

# Mental Health Support

## Senior Healthcare Support Worker Apprenticeship Programme



Level 3



18 months

### Occupation profile

Senior Healthcare Support Workers help registered practitioners deliver healthcare services to people. As an experienced support worker, you carry out a range of clinical and non-clinical healthcare tasks, under the direct or indirect supervision of the registered healthcare practitioner.

You provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of your competence. You may work in a range of services e.g. hospital, community, health or birth centre, someone's home, operating theatre, nursing or care home, hospice or GP surgery; working in partnership with families, carers and other service providers.

Mental Health Support Workers support individuals with mental ill health. You work as part of a multi-disciplinary team offering a range of mental health services. You will support individuals, and their families, at different stages of their illness or recovery by listening, providing emotional support, developing and reviewing plans to meet their needs; observing and reporting changes in their mental and physical well-being; encouraging independence and enabling them to manage their condition and quality of life. Usually you will have to work closely with carers and with other organisations e.g. housing or social care.

### Progression

After a period of working and gaining experience, you may be able to work towards an Assistant Practitioner post or apply to university to become a registered healthcare practitioner.

### Entry requirements

Often when recruiting, employers select apprentices with prior experience as a support worker.

### Programme qualifications & requirements



You will be required:

- To meet the 15 standards as set out in the Care Certificate
- Achieve BTEC Level 3 Diploma in Healthcare Support
- Have or Achieve level 2 English and maths
- Complete a learning journal



## Details of the programme

It usually takes 18 months to complete this apprenticeship during which you will participate in training, development and on-going review activities.

### These typically include:

- Induction which is specific to your workplace and at a minimum meets the 15 standards required by the Care Quality Commission (as set out in the Care Certificate)
- Study days and training courses
- Mentoring/buddy support
- Completion of workbooks or a portfolio through which you gather evidence of your progress
- Structured one to one reviews of your progress with your employer and/or Dynamic Training

Dynamic Training will support you to complete the BTEC Level 3 Diploma in Healthcare Support during the on-programme phase of your apprenticeship.

### Your apprenticeship will cover values and behaviours and provide knowledge and core skills for:

- Health and well being
- Duty of care, candour, safeguarding, equality and diversity
- Person centred care, treatment and support
- Communication
- Personal, people and quality improvement
- Health, safety and security
- Assist with delegated clinical tasks and therapeutic interventions
- Support individuals
- Risk assessment and risk management

## Assessment Gateway

Your employer will make the decision as to when you are ready to undertake the end point assessment.

Before going forward for end point assessment you must have:

- Met the 15 standards required by the Care Quality Commission (as set out in the Care Certificate)
- Have or achieved Level 2 maths and English
- Achieved the BTEC Level 3 Diploma in Healthcare Support
- Completed a learning journal during the 3 months leading up to the planned date of the end point assessment



## End point assessment

Following successful completion of the Gateway, you will proceed to end point assessment (EPA). The EPA is provided by an independent assessment organisation, chosen by your employer.

The assessment takes the following format, although the sequencing of the end point assessment components is determined by your employer and assessor to ensure best fit with local needs:

Assessment Method	Area Assessed	Grading
Multiple choice & short answer test	30 multiple choice and 4 short answer questions (60 minutes)	Pass Merit Distinction
Observation of practice	(minimum of 90 minutes)	Ungraded above Pass
Learning journal and Interview	The learning journal is assessed. The interview takes place (min of 30 minutes, max of 60 minutes)	Pass Merit Distinction

A successful apprentice receives an overall grade of Pass, Merit or Distinction. The grade is derived from the components of the end point assessment using the following table

Observation of practice	MCQ/Short answer test	Learning journal & interview	Overall grade
Pass	Pass	Pass	Pass
Pass	Pass	Merit	Pass
Pass	Pass	Distinction	Merit
Pass	Merit	Pass	Pass
Pass	Merit	Merit	Merit
Pass	Merit	Distinction	Merit
Pass	Distinction	Pass	Merit
Pass	Distinction	Merit	Merit
Pass	Distinction	Distinction	Distinction



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