

Healthcare Support Worker

☆ Level 2 £ £3,000 🗓 12 months

1. What the role entails

Healthcare Support Workers provide high-quality and compassionate, person-centred care based on individual needs and settings. They check the overall comfort, wellbeing and progress of individuals in their care, supporting them with daily activities including eating, drinking, washing, dressing or going to the toilet. A Healthcare Support Worker will carry out clinical activities, such as monitoring blood pressure, temperature or weight, checking wounds or applying dressings; and non-clinical duties such as handling enquiries, keeping records, and returning or cleaning equipment used during a clinical activity. The role also requires an adherence to strict standards, including legislation, when handling sensitive and confidential information. Healthcare Support Workers will interact with patients, service users, carers and their families, as well as registered healthcare professionals and social care staff. They will also prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan. Healthcare Support Workers work in a range of healthcare settings, including hospitals, General Practice, as part of a community team, and in individuals' homes where their wider team may include workers from both health and social care.

2. On-programme assessments

The apprentice must achieve the following on-programme assessment requirements prior to Gateway:

- achieved English and maths Level 1
- completed a Portfolio of Evidence to underpin the Professional Discussion.

3. Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and the apprentice. The apprentice should only enter Gateway once the employer is content that the apprentice is working at or above the level of the occupational standard.

The apprentice must also have completed all the on-programme elements before they enter Gateway, including submitting a Portfolio of Evidence to underpin the Professional Discussion.

4. End-point assessment

The end-point assessment (EPA) for Healthcare Support Worker contains two methods of assessment:

Observation of Practice

The Observation of Practice with Questions allows the Independent End-Point Assessor (IEPA) to see the apprentice during their normal everyday work. This assessment method is undertaken in the apprentice's workplace, under normal working conditions, for a total duration of 120 minutes. The Observation itself will last 90 minutes, followed by a 30 minute Questioning session to check the understanding of the knowledge, skills and behaviours (KSBs) observed.

Grading – Fail or Pass.

Professional Discussion Underpinned by a Portfolio of Evidence

The Professional Discussion is a structured discussion designed to draw out the best of the apprentice's competence and excellence, and cover the KSBs assigned to this assessment method. It is a two-way discussion which involves both the IEPA and the apprentice actively listening and participating in a formal conversation. The apprentice will utilise their Portfolio of Evidence throughout to provide evidence of their practice during the discussion. The assessment duration is 60 minutes.

Grading – Fail, Pass or Distinction.

5. Grade aggregation table

Observation of practice	Professional discussion	Overall grade
Pass	Pass	Pass
Pass	Distinction	Distinction

If any assessment method is failed, the overall grade will be deemed a Fail.

6. Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we will ensure the apprentice receives their certificate.

7. What next?

On successful completion of the Healthcare Support Worker EPA, apprentices may choose from a number of job roles such as Nursing Assistant, Mental Health Support Worker and other Healthcare Assistant roles. There are also other apprenticeship standards to progress onto such as Level 3 Senior Healthcare Support Worker and Level 5 Assistant Practitioner (Health).

Why NCFE?

We're an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, social care, digital and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.