Assist with delegated clinical tasks and therapeutic interventions</li> <li>• Support individuals</li> <li>• Risk assessment and risk management</li> </ul> <p>Option 5 – Senior HCSW (Children and Young People Support)</p> <ul style="list-style-type: none"> <li>• Assist with clinical tasks</li> <li>• Activities of daily living</li> <li>• Child Development</li> </ul> <p>Option 6 – Senior HCSW (Allied Health Profession - Therapy Support)</p> <ul style="list-style-type: none"> <li>• Assist with delegated therapeutic or clinical tasks and interventions</li> <li>• Support, educate and enable individuals with their health and wellbeing</li> <li>• Equipment and resources</li> </ul>	Independent Assessment Organisation	Pass Merit Distinction

Observation of practice	<p>The observation of practice is undertaken in the workplace to assess higher level <b>skills</b> and <b>behaviours</b>. During the observation of practice the apprentice must be able to:</p> <ol style="list-style-type: none"> <li>1. Treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences</li> <li>2. Show respect and empathy for those you work with, have the courage to challenge areas of concern, be adaptable, reliable and consistent</li> <li>3. Show discretion, resilience and self-awareness</li> <li>4. Assist registered healthcare practitioners with clinical tasks, working to best practice and following care plans</li> <li>5. Communicate effectively using a range of techniques, observe and record verbal and non-verbal communication</li> <li>6. Follow the principles for equality, diversity and inclusion</li> <li>7. Demonstrate what it means in practice to promote and provide person centred care and support</li> <li>8. Work as part of a team, seek help and guidance when you are not sure</li> <li>9. Maintain a safe and healthy working environment</li> <li>10. Move and position individuals, equipment and other items safely</li> <li>11. Use a range of techniques for infection prevention and control, eg waste management, spillage, hand washing, use of Personal Protective Equipment (PPE)</li> </ol>	Independent Assessment Organisation	Ungraded above Pass
Learning journal and Interview	<p>The learning journal is completed by the apprentice in the 3 months leading up to the end point assessment.</p> <p>The journal must contain a minimum of 3 reflective accounts completed by the apprentice which demonstrate their learning and application of knowledge in practice, their <b>values</b> and <b>behaviours</b>.</p> <p>The apprentice is required to evidence the <b>knowledge</b> and <b>skill</b> requirements set out in their chosen option:</p> <p>Option 1 – Senior HCSW (Adult Nursing Support)</p> <ul style="list-style-type: none"> <li>• Assist with clinical tasks</li> </ul>	Independent Assessment Organisation	Pass Merit Distinction

	<ul style="list-style-type: none"> <li>• Activities of daily living</li> </ul> <p>Option 2 – Senior HCSW (Maternity Support)</p> <ul style="list-style-type: none"> <li>• Assist with clinical tasks</li> <li>• Assist with caring for babies</li> <li>• Support mothers and birthing partners</li> </ul> <p>Option 3 – Senior HCSW (Theatre Support)</p> <ul style="list-style-type: none"> <li>• Assist healthcare practitioners with delegated clinical tasks</li> <li>• Support individuals</li> <li>• Equipment and resources</li> </ul> <p>Option 4 – Senior HCSW (Mental Health Support)</p> <ul style="list-style-type: none"> <li>• Assist with delegated clinical tasks and therapeutic interventions</li> <li>• Support individuals</li> <li>• Risk assessment and risk management</li> </ul> <p>Option 5 – Senior HCSW (Children and Young People Support)</p> <ul style="list-style-type: none"> <li>• Assist with clinical tasks</li> <li>• Activities of daily living</li> <li>• Child Development</li> </ul> <p>Option 6 – Senior HCSW (Allied Health Profession – Therapy Support)</p> <ul style="list-style-type: none"> <li>• Assist with delegated therapeutic or clinical tasks and interventions</li> <li>• Support, educate and enable individuals with their health and wellbeing</li> <li>• Equipment and resources</li> </ul> <p>The interview takes the form of a professional discussion to enable the apprentice to further showcase their <b>knowledge, skills and behaviours</b> from across the Standard. The assessor selects the areas they wish to explore with the apprentice after reviewing responses to the multiple choice test, the learning journal and the outcome of the observation of practice.</p>		
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### On-programme Training, Development and Assessment

Apprentices usually take 18 to 24 months to complete this apprenticeship during which they participate in training, development and on-going review activities. These typically include:

- Induction which is specific to their workplace and at a minimum meets the 15 standards as set out in the Care Certificate. The Care Quality Commission expect that providers that employ healthcare assistants and social care support workers follow these standards to make sure new staff are supported, skilled and assessed as competent to carry out their roles.
- Study days and training courses
- Mentoring/buddy support
- Completion of workbooks or a portfolio through which the apprentice gathers evidence of their progress
- Structured one to one reviews of their progress with their employer and/or training provider

An apprentice will complete a specified regulated level 3 occupational competence qualification during the on-programme phase of their apprenticeship.

