

Healthcare Support Worker v1.2

☆ Level 2 £ £3,000 🗓 8 months

1. What the role entails

Healthcare support workers work in a range of healthcare settings, for example in a hospital, 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. They can also be found in social care settings where the scope of the role they carry out requires them to be responsible for a range of clinical tasks. These roles are becoming more common as health and social care services in some areas become integrated or where residential and nursing homes are caring for residents who have health and care needs, are unwell or reaching the end of their life but have not been transferred to a hospital or primary care setting.

The broad purpose of the occupation is to provide high-quality and compassionate person-centred care and support based on individual needs and setting. Daily activities for a healthcare support worker will vary according to the workplace and will be determined by the needs of the individuals they are caring for. Healthcare support workers will check the overall comfort, wellbeing and progress of individuals in their care. They support individuals with their daily activities including eating, drinking, washing, dressing or going to the toilet. They carry out clinical activities such as measuring and monitoring blood pressure, temperature or weight, checking wounds or applying dressings. They 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. They will also carry out non-clinical duties such as handling enquiries and signposting or escorting people, keeping records, making beds, tidying the work area, returning or cleaning equipment used during a clinical activity.

2. On-programme

An apprentice must spend at least 8 months on-programme (this means in training before Gateway) working towards competence as a healthcare support worker. Apprentices must complete the required amount of off-the-job training specified by the apprenticeship funding rules. Before entering Gateway, the apprentice must complete the following on-programme requirements:

- English and maths qualifications, if required (see DfE apprenticeship funding rules for full details)
- 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 EPA for Healthcare Support Worker contains two methods of assessment:

Observation with Questioning

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 2 hours. The Observation itself will last 1 hour 30 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 use their Portfolio of Evidence throughout to provide evidence of their practice during the discussion. The assessment duration is 1 hour.

Grading: fail, pass or distinction.

5. Grade aggregation table

Observation of Practice with Questions	Professional Discussion underpinned by a Portfolio of Evidence	Final Grade
Pass	Pass	Pass
Pass	Distinction	Distinction

A fail in any assessment method will result in a fail overall.

6. Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPA methods, 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 Level 2 Healthcare Support Worker apprenticeship, apprentices may choose from a number of job roles such as nursing assistant, mental health support worker, and other healthcare assistant roles. They may also choose to progress onto other apprenticeship standards such as Level 3 Senior Healthcare Support Worker and Level 5 Assistant Practitioner (Health).

Why NCFE?

We are an approved Assessment Organisation (AO) specialising in EPA delivery across health, education, social care, business, active leisure, and digital apprenticeship standards. NCFE offers flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.