

Senior Healthcare Support Worker Apprenticeship: An Employer's Brief on the new Standard at Level 3



On completion of this Level 3 Apprenticeship, the apprentice will be a job-ready Senior Healthcare Support Worker.

Introduction

New Apprenticeship Standards have been developed in England that replace apprenticeship frameworks. An independent review of Apprenticeships by Doug Richard in 2012 sought to develop a world class Apprenticeship system in England, offering young people a real alternative to University, and employers a 'job ready' pipeline of workers. The final report resulted in a series of recommendations designed to make Apprenticeships more rigorous and more responsive; notably putting you, the employers, in control.

A series of groups, known as 'Trailblazers,' were set up to develop the new Apprenticeship Standards. A Standard is a short document describing the knowledge, skills and behaviours that an apprentice should achieve by the end of their apprenticeship. The government requires that all apprenticeships contain an independent end-point assessment. Each Standard is accompanied by an assessment plan which sets out the requirements for this holistic assessment of the knowledge, skills and behaviours that have been learnt throughout the apprenticeship. Read more in the [guidance for trailblazers](#).

The Healthcare Trailblazer developed the Apprenticeship for Senior Healthcare Support Workers as part of a two year project, also developing Apprenticeships for Healthcare Support Workers (Level 2) and

Assistant Practitioners (Level 5). The Senior Healthcare Support Worker Apprenticeship Standard is at Level 3.

The Healthcare Trailblazer comprised a range of employers representing NHS Trusts, General Practice, independent providers and hospices. Between them they provide primary, secondary and tertiary care in acute and community settings delivering physical and mental health services to children, young people and adults. The aim was therefore to create a Senior Healthcare Support Worker Apprenticeship that is applicable to a wide range of contexts.

The trailblazer was facilitated by Skills for Health and in partnership with Health Education England, unions and professional bodies.

The Apprenticeship Standard

The occupational profile for Senior Healthcare Support Workers is outlined in the Standard as follows:

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. As experienced support workers, they carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. They provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of their competence. They may work in a range of services eg 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

The Senior Healthcare Support Worker Apprenticeship Standard is a short document that provides a high-level description of the skills, knowledge, values and behaviours required of the Senior Healthcare Support Worker. It describes the core knowledge, skills and behaviours for all Senior Healthcare Support Workers regardless of the context of their workplace.

The Standard also describes mandatory qualification requirements that must be completed whilst the apprentice is on programme. Senior Healthcare Support Worker apprentices must all complete the Level 3 Diploma in Healthcare Support and hold English and Maths qualifications at Level 2.

In addition to the core knowledge, skills and behaviours for all Senior Healthcare Support Workers, the apprentice and their employer will select one of the following **options**:

- 1. Adult Nursing Support**
- 2. Maternity Support**
- 3. Theatre Support**
- 4. Mental Health Support**
- 5. Children and Young People**
- 6. Allied Health Profession Therapy Support**

The Senior Healthcare Support Worker Apprenticeship Standard and Assessment Plan can be downloaded [here](#)

The assessment plan describes how the apprentice is assessed at the end of their Apprenticeship and by whom.

The Senior Healthcare Support Worker Apprenticeship has been approved for delivery by the Government. This means that the employers can work with training providers and organisations which provide apprentice end point assessment to prepare for delivery. The Education and Skills Funding Agency hold registers for approved training providers and approved end point assessment organisations. Information on the Register of apprentice assessment organisations can be found [here](#) and the Register of apprenticeship training providers can be found [here](#)

How does it work?

During the Apprenticeship, the employer must ensure that the apprentice is given education and training opportunities to develop the knowledge, skills and behaviours described in the core of the Senior Healthcare Support Worker Apprenticeship Standard plus the chosen option. The time taken to complete the Apprenticeship will vary but it must last for a *minimum of 18 months*. The government requires that a minimum of 20% of the apprentice's time must be protected and away from the immediate demands of the job in order to develop the required knowledge and skills but it is for employers to design how this is delivered.

When the employer, the training provider and the apprentice are confident that the apprentice is competent and the mandatory qualification requirements have been completed, the apprentice reaches the gateway to the end-point assessment. An assessor from the end point assessment organisation who has not been involved in the delivery of the Apprenticeship will then independently assess the apprentice. The end-point assessment conducted by the end-point organisation assessor is made up of three parts:

1. A multiple choice and short answer test which assesses the apprentice's knowledge from across the Standard.
2. An observation of practice that allows the apprentice to demonstrate their skills and behaviours.
3. A final interview and a learning journal which allow the apprentice to showcase their knowledge, skills, behaviours and values from across the Standard.

The flow diagram on page 6 of this brief sets out the end-to-end journey of the Senior Healthcare Support Worker apprentice.

Funding

Below is a very brief overview of funding arrangements. Individual funding enquiries should be addressed to nationalhelpdesk@apprenticeships.gov.uk

Employers and the government will co-invest in apprenticeships. The employer contribution will become available through the Apprenticeship levy. All employers with a payroll over £3million are subject to the levy from April 2017. They will pay a 0.5% tax on payroll that they will only be able to claim back as digital 'vouchers' for Apprenticeships.

Levy funding can only be used to pay recognised training providers to deliver training, education and assessment required by the Senior Healthcare Support Worker Apprenticeship. Funding pays for training and assessment only, not salary costs. The employer is able to negotiate with the training provider to determine the exact cost of training and assessment, however if the cost exceeds the funding cap allocated by the Education Skills Funding Agency, the employer will be required to pay the additional amount. Employers may also need to carry out a tendering process in relation to this.