### **Assessment Gateway**

Before going forward for end point assessment the apprentice must have completed:

- The apprentice must meet the 15 standards as set out in the Care Certificate. The Care Quality Commission expect that providers that employ healthcare assistants and social care support workers follow these standards to make sure new staff are supported, skilled and assessed as competent to carry out their roles. Level 2 maths and English
- A specified regulated level 3 occupational competence qualification
- A learning journal. The apprentice documents and reflects on their development (knowledge and skills) as well as their approach to the workplace (the values and behaviours). The learning journal is completed during the 3 months leading up to the planned date of the end point assessment.

Judgement on whether the apprentice is ready for the end point assessment is taken by the employer who should gather views from the training provider and the apprentice to inform this decision. Apprentices should not be put forward for the end point assessment before they are ready.

### **Administering the End Point Assessment**

The end point assessment is triggered by the employer when the gateway requirements have been met, and has determined the readiness of the apprentice. Delivery of all training, development and review activities up to the end point are considered as being on-programme. The independent assessor must not have been involved in any on-programme training, development or assessment of the apprentice.

The assessment is agreed with the apprentice and their employer and takes place in the apprentice's normal place of work.

The assessment takes the following format, although the sequencing of the end point assessment components is determined by the employer and assessor to ensure best fit with local needs:

- Multiple choice/short answer test. The apprentice sits the test which the independent assessor administers (60 minutes)
- Practical observation. The assessor observes the apprentice in the course of their normal work (minimum of 90 minutes)
- Learning journal and interview. The assessor assesses the learning journal generated by the apprentice  
The interview takes place between the assessor and the apprentice at the end of the assessment (minimum of 30 minutes, maximum of 45 minutes)

For final certification, the apprentice must have passed all components in the end point assessment. At the conclusion of the end point assessment, the independent assessor collates the evidence and determines the final grading for the apprenticeship. The grading decision is made solely by the independent assessor.

The apprentice must attempt all components of the end point assessment on their first attempt. Should the apprentice fail any components they are required to re-take only those components which they have previously failed. Re-takes are permitted after 1 month and within 12 months but not after 12 months. The number of times an apprentice is permitted to re-take the end point assessment within the permitted 12 month time frame is determined by the employer.

## End Point Assessment

### **Multiple Choice & Short Answer Test**

The multiple choice/short answer test covers all knowledge requirements in the standard. The multiple choice questions cover the core knowledge:

1. Health and well-being
2. Duty of care and candour, safeguarding, equality and diversity
3. Person centred care and support
4. Communication
5. Personal, people and quality improvement
6. Health, safety and security

The short answer questions cover the knowledge requirements in the apprentice's chosen option:

Option 1 – Senior HCSW (Adult Nursing Support)

- Assist with clinical tasks
- Activities of daily living

Option 2 – Senior HCSW (Maternity Support)

- Assist with clinical tasks
- Assist with caring for babies
- Support mothers and birthing partners

Option 3 – Senior HCSW (Theatre Support)

- Assist healthcare practitioners with delegated clinical tasks
- Support individuals
- Equipment and resources

Option 4 – Senior HCSW (Mental Health Support)

- Assist with delegated clinical tasks and therapeutic interventions
- Support individuals
- Risk assessment and risk management

Option 5 – Senior HCSW (Children and Young People Support)

- Assist with clinical tasks
- Activities of daily living
- Child Development

Option 6 – Senior HCSW (Allied Health Profession – Therapy Support)

- Assist with delegated therapeutic or clinical tasks and interventions
- Support, educate and enable individuals with their health and wellbeing
- Equipment and resources

There are; 30 multiple choice (1 mark each) and 4 short answer questions (5 marks each) (maximum 250 word answers). The grade boundaries are set to allow candidates to achieve Pass, Merit and Distinction grades according to the following table

<b>Combined multiple choice and short answer score</b>	<b>Grade</b>
40 – 59%	Pass
60 - 74%	Merit
75%	Distinction

