

Senior Healthcare Support Worker Level 3 Programme Plan – Maternity Support 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 working within maternity services, supporting women, babies and families throughout pregnancy, birth and the postnatal period.

Maternity Support Workers play a vital role within multidisciplinary maternity teams, contributing to safe, effective and compassionate care. They support health promotion, safeguarding, clinical observations, infant feeding, newborn care and the wellbeing of women and families throughout the maternity journey.

The apprenticeship is delivered through:

- Remote core masterclass sessions
- Maternity pathway specialist sessions
- Workplace competency development
- Portfolio-based assessment through OneFile
- Regular coaching and progress reviews
- Gateway and End-Point Assessment (EPA)

Learning is applied directly within the workplace to support high-quality maternity care and positive outcomes for women, babies and families.

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
- Presentations
- Case studies
- Service improvement activities
- Learning journal reflections

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

Core Learning

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

Workplace Practice

- Supporting antenatal and postnatal care
- Assisting with health promotion activities
- Supporting blood sampling procedures
- Participating in newborn observations and care
- Supporting infant feeding initiatives
- Assisting with discharge and ongoing care planning

Multi-Disciplinary Learning

- Working alongside midwives and maternity teams
- Shadowing safeguarding professionals
- Working with infant feeding specialists
- Participating in multidisciplinary discussions and care planning

Professional Development

- Progress reviews
- One-to-one coaching sessions
- EPA preparation activities
- Career planning discussions

SPECIALIST PATHWAY DELIVERY – MATERNITY SUPPORT

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

Specialist units include:

- Safeguarding women, babies and families
- Multi-disciplinary working within maternity services
- Health promotion and antenatal care
- Venous and capillary blood sampling
- Anatomy and physiology of the childbearing woman
- Pain management and tissue viability
- Supporting women and families during emergencies and bereavement
- Newborn care and neonatal observations
- Infant feeding support
- Neonatal screening and vaccinations

Learners develop the knowledge and skills required to support women and their families throughout pregnancy, labour, birth and the postnatal period whilst 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 within the perioperative environment.

• Professional Discussion

A structured professional discussion supported by a showcase portfolio demonstrating achievement against the apprenticeship standard.

Achievement:

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

PROGRESSION OPPORTUNITIES

On successful completion, learners may progress to:

- Senior Maternity Support Worker roles
- Nursing Associate Apprenticeships
- Midwifery Degree Apprenticeships
- Registered Midwifery programmes
- Registered Nursing pathways
- Specialist maternity support roles
- Further clinical or leadership development opportunities

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver safe and effective person-centred maternity care
- Support women, babies and families throughout the maternity journey
- Promote health and wellbeing during pregnancy and postnatally
- Support infant feeding and newborn care
- Recognise and respond to safeguarding concerns
- Contribute to multidisciplinary maternity services
- Support quality improvement activities
- Uphold professional standards, governance and safeguarding requirements



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