

Highfield Level 2 End-Point Assessment for Healthcare Support Worker

EPA-Kit

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Assessment Summary

The end-point assessment for Healthcare Support Worker is made up of three components with the sequence determined by the employer and assessor to ensure best fit with local needs:

1. Multiple-choice test consisting of 60 questions, which has a 60-minute duration
2. Practical observation undertaken in the workplace, which has a 90-minute duration
3. Evidence portfolio* completed with an interview, which has a 30-60-minute duration

*The evidence portfolio must be made available at Gateway. Written submissions may be provided to Highfield in any format (such as Dropbox or e-portfolio). Access must be given to Highfield to only the learners who have been put forward for end-point assessment.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine a grade for each individual component.

Multiple-choice Test

Apprentices will complete a multiple-choice test. The 60- question multiple-choice test covers all knowledge requirements within the standard.

- To achieve a pass, apprentices must achieve a minimum of 30 out of 60
- To achieve a merit, apprentices must achieve a minimum of 40 out of 60
- To achieve a distinction, apprentices must achieve a minimum of 50 out of 60

The criteria for the multiple-choice test are the knowledge-based criteria described earlier in this guide.

Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the multiple-choice test
- In readiness for end-point assessment, the apprentice should complete the sample test that can be found later in this EPA Kit

Practical Observation

The observation of practice is a 90-minute holistic approach to assessing skills and behaviours. The assessor observes the apprentice during the course of their normal work in their normal place of work.

The criteria that will be covered within the practical observation are selected from the behaviours and skills of the standard, shown earlier in this guide. To pass the observation of practice the apprentice must be able to meet the following requirements in **bold**.

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

OB1. **Communicate effectively with individuals**, their families, carers and healthcare practitioners using a range of techniques, **keeping information confidential**

OB2. **Handle information** (record, report and store information) related to individuals **in line with local and national policies**.

OB3. **Demonstrate person centred care and support**

OB4. **Treat people with dignity**, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences

OB5. **Show respect and empathy for those you work with**; have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent

OB6. **Show discretion and self-awareness**

OB7. **Work as part of a team**, seeking help and guidance when they are not sure

OB8. **Maintain a safe and healthy working environment**

OB9. **Use a range of techniques for infection prevention and control** including waste management, hand washing and the use of Personal Protective Equipment (PPE)

OB10. **Move and position individuals**, equipment and other items **safely**

Highfield recommends a **maximum of 4 unboldened** elements can be carried over to the interview from the following list of 7 elements:

- (Communication with) their families, carers and healthcare practitioners using a range of techniques
- record, report and store information related to individuals
- respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences
- have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent
- seeking help and guidance when they are not sure
- including waste management, hand washing and the use of Personal Protective Equipment (PPE)
- (move and position) equipment and other items

The practical observation is graded as Pass or Fail.

Evidence Portfolio with Interview

The evidence portfolio* is completed by the apprentice in the 3 months leading up to the end point assessment. The portfolio **must** contain direct observation(s) in the workplace as the primary source of evidence **and** reflective accounts completed by the apprentice which demonstrate their learning and application of knowledge in practice, their values and behaviours and their ability to relate concepts and theories to practice. The apprentice may include other types/sources of evidence in their portfolio also.

The apprentice is required to evidence the skills, values and behaviour requirements of the following areas from the apprenticeship standard in the portfolio:

- Health interventions
- Dementia, cognitive issues, mental health
- Basic life support
- Physiological measurements
- Personal and people development
- Health, safety and security
- Duty of Care
- Safeguarding

The evidence portfolio is marked by the assessor, and the interview takes the form of a question and answer session to enable the apprentice to further showcase their capability. The assessor will pose holistic and synoptic questions to the apprentice that enable them to provide answers that should cover the selected skills components of the standard. Written submissions may be provided to Highfield in any format (such as Dropbox or e-portfolio). Access must be given to Highfield to only the learners who have been put forward for end-point assessment.

The evidence portfolio and interview is graded as Pass, Merit or Distinction by the independent assessor.

Grading

For final certification, the apprentice must have passed all components in the end-point assessment. 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	Multiple-choice Test	Evidence Portfolio and 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.

Resit and Retake information

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 timeframe is determined by the employer.

Resits should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield Assessment.