

Senior Healthcare Support Worker Level 3 Programme Plan – Imaging 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 diagnostic imaging services, supporting patients throughout their imaging journey and contributing to the delivery of safe, effective and person-centred care.

Imaging Support Workers play a vital role within multidisciplinary teams, assisting radiographers and imaging professionals with patient care, communication, imaging procedures, safety, infection prevention and service delivery.

The apprenticeship is delivered through:

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

Learning is applied directly within the workplace, enabling learners to develop practical skills and knowledge that support diagnostic imaging services and patient outcomes.

ASSESSMENT METHODS

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

Examples include:

- Workplace observations
- Reflective accounts
- Professional discussions
- Workbooks and assignments
- Case studies
- Expert witness testimonies
- Skills passport evidence
- 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

Core Learning

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

Workplace Practice

- Supporting patient preparation and aftercare
- Assisting with imaging procedures
- Supporting patient identification and consent processes
- Promoting patient safety and dignity
- Assisting with infection prevention and control activities

Multi-Disciplinary Learning

- Working alongside radiographers and imaging teams
- Shadowing MDT coordinators
- Working with safeguarding teams
- Participating in multidisciplinary meetings and discussions

Professional Development

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

SPECIALIST PATHWAY DELIVERY – IMAGING

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

Specialist units include:

- Human anatomy and physiology
- Patient care and communication within imaging services
- Legal and ethical responsibilities in diagnostic imaging
- Radiation science and radiation safety
- Imaging modalities including CT, MRI, Ultrasound, Nuclear Medicine, PET-CT and Mammography
- Working within diagnostic imaging environments
- Infection prevention and control
- Risk management and patient safety
- Cannulation awareness and contrast media considerations
- Emergency procedures and basic life support

Learners develop the knowledge and skills required to support patients throughout diagnostic imaging procedures while maintaining high standards of safety, professionalism and 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 a diagnostic imaging 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 Imaging Support Worker roles
- Level 4 Assistant Practitioner Apprenticeships
- Diagnostic Radiography Degree Apprenticeships
- Healthcare Science pathways
- Further diagnostic imaging specialisms
- Other healthcare professional training routes

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver safe and effective person-centred care within imaging services
- Support patients throughout diagnostic imaging procedures
- Apply anatomy, physiology and imaging knowledge in practice
- Promote radiation safety and infection prevention standards
- Communicate effectively with patients and multidisciplinary teams
- Support quality improvement and patient safety initiatives
- Contribute to efficient and effective imaging pathways
- Uphold professional standards, governance and safeguarding requirements



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