

HEALTHCARE SUPPORT WORKER

HCSWs work in a range of healthcare settings and your team may include workers from both health and social care. Support work is a good way to gain access to a career in the health-care sector.

Is this training programme for your business?

As a health care support worker (HCSW) you could be assisting therapists, nurses, hospital doctors, midwives and other healthcare professionals. You will carry out well-defined routine clinical duties like monitoring an individual's condition (eg. checking blood pressure, temperature or weight). Depending on where you work, you may also help them to eat, drink, wash, dress or go to the toilet. You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities.

The programme in brief

- Level 2 Diploma in Healthcare Support
- Duration – 12 months
- Level 1 Functional Skills where appropriate
- End-Point Assessment



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The learner journey

1. 12 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End Point Assessment. The learner could partake in a combination of activities, such as classroombased sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in off-job training.

2. Gateway – After the 12 months teaching and learning, you, your training provider and the learner will review the learners' journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to ensure that your staff members benefit fully from their training. As a result, we will mix in-person instruction with online learning to provide them the support and direction they require. A committed mentor will be assigned to each learner to help them through their training plan. Learners get unrestricted access to online resources for learning and support, as well as their mentor. The learners will benefit from all of this in order to satisfy the standards, which will enable them to become competent and completely qualified.

We will facilitate the delivery of the learners' End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprenticeship Assessment Organisations.

What will you learn?

During your apprenticeship will you gain and knowledge and skills in:

- Communication
- Personal centred care and support
- Basic life support
- Personal and people development
- Duty of care
- Infection prevention and control
- Equality and diversity
- Health intervention
- Dementia, cognitive issues, mental health
- Physiological measurements
- Health, safety and security
- Safeguarding
- Moving and handling

Assessment gateway

Your employer will make the decision as to when you are ready to undertake the end point assessment. In order to be put forward for end point assessment, you will need to have achieved the key requirements and qualification of your apprenticeship.

End point assessment

The end point assessment is undertaken by an independent assessment organisation chosen by your employer and comprises of an observation of practice, multiple choice test and a portfolio of evidence review with interview. In order to complete and achieve your apprenticeship, you will need to pass all components.

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