### **Observation of Practice**

The independent assessor spends a minimum of 90 minutes observing the apprentice during the course of their normal work in their normal place of work. To pass the observation of practice the apprentice must be able to meet the core skills and behaviour requirements in bold:

1. **Treat people with dignity**, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences
2. **Show respect and empathy for those you work with**, have the courage to challenge areas of concern, be adaptable, reliable and consistent
3. **Show discretion**, resilience and self-awareness
4. **Assist registered healthcare practitioners with clinical tasks**, working to best practice and **following care plans**
5. **Communicate effectively with individuals** using a range of techniques, **observe and record verbal and non-verbal communication**
6. **Follow the principles for equality, diversity and inclusion**
7. **Demonstrate what it means in practice to promote and provide person centred care and support**
8. **Work as part of a team**, seek help and guidance when you are not sure
9. **Maintain a safe and healthy working environment**
10. **Move and position individuals, equipment** and other items **safely**
11. **Use a range of techniques for infection prevention and control appropriate to the task undertaken**, eg waste management, spillage, hand washing, use of Personal Protective Equipment (PPE)

Requirements not emboldened which do not occur naturally during the observation period may be tested during the interview.

The practical observation is ungraded above a Pass by the independent assessor.

### **Learning Journal and Interview**

The learning journal is completed by the apprentice in the 3 months leading up to the end point assessment. The learning journal may contain a range of sources of evidence but must contain a minimum of 3 reflective accounts completed by the apprentice to a total of 1000 words (+/- 10%) which demonstrate their learning and application of knowledge to their chosen area of practice in addition to their values and behaviours.

The learning journal covers the knowledge and skills set out in the apprentice's chosen option:

#### Option 1 – Senior HCSW (Adult Nursing Support)

- Assist with clinical tasks
- Activities of daily living

#### Option 2 – Senior HCSW (Maternity Support)

- Assist with clinical tasks
- Assist with caring for babies
- Support mothers and birthing partners

#### Option 3 – Senior HCSW (Theatre Support)

- Assist healthcare practitioners with delegated clinical tasks
- Support individuals
- Equipment and resources



#### Option 4 – Senior HCSW (Mental Health Support)

- Assist with delegated clinical tasks and therapeutic interventions
- Support individuals
- Risk assessment and risk management

#### Option 5 – Senior HCSW (Children and Young People Support)

- Assist with clinical tasks
- Activities of daily living
- Child Development

#### Option 6 – Senior HCSW (Allied Health Profession – Therapy Support)

- Assist with delegated therapeutic or clinical tasks and interventions
- Support, educate and enable individuals with their health and wellbeing
- Equipment and resources

The final interview takes place between the independent assessor and the apprentice and lasts for a minimum of 30 minutes and a maximum of 45 minutes.

The purpose of the interview is to enable the apprentice to further showcase their knowledge, skills and behaviours from across the standard. The assessor checks and clarifies any matters arising from the multiple choice/short answer test results, the learning journal or from the observation of practice.

The learning journal and interview is graded as Pass, Merit or Distinction by the independent assessor where

#### Pass = Meets the standard

The learning journal comprises of a range of valid sources of evidence in an organised manner, reflective accounts show satisfactory evidence and ability to relate concepts and theories to practice, evidence broadly relates to the Standard and is partially mapped to the knowledge, skills and behaviour requirements. The apprentice is able to engage in professional discussion and provide evidence that supports practice. Combining evidence demonstrates the knowledge, skills and behaviours set out in the Standard have been met.

#### Merit = Exceeds the standard

The learning journal comprises of a range of valid sources of evidence in a well organised manner, reflective accounts show evidence of relating concepts and theories to practice, evidence directly relates to the Standard and is mostly mapped to the knowledge, skills and behaviour requirements. The apprentice is able to actively engage in professional discussion and there is evidence of enhanced understanding through wider reading.

#### Distinction = Far exceeds the standard

The learning journal comprises of a creative range of valid sources of evidence in a structured manner, reflective accounts show evidence of relating a wide range of concepts and theories to practice and ability to make connections between learning and future practice, all evidence directly and succinctly relates to the Standard and is accurately and fully mapped to the knowledge, skills and behaviour requirements. The apprentice is able to engage in and actively take forward professional discussion, demonstrating understanding and analysis of concepts and theories applied to their practice achieved through extensive reading.

## Independence

End point assessments are carried out by staff from independent end-point assessment organisations on the Skills Funding Agency's Register of Apprentice Assessment Organisations. An apprenticeship certificate is only issued if approved by the independent assessor.

