

Senior Healthcare Support Worker Level 3 Programme Plan – Adult Nursing Pathway

Duration: 8-18 months + End-Point Assessment (EPA)



CORE PROGRAMME DELIVERY

Roles and Responsibilities of a Senior Healthcare Support Worker

Duty of care, duty of candour, safeguarding, conflict management, incident reporting and British Values.

Driving Quality Improvement

Accountability, delegation, human factors, leadership, mentoring, clinical governance and service improvement.

Health and Wellbeing

Patient assessment, health promotion, physical wellbeing, recognising deterioration, pain management and holistic care.

Mental Health and Wellbeing

Mental health support, capacity, learning disabilities, dementia, legislation, safeguarding and person-centred approaches.

Study Skills and Service Improvement

Research methods, study skills, service improvement planning, reflective practice and evidence-based care.

FUNCTIONAL SKILLS

Functional Skills in English and maths are optional for apprentices aged 19 or over at the start of the programme.

Where required, support is provided alongside the apprenticeship.

PROGRAMME STRUCTURE

The programme is designed to develop Senior Healthcare Support Workers who provide high-quality, person-centred care within adult nursing settings.

Senior Healthcare Support Workers play a vital role in supporting individuals with their health and wellbeing, monitoring patient conditions, undertaking clinical procedures, promoting independence and contributing to safe and effective care delivery.

The apprenticeship is delivered through:

- Remote core sessions
- Adult Nursing pathway specialist sessions
- Workplace competency development
- Portfolio-based assessment via OneFile
- Regular coaching and progress reviews
- Gateway and End-Point Assessment

Learning is applied directly within the workplace, enabling learners to develop knowledge, skills and behaviours that positively impact patient care.

ASSESSMENT METHODS

Assessment is portfolio-based and demonstrates competence in both knowledge and workplace practice.

Examples include:

- Workplace observations
- Reflective accounts
- Professional discussions
- Workbooks
- Witness testimonies
- Case studies
- Service improvement activities
- Learning journal reflections

All evidence is uploaded and reviewed through the OneFile e-portfolio system.



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Total off the Job Hours: 487

OFF-THE-JOB LEARNING ACTIVITIES

Learners complete a minimum of 487 hours of Off-the-Job Learning throughout the apprenticeship. Off-the-job learning takes place during paid working hours and supports the development of apprenticeship knowledge, skills and behaviours.

Activities include:

Core Learning

- Attending core sessions
- Completing workbooks and assignments
- Independent research and study

Workplace Practice

- Supporting patient assessments
- Undertaking clinical procedures
- Supporting activities of daily living
- Obtaining and testing specimens
- Wound care and tissue viability support

Service Improvement

- Participating in audits
- Supporting quality improvement initiatives
- Reflecting on patient care and outcomes

Professional Development

- Shadowing healthcare professionals
- MDT meetings
- Reflective practice
- Portfolio development
- Coaching and progress reviews

Examples may include working alongside community nurses, physiotherapists, occupational therapists, tissue viability teams or discharge coordinators.

SPECIALIST PATHWAY DELIVERY – ADULT NURSING

Delivered following completion of the core programme and aligned to workplace role.

Specialist units include:

- Obtaining and testing specimens
- Activities of daily living and promoting independence
- Discharge planning and transfer of care
- Skin integrity and wound care
- Nutrition
- Dementia awareness
- Frailty and palliative care

Learners develop the knowledge and skills required to support patients throughout their healthcare journey while delivering safe, compassionate and effective care.

END-POINT ASSESSMENT (EPA)

The apprenticeship concludes with an independent End-Point Assessment.

The assessment includes:

• Observation of Practice

A workplace observation demonstrating competent Senior Healthcare Support Worker practice.

• Professional Discussion

A structured professional discussion supported by a showcase portfolio.

Achievement:

Senior Healthcare Support Worker Level 3 Apprenticeship
Grades available: Pass / Distinction

PROGRESSION OPPORTUNITIES

On successful completion, learners may progress to:

- Senior Healthcare Support Worker roles
- Nursing Associate Apprenticeships
- Registered Nurse Degree Apprenticeships
- Specialist healthcare support roles
- Further clinical or leadership development opportunities

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver safe and effective person-centred care
- Support individuals with activities of daily living
- Undertake clinical procedures within scope of practice
- Recognise and respond to changes in patient condition
- Support discharge planning and continuity of care
- Contribute to quality improvement activities
- Work effectively within multidisciplinary teams
- Uphold professional standards, safeguarding and governance requirements



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