

# Highfield Level 3 End-Point Assessment for Senior Healthcare Support Worker

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# How to use this EPA kit

Welcome to the Highfield End-Point Assessment Kit for the Senior Healthcare Support Worker apprenticeship standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 3 Senior Healthcare Support Worker Apprenticeship Standard. Highfield internally quality assure all end-point assessments in accordance with its IQA process, additionally all end-point assessments are externally quality assured by the relevant EQA organisation.

This kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Please note that use of this kit is not a pre-requisite for apprentices undertaking the Senior Healthcare Support Worker end-point assessment.

## Key facts

<b>Apprenticeship standard:</b>	<b>Senior Healthcare Support Worker</b>
<b>Level:</b>	3
<b>On Programme Duration:</b>	18-24 months
<b>Grading:</b>	Pass/Merit/Distinction
<b>End-Point Assessment methods:</b>	Multiple Choice and Short Answer Test; Observation of Practice; Learning Journal and Interview

After this Introduction, the contents of this kit are divided into sections that correspond with each type of assessment specified in the End-Point Assessment Plan which can be found at:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/senior-healthcare-support-worker/>

In this kit, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare apprentices for gateway
- detailed information on which part of the standard is assessed by which assessment method.
- suggestions on how to prepare the apprentice for each part of the end point assessment.
- a practice test that you can use with apprentices.

# Introduction

## Standard overview

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Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. As an experienced support worker, you carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. You provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of your competence. You may work in a range of services e.g. hospital, community, health or day case unit, birth centre or midwifery led unit, someone's home, operating theatre, nursing or care home, assessment centre, hospice, school, prison, GP surgery, charity or voluntary organisation; working in partnership with individuals, families, carers and other service providers.

## On-programme requirements

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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 required by the Care Quality Commission (as set out in the Care Certificate)
- Achievement of Level 2 English and Maths
- A regulated level 3 occupational competence qualification as specified in the option chosen
- 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.

## Readiness for end point assessment

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In order for an apprentice to be ready for the end point assessments:

- 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.
- The apprentice must have completed Level 2 maths and English
- A specified regulated level 3 occupational competence qualification
- The apprentice must have completed 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.

\*The learning journal must be made available at Gateway and can be submitted in any format i.e. uploaded to Dropbox or via e-portfolio. Access must be given to Highfield to only the learners who have been put forward for end-point assessment.

## Required on-programme qualification

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

## Order of end point assessments

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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 and short answer test (60 minutes)
- Practical observation (90 minutes)
- Learning journal and interview (Min 30 minutes, max 45 minutes)

For final certification, the apprentice must have passed all components of the end-point assessment.

## Resit and Retake information

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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 retake only those components which they have previously failed. Retakes are permitted after 1 month and within 12 months but not after 12 months. The number of times an apprentice is permitted to retake the end point assessment within the permitted timeframe is determined by the employer.