

Healthcare Support Worker (Level 2)

Duration: 8-12 months



Why Organisations Choose This Programme

- Develop a compassionate, skilled frontline workforce
- Improve the quality and consistency of patient care
- Support recruitment, retention and workforce development
- Build confidence in delivering safe, person-centred care
- Achieve the nationally recognised Care Certificate alongside the apprenticeship
- Create clear progression pathways into Level 3 healthcare apprenticeships and beyond

How Is The Apprenticeship Delivered?

- Monthly remote taught sessions
- Workplace-based learning and competency development
- Regular coaching and progress reviews
- E-portfolio assessment
- Employer mentor support
- Gateway preparation and End-Point Assessment

Who Is This For?

- Healthcare Support Workers
- Clinical Support Workers
- Healthcare Assistants (HCAs)
- Ward Support Staff
- Community Healthcare Support Workers
- Individuals beginning a career in healthcare
- Existing staff looking to gain a recognised qualification

Designed for healthcare support staff working across healthcare settings, this apprenticeship develops the knowledge, skills and behaviours needed to provide safe, effective and compassionate care. Apprentices learn through a blend of workplace practice, coaching and structured learning while working towards both the Healthcare Support Worker Apprenticeship and the Care Certificate.

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Apprentices will:

- Monitor and record physiological observations
- Assist patients with personal care and daily living activities
- Promote dignity, compassion and patient wellbeing
- Follow infection prevention and health & safety procedures
- Maintain accurate records and communicate effectively with the wider healthcare team

End-Point Assessment

The assessment typically includes:

- Professional discussion
- Observation of practice
- Portfolio evidence review

Achievement: Healthcare Support Worker Level 2 Apprenticeship Standard

Progression Outcomes

Successful apprentices 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

Off-The-Job Learning (278 hours)

Examples include:

- Attending workshops
- Shadowing nurses and multidisciplinary teams
- Observing patient assessments
- Supporting health promotion activities
- Medication awareness activities
- Dementia and mental health support
- Venepuncture training
- Basic Life Support training

Get in touch!

020 8607 7850
ask@dynamictraining.org.uk
www.dynamictraining.org.uk

