





Healthcare Support Worker (HCSW) Level 2 Apprenticeship

The recommended pathway for new to care HCSWs

-  earning a salary
-  receiving a formal qualification
-  gaining practical skills
-  learning job specific skills

What do Healthcare Support Worker Apprentices do?

During their apprenticeship, Healthcare Support Workers (HCSWs) work under the direct supervision of a registered healthcare practitioner and as part of a team, providing high quality and compassionate care to individuals. They carry out well-defined, routine clinical duties, e.g. recording a patient's blood pressure, temperature or weight and checking on their comfort and wellbeing. Depending on where they work, HCSWs may also help patients to eat, drink, wash, dress and go to the toilet. They may also look after individuals before, during and after healthcare procedures/interventions. HCSWs also carry out non-clinical duties, this may include making beds, tidying up their work area and returning or cleaning used equipment. They are able to address straightforward problems in their day to day work, reporting concerns and changes to the appropriate person in a timely manner.

Components of the Healthcare Support Worker Apprenticeship:

- Education and training to cover the Healthcare Support Worker level 2 standard.
- The Care Certificate.
- Level 2 Diploma in Care.
- Level 1 functional skills in maths.
- Level 1 functional skills in English.
- Attempt level 2 functional skills in maths and English.
- 20% off-the-job-training.
- End point assessment (EPA).

The Healthcare Support Worker Apprenticeship Standard and Assessment Plan:

These can be found via the following links:

<https://haso.skillsforhealth.org.uk/?s=healthcare&lvl=all>

<https://www.instituteforapprenticeships.org/apprenticeship-standards/healthcare-support-worker-v1-0>

Salary

You will receive the NHS band 2 salary, with enhanced pay for any unsocial hours worked (nights, weekends, bank holidays).

Duration

The level 2 HCSW apprenticeship is a 13-15 month pathway (if full time). Due to apprenticeship funding rules the earliest time frame to reach the End Point Assessment gateway is 12 months and 1 day.

If you are contracted for part time hours, your apprenticeship pathway will be longer in duration.

Induction on to the Healthcare Support Worker Apprenticeship

If you have highlighted to the recruitment team and your appointing line manager that you are wishing to undertake the level 2 HCSW apprenticeship, then you will have been put on a band 2 HCSW apprenticeship training contract.

If you initially decided not to undertake the level 2 apprenticeship, during the recruitment process, there is still time to register your interest.

During your 2-week HCSW induction programme, if you decide that you would like to undertake the level 2 HCSW apprenticeship, please let us know and we will start the registration process. We will also inform the recruitment team and your line manager that you wish to undertake the level 2 HCSW apprenticeship.

During the 2-week HCSW induction programme, we will introduce you to the Training Provider, Dynamic Training.

You will then be:

- invited to attend a remote Information & Guidance session (usually undertaken on one of your remote learning days).
- asked to complete a knowledge and skills scan. It does not matter if the score is low, this is expected, as you will be new to care.
- asked to complete an online apprenticeship registration form
- asked to complete a maths & English initial assessment (this is for everyone, regardless of any existing maths & English qualifications)
- asked to send in some ID

Once all the apprenticeship pre-induction tasks are complete, you will be invited to a remote apprenticeship induction session (this is usually in the week after the HCSW induction programme)

Support you will receive during your apprenticeship

The Trust will:

- provide a two-week induction programme, so that the HCSW is provided with the knowledge and skills required for the role, before working in their clinical area.
- ensure that the clinical areas are high quality learning environments, so the HCSW learns the necessary knowledge, skills and behaviours required for the role.
- provide the HCSW with a nominated HCSW buddy for support and guidance.
- provide the HCSW with a nominated Registered Nurse assessor for support and confirmation of competence.
- support the HCSW to complete their band 2 'induction' competencies, within 6 months of employment.
- support the HCSW to complete their Care Certificate, within 6 months of employment.
- undertake direct observations of the HCSW and provide witness testimonies (which will then provide evidence for their apprenticeship portfolio).
- monitor the HCSW's progress and liaise with the training provider on a monthly basis.
- provide the HCSW with 20% off-the-job-training (OTJT). This is weekly paid study time, which is 7.5 hours per week if working full time. The study time will be less hours per week, if working part time.
- identify when the HCSW is ready to undertake their end-point assessment.

