

Senior Healthcare Support Worker Level 3 Programme Plan – Mental Health 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 mental health services, supporting individuals experiencing mental ill-health, emotional distress, behavioural challenges and complex mental health needs.

Mental Health Support Workers play a vital role within multidisciplinary teams, helping individuals to achieve positive outcomes through person-centred care, recovery-focused practice, risk management, effective communication and therapeutic support. Apprentices develop the knowledge, skills and behaviours required to support service users safely, compassionately and effectively across a range of mental health settings.

The apprenticeship is delivered through:

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

Learning is applied directly within the workplace to support high-quality mental health care and recovery-focused practice.

ASSESSMENT METHODS

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

Examples include:

- Workplace observations
- Reflective accounts
- Professional discussions
- Workbooks
- Case studies
- Scenario-based activities
- Witness testimonies
- Service improvement activities
- Learning journal reflections
- Risk assessment and care planning activities

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 recovery-focused care
- Assisting with care planning activities
- Supporting risk assessments
- Participating in health and wellbeing activities
- Supporting service users with therapeutic interventions

Multi-Disciplinary Learning

- Working alongside nurses, psychologists and mental health practitioners
- Shadowing occupational therapists
- Working with community mental health teams
- Participating in ward rounds and MDT meetings
- Learning from safeguarding and discharge teams

Professional Development

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

SPECIALIST PATHWAY DELIVERY – MENTAL HEALTH

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

Specialist units include:

- Effective communication and therapeutic relationships
- Mental health legislation and policy
- Mental health interventions and recovery
- Positive behavioural support
- Person-centred care planning
- Risk assessment and risk reduction strategies
- Mental health promotion and wellbeing
- Mindfulness and self-care
- Recovery planning and support
- Access to mental health services and community resources

Learners develop the knowledge and skills required to support individuals experiencing mental ill-health, promote recovery, manage risk and contribute to safe and effective mental health services.

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 mental health setting.

• 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 Mental Health Support Worker roles
- Community Mental Health Worker roles
- Therapy Support Worker positions
- Nursing Associate Apprenticeships
- Registered Nursing Degree Apprenticeships
- Mental Health Nursing programmes
- Psychology, Social Work or other health-related degree pathways
- Further specialist training within mental health services

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver safe and effective person-centred mental health care
- Build therapeutic and professional relationships
- Support recovery-focused practice
- Contribute to risk assessments and care planning
- Promote mental health, wellbeing and resilience
- Communicate effectively with service users, families and multidisciplinary teams
- Support quality improvement activities
- Uphold professional standards, governance and safeguarding requirements



 **Dynamic Training**

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