

Healthcare Support Worker Level 2 Programme Plan

Duration: 8-12 Months + End-Point Assessment (EPA)



CORE PROGRAMME DELIVERY

The programme combines apprenticeship learning, workplace practice and mandatory healthcare training to support occupational competence.

Topics include:

- Health promotion and behaviour change
- Monitoring health and wellbeing
- Recognising and responding to deterioration
- Physiological measurements and observations
- NEWS2, SBAR and escalation procedures
- Medication awareness
- Mental health and wellbeing
- Dementia and learning disabilities
- Capacity and consent
- Quality improvement
- Infection prevention and control
- Equality, diversity and inclusion
- Safeguarding
- Patient safety
- Professional behaviours and communication

Learners also complete workplace induction activities, Care Certificate requirements and mandatory organisational training as part of their development.

PROGRAMME STRUCTURE

The Healthcare Support Worker Level 2 apprenticeship develops the knowledge, skills and behaviours required to provide safe, compassionate and person-centred care across a range of healthcare settings.

The programme is designed for healthcare support staff who work alongside registered healthcare professionals to deliver high-quality care and support to individuals. Apprentices develop the confidence and competence to promote health and wellbeing, monitor patients, recognise deterioration and contribute to quality improvement within their workplace.

The apprenticeship is delivered through:

- Online Interactive workshops
- Workplace competency development
- Portfolio-based assessment through OneFile
- One-to-one coaching and support
- Formal progress reviews

Learning is applied directly within the workplace to ensure apprentices can confidently transfer new knowledge and skills into practice.

ASSESSMENT METHODS

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

Examples include:

- Knowledge-based assignments
- Written reports
- Case studies
- Group activities
- Professional discussions
- Multiple choice tests
- Witness testimonies
- Workplace evidence
- Reflective accounts

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



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Total off the Job Hours: 278

OFF-THE-JOB LEARNING ACTIVITIES

Learners complete approximately 278 hours of Off-the-Job Learning throughout the apprenticeship. This learning takes place during paid working hours and supports the development of apprenticeship knowledge, skills and behaviours.

Activities may include:

Core Learning

- Apprenticeship workshops
- Care Certificate activities
- Independent research and study
- Reflective practice
- Portfolio development

Workplace Learning

- Shadowing nurses and multidisciplinary teams
- Observing patient assessments
- Supporting health promotion activities
- Participating in quality improvement projects
- Attending team meetings and staff huddles
- Reviewing workplace policies and procedures

Clinical Development

- Physiological observations and monitoring
- Escalation and reporting procedures
- Medication awareness activities
- Dementia and mental health support
- Venepuncture training
- Basic Life Support training
- Patient safety training
- Making Every Contact Count (MECC)

END-POINT ASSESSMENT (EPA)

The apprenticeship concludes with an independent End-Point Assessment. Apprentices receive dedicated preparation and mock assessment activities before gateway.

Assessment methods typically include:

- Professional discussion
- Observation of practice
- Portfolio evidence review

Successful apprentices achieve the nationally recognised:

Healthcare Support Worker Level 2 Apprenticeship Standard.

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver safe and compassionate care
- Promote health and wellbeing
- Monitor and support individuals effectively
- Recognise and respond to changes in a person's condition
- Apply professional standards and safe working practices
- Support quality improvement activities
- Work effectively as part of a multidisciplinary team
- Provide person-centred care that supports positive outcomes for individuals

PROGRESSION OPPORTUNITIES

On successful completion, learners may progress to:

- Senior Healthcare Support Worker Level 3 Apprenticeship
- Specialist healthcare support roles
- Clinical support positions
- Further healthcare apprenticeships
- Wider healthcare career pathways within NHS and independent healthcare services