The Training Provider will:

- provide ongoing support and training, to ensure that the HCSW meets the requirements of the Healthcare Support Worker Apprenticeship standard and the requirements of the level 2 Diploma in Care.
- provide the HCSW with a nominated Skills and Development Coach, for support, guidance and confirmation of competence.

- liaise with HCSWs and their line managers, stating the dates and times of any scheduled meetings.
- undertake regular progress meetings with the HCSW (these are undertaken remotely, at least once a month).
- update the manager and the Training Co-ordinator for HCSWs on the HCSWs progress
- provide support with functional skills maths and English training that the HCSW may require.
- provide feedback to the Trust regarding the readiness of the HCSW to undertake their end point assessment.
- prepare the HCSW for their end point assessment

The HCSW apprentice will:

- work effectively as part of a team.
- always act within own level of competence, as per job description.
- know who to report to, for any help and support.
- follow the Trust's agreed ways of working, policies and procedures.
- follow the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
- work with their Trust RN assessor and the Professional Standards Team, in order to complete their band 2 competencies and their Care Certificate, within 6 months of employment.
- record allocated study time given, to complete the Care Certificate, Healthcare Support Worker Apprenticeship standards and the level 2 Diploma in Care, on One File (the apprenticeship learning platform).
- allocate time to study for the functional skills level 1 maths and English exams and attempt the exams at level 2 (if required).
- communicate with the training providers Skills & Development Coach, to ensure work plans are discussed and agreed.
- attend scheduled progress meetings with the training providers Skills & Development Coach.

Off-the-Job Training (20%)

It is an essential requirement for the HCSW to have 20% off-the-job-training (this must be during the HCSW's paid working hours) to ensure that a high-quality apprenticeship is received.

Off-the-job-training does *not* include time to study for functional skills maths and English, as this is funded separately to the apprenticeship levy.

The HCSW must be granted protected time in order to study.

The HCSW is required to record their off-the-job-training hours for the duration of their apprenticeship.

Line managers will need to account for the 20% off-the-job-training on the off-duty roster.

20% off-the-job-training equates to 30 hours each month (if fulltime). This could be rostered as one apprenticeship training day per week (7.5 hours)

Examples of activities that the HCSW can record as off-the-job training include:

In the clinical area:

- Attending team meetings
- Attending Trust 'open meetings'
- Reading Trust policies and procedures
- Participating in ward audits
- Training on how to use new equipment/resources
- Attending link worker meetings, arranged by clinical nurse specialists

- Attending ward/department teaching sessions
- Shadowing a member of the multi-disciplinary team

In the classroom:

- Mandatory training
- Open courses for HCSWs, e.g. effective communication sessions, assertiveness sessions, venepuncture training.
- Attendance of conference

In the library:

- E-learning modules
- Completing work towards their Care Certificate
- Completing the work (assignments/workbooks/ reflective accounts) set by the Skills & Development Coach
- Reading the British Journal for Healthcare Assistants (available online)
- Reading books relevant to the CSW role
- Accessing online sites such as ClinicalSkills.net

End Point Assessment

The end point assessment is undertaken by an independent EPA assessor and is composed of the following elements:

- Multiple choice test. This is completed as a paper-based assessment at MTW (60 questions in 60 minutes).
- Practical observation. This has been currently replaced with a 2000-word reflective statement, countersigned by line manager. You will be invited to a 30-minute question and answer interview (remotely) to discuss this reflection in more detail.
- Evidence portfolio and interview. The assessor assesses the evidence portfolio generated by the apprentice. The interview takes place between the assessor and the apprentice (maximum of 60 minutes). The purpose of the interview is to enable the apprentice to demonstrate their knowledge, skills and behaviours from across the Standard (interview is currently undertaken remotely).

On successful completion, the HCSW receives an overall grade of Pass, Merit or Distinction.

Should the HCSW fail their end point assessment, they will be given the opportunity to re-sit. The HCSW will then need to wait for a period of one month before the re-sit and will only need to re-take the components they failed.

Career Progression

Following successful completion of the Healthcare Support Worker apprenticeship, there are many further development opportunities available at MTW:

- The level 3 Senior Healthcare Support Worker apprenticeship
- Functional skills level 2 in maths and English
- Nursing Associate Apprenticeship (Foundation Degree)
- Registered Nurse Degree Apprenticeship (BSc)

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