

Healthcare Support Worker

① What the role entails

Working as part of a team, the Healthcare Support Worker provides high quality and compassionate care to individuals. Your apprentice will carry out well-defined routine clinical duties like monitoring an individual's condition by checking things like blood pressure, temperature or weight and evaluating their overall progress, comfort and wellbeing. Responsible for addressing straightforward problems in their day-to-day work, they will report concerns and changes to the appropriate person in a timely manner.

! **Entry:** there are no specified entry requirements for this apprenticeship.



② On-programme assessment

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

- The apprentice must meet the 15 Standards as set out in the Care Certificate
- Achieve Level 1 English and maths
- Attempt Level 2 English and maths by sitting the test
- Any qualification specified by the employer
- A portfolio of evidence completed in the final 3 months



③ Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway.



④ End-Point Assessment

The EPA for Health Care Support Worker contains 3 methods of assessment as outlined below:

Multiple Choice Question (MCQ)

The assessment features 60 Multiple Choice Questions (MCQs) carrying one mark each. The test will last for 60 minutes, and will be in the form of real-life scenarios. The apprentice will answer questions that align to all knowledge requirements of the standard.

Grade Weighting - the MCQ test is graded as Pass, Merit or Distinction by the Independent End-Point Assessor (IEPA).

Observation of Practice

The Observation of Practice will last a minimum of 90 minutes and will take place during the course of the apprentice's normal work day. It will assess higher level skills and behaviours.

Grade Weighting - the Observation is ungraded above a Pass by the IEPA.

Portfolio and Interview

Evidence for the Portfolio will be collected once the apprentice has completed their on-programme training and development, which will normally be in the final 3 months of the apprenticeship.

The Portfolio must include direct observation in the workplace as the primary source of evidence, as well as reflective accounts completed by the apprentice. These accounts must demonstrate learning and application of knowledge in practice, and the values and behaviours against those areas of the standard identified in the assessment plan.

These pieces of evidence will make up the body of the Interview with the IEPA. The Interview will take place following the submission of the Portfolio. This will last for a minimum of 30 minutes.

Grade Weighting - The Portfolio and Interview is graded as Pass, Merit or Distinction by the IEPA.

⑤ Grade aggregation table

Observation of Practice	MCQ Test	Portfolio and Interview	Overall grade
Pass	Pass	Pass	Pass
		Merit	Pass
		Distinction	Merit
	Merit	Pass	Pass
		Merit	Merit
		Distinction	Merit
	Distinction	Pass	Merit
		Merit	Merit
		Distinction	Distinction

⑥ Completion and certification

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



⑦ What next?

Apprentices can progress to a Level 3 Senior Healthcare Support Worker apprenticeship.

Why choose EPA Plus?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education & Care and Business apprenticeship standards. EPA Plus offers a flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.