

Highfield Level 2 End-Point Assessment for Healthcare Support Worker

EPA-Kit

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Practical Observation - guidance

The end-point assessment plan states that the practical observation should be a minimum of 90 minutes and a recommended maximum of 120 minutes. It will be pre-planned and scheduled at a time when the apprentice will be undertaking their normal work in their normal place of work. To ensure coverage of the appropriate skills and behaviours areas of the standard, observations may be split or conducted on two separate occasions and this will need to be clearly organised during planning and evidenced within the documentation.

During the practical observation the apprentice must be able to meet the following requirements highlighted 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 that a **maximum of 4 unemboldened** elements can be carried over to the interview. The assessor will ask questions that allow the apprentice to demonstrate knowledge and their experience in these areas. The carry-over areas will be selected from the following 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 end-point assessor will carry out the practical observation which should enable the apprentice to evidence the skills and behaviours outlined above.

Before the assessment:

Employer/Training Provider should:

- plan the practical observation to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure the apprentice knows the date and location of the assessment
- ensure the apprentice knows which Healthcare Support Worker standards will be assessed
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

It is suggested that a mock observation is carried out by the apprentice in advance of the EPA with the training provider/employer giving feedback on any areas for improvement.

Simulation

During the practical observation, where possible, situations and evidence must be naturally occurring, however, in order to ensure that all emboldened criteria can be covered, simulation will be allowed to ensure full coverage of *observation skill 5: Observe and record verbal and non-verbal communication and observation skill 10: Move and position individuals and equipment safely*, if necessary.

This should be arranged before the assessment takes place to give the best opportunity for this skill to be met if the employer/on-programme assessor feels that it is not likely to occur naturally during the live observation. A suitable work environment and consenting individual(s) should be used to enable the apprentice to demonstrate the relevant skills. Those involved should not have a vested interest in the outcome of the assessment and do not have to be individuals being cared for.

Should the employer/on-programme assessor identify further emboldened observation skills and/or behaviours that are unlikely to be demonstrated naturally, Highfield Assessment should be notified of these prior to end-point assessment.

Grading

The practical observation is graded as pass or fail.