## Roles and Responsibilities

In summary:

Apprentice	<ul style="list-style-type: none"> <li>• Participates fully in their training and development</li> <li>• Actively contributes to their performance review</li> <li>• Contributes to the decision on the timing of their end point assessment</li> </ul>
Employer	<ul style="list-style-type: none"> <li>• Supports the apprentice throughout their training and development</li> <li>• Conducts reviews to monitor progress</li> <li>• Determines when the apprentice is ready to attempt the end point assessment</li> </ul>
Training Provider	<ul style="list-style-type: none"> <li>• Provides on-going training for the apprentice</li> <li>• Provides tools and processes to support the apprentice</li> <li>• Carries out regular reviews with the apprentice and employer</li> <li>• Advises the employer when the apprentice is ready to undertake the end point assessment.</li> </ul>
Assessment Organisation	<ul style="list-style-type: none"> <li>• Takes no part in the training of those apprentices for whom they complete end point assessments</li> <li>• Devises and administers the end point assessment</li> <li>• Recruits and trains independent assessors</li> <li>• Ensures assessors are occupationally competent, are able to assess the performance of the apprentice in all components of the end point assessment and are able to determine the grade achieved</li> <li>• Maintains robust quality assurance processes</li> <li>• Actively participates in the quality assurance procedures described in this assessment plan</li> </ul>
Assessor	<ul style="list-style-type: none"> <li>• Administers and oversees the multiple choice/short answer knowledge test</li> <li>• Assesses the apprentice in the course of their normal work</li> <li>• Assesses the learning journal and conducts the final interview</li> <li>• Determines the final apprenticeship grade</li> </ul>

## Quality Assurance

### Internal quality assurance

Assessment organisations that deliver end point assessment for the Senior Healthcare Support Worker apprenticeship must be accepted by the Skills Funding Agency onto the Register of Apprentice Assessment Organisations.

Skills Funding Agency registered end point assessment organisations develop the assessments and supporting materials. Assessments are designed to produce assessment outcomes that are

consistent and reliable, allowing fair and proper comparison between apprentices employed in different types and sizes of organisations.

Assessment organisations are required, *as a minimum*, to

- hold an internal annual standardisation event which focusses on current assessment practices and issues which have arisen

We also recommend that assessment organisations for Senior Healthcare Support Worker meet annually to share practices and resolve issues which have arisen

Only assessors appointed by the apprenticeship end point assessment organisation will be able to carry out the end point assessment. Assessors must:

- Be occupationally competent  
*Occupationally competent means that each assessor must be capable of carrying out the full requirements within the competence they are assessing. Occupational competence must be at an individual function level which might mean different people being involved during the on-programme delivery however the assessor involved in the end point assessment must be occupationally competent across the whole of the core and option they are assessing.*
- Be a registered healthcare professional or have completed a level 5 apprenticeship or regulated occupational competence qualification at level 5 or above
- Hold, or be working towards, a formal assessor qualification and
- Have experience of working in a health or social care setting within the last 2 years

### External quality assurance

External quality assurance is provided by Ofqual through regulation of the end point assessment. All organisations that offer end point assessment for this Standard will be recognised awarding organisations by demonstrating to Ofqual that they meet the General Conditions of Recognition.

### End-point Grading

The successful apprentice receives an overall grade of Pass, Merit or Distinction. The grade is derived from the components of the end point assessment using the following table

Observation of practice	MCQ/Short answer test	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

The final judgement on the competency of the apprentice, the grade to be awarded for each component and the overall grade rests with the independent assessor.

## **Implementation of the Apprenticeship Assessment**

### **Affordability**

This approach to independent assessment is evidenced based and sector specific and has been tested with employers who have confirmed that it is the preferred approach.

Cost analysis verified that this approach was the most cost effective method of all. The cost of the independent assessment forms no more than 10% of the overarching cost of the apprenticeship standard.

### **Manageability and Feasibility**

The end point assessment has been designed to meet the needs of all employers/environments within the healthcare sector from NHS Trusts to private institutions delivering their own work based provision to small SME single site and healthcare businesses reliant on high quality training provision to deliver their work based training.

We believe that the approach is manageable and feasible as the necessary expertise already exists within the sector. We would expect apprenticeship assessment organisations to tap into organisations that are accountable for these experts when recruiting for independent assessors. Utilising existing expertise would ensure a sufficiency of qualified assessors with a good geographical spread. Under these conditions the anticipated uptake of the Apprenticeship in the first year is 500 starts.