The funding band allocation for the Senior Healthcare Support Worker Apprenticeship is **band 4 (max £3,000)**.

See <https://www.gov.uk/government/collections/apprenticeship-changes> for more details about the levy and funding arrangements.

Getting started

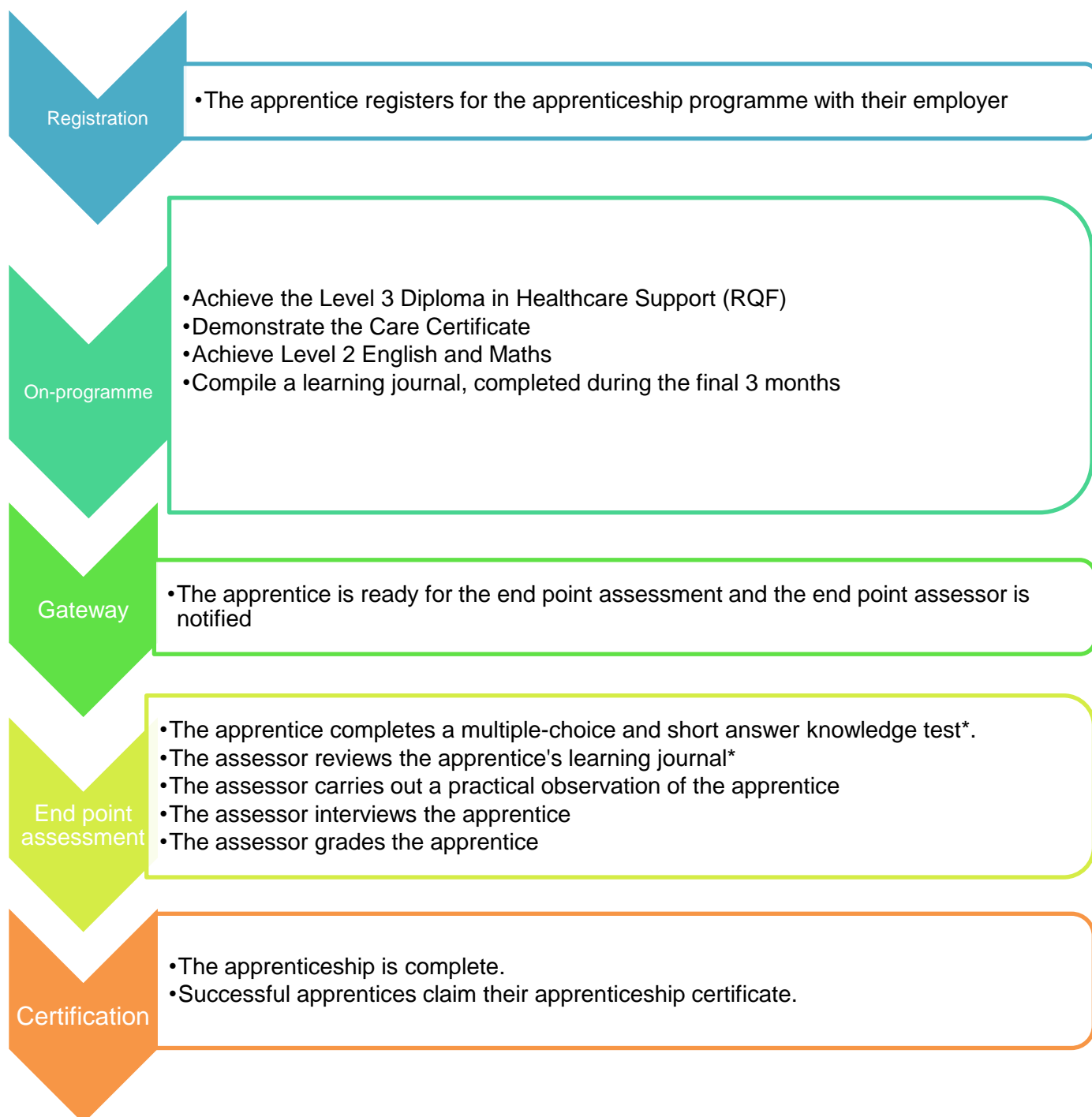
As the Senior Healthcare Support Worker Apprenticeship Standard and the Assessment Plan have been approved for delivery by the government, employers, training providers and end point assessment organisations can begin to work together to prepare for implementation. The pace and time taken to get ready for delivery of the Senior Healthcare Support Worker Apprenticeship will vary according to local conditions. You can be preparing to use the new Apprenticeship now and can start Senior Healthcare Support Worker apprentices whenever you, your training provider and your end point assessment organisation are ready.

Top tips for employers in getting started:

- **Get familiar** with the Senior Healthcare Support Worker Apprenticeship Standard and Assessment Plan
- **Start talking** in your organisation about how the Senior Healthcare Support Worker Apprenticeship fits with your workforce plans
- Talk with training providers – **remember you are the customer** and you should be negotiating with providers on what you want delivered and how much you will pay
- **Think about how you will provide pastoral support** and confidence building to prepare the candidate

- **Think about end point assessment** You will be able to choose (from an approved Education and Skills Funding Agency list) which organisation you want to do your apprentice end point assessment
- **Set a realistic start date** for your organisation to start apprentices on the Senior Healthcare Support Worker Apprenticeship. You might decide to start with a small pilot cohort. If you are used to using Apprenticeship Frameworks this should mark your transition date from 'Frameworks' to 'Apprenticeship Standards'
- **Recognise** that current frameworks are being switched off. For the latest status/final start dates see [here](#).

End-to-end journey of the Senior Healthcare Support Worker apprentice



*The sequencing of these events may vary according to local arrangements.