

Healthcare Support Worker

☆ Level 2 £ £3,000 🗓 12 months

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.


2. On-programme assessments

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- The 15 Standards as set out in the Care Certificate
- Level 1 English and maths
- Any qualification specified by the employer
- A Portfolio of Evidence in the final 3 months.

3. Gateway requirements

The employer, independent training provider (ITP) and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve all the required on-programme elements before they enter Gateway.

A black and white photograph of a young man with short hair, smiling and looking towards the right. He is wearing a dark jacket. The background is slightly blurred, showing what appears to be a healthcare or educational setting.

Healthcare professions today offer people such an exciting, challenging and rewarding career.

4. End-point assessment

The EPA for Healthcare Support Worker contains three methods of assessment:

Multiple Choice Question Test

The assessment features 60 multiple-choice questions carrying one mark each. The test will last for 60 minutes and the apprentice will answer questions that align to all knowledge requirements of the standard.

Grading – the Independent End-Point Assessor (IEPA) grades the MCQ test as Pass, Merit or Distinction.

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.

Grading – the IEPA grades the Observation as Pass.

Portfolio of Evidence and Interview

The apprentice will collect evidence for their Portfolio after completing their on-programme training and development. This will happen in the last 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 in the assessment plan.

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

Grading – the IEPA grades the Portfolio and Interview as Pass, Merit or Distinction.

5. Grade aggregation table

Observation of Practice	MCQ Test	Portfolio of Evidence 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

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

6. Completion and certification

We'll activate certification once the apprentice has successfully completed all EPAs, and the IEPA has verified this. 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 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.