



Health & Social Care Apprenticeship Guide



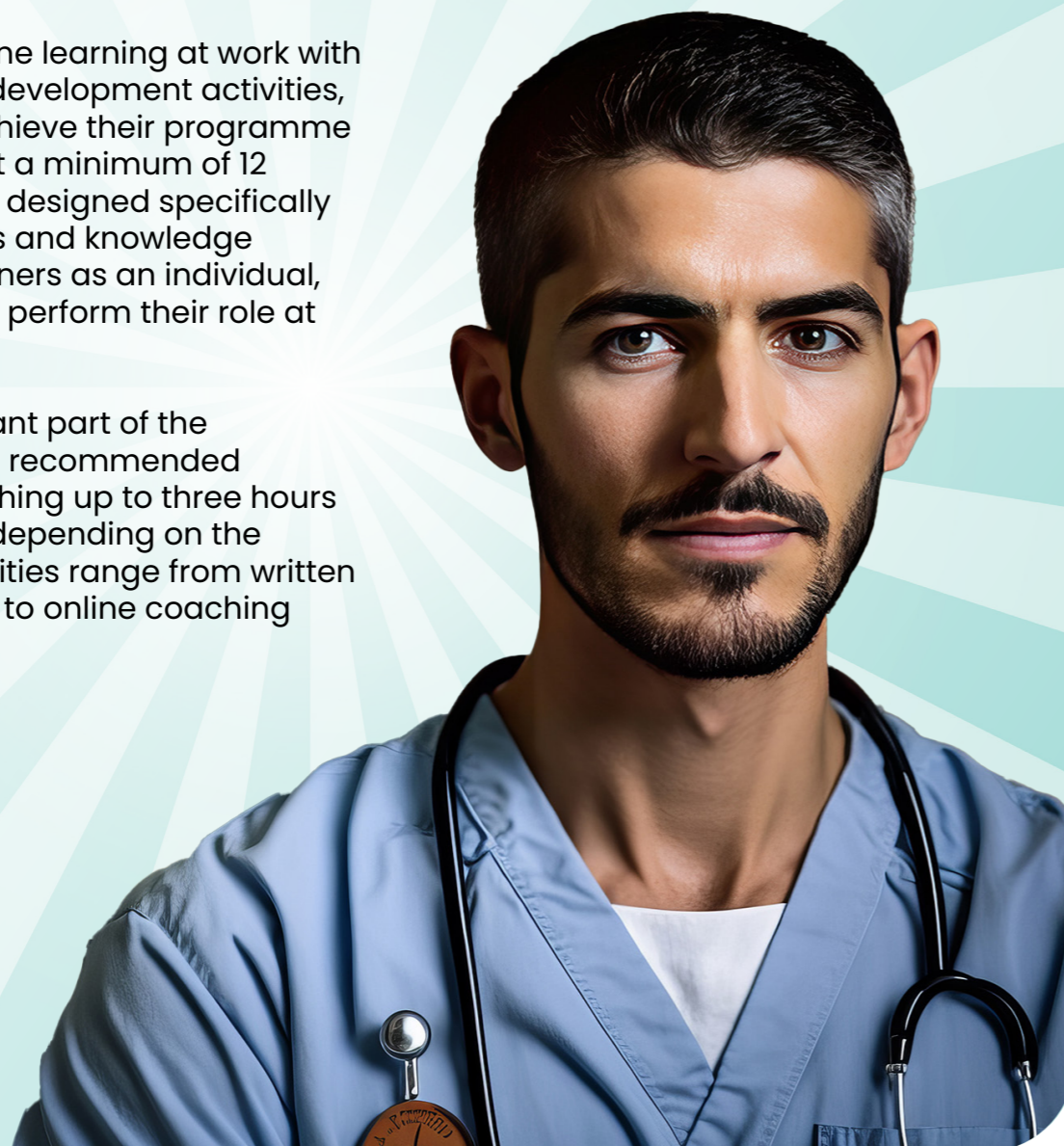
What is an apprenticeship?

An apprenticeship is a structured development programme developed by employers that leads to a fully skilled role. It includes the completion of an industry recognised standard.

We typically think apprenticeships are only applicable to young people, but the reality is very different. Today, apprenticeships suit a range of people and purposes, from supporting new recruit fresh out of formal education into employment, through to upskilling existing staff and supporting senior management.

Apprenticeships combine learning at work with structured off-the-job development activities, enabling learners to achieve their programme whilst working. They last a minimum of 12 months and have been designed specifically to support with the skills and knowledge needed to develop learners as an individual, whilst enabling them to perform their role at the very best standard.

Self-study is an important part of the apprenticeship and it is recommended learners complete anything up to three hours of self-study per week depending on the course. Self-study activities range from written activities and research, to online coaching tutorials.



How is an apprenticeship delivered?

For a learner completing the Adult Care Worker Level 2 programme, as an example, the apprenticeship programme has a practical period of 12 months followed by a 3 month end point assessment period. You and your Phoenix trainer will plan your learning journey, to consist of remote and face to face interactions, which are supported by distant learning. The apprenticeship programme includes;

- One to one training sessions
- Practical observations
- Access to a wide range of learning resources
- Q&A sessions
- Additional remote support from Phoenix4Training
- 24-hour electronic access to course content and learning resources
- Additional learning support such as Functional Skills support in Maths and English

Functional Skills

The requirement for any apprenticeship is that a Maths and English qualification be achieved where necessary.

If you already hold a grade A-C GCSE (or equivalent) in either subject you will be required to present your certificates during your enrolment to become exempt from these further studies.

If you do not hold a Grade A-C GCSE (or equivalent) qualification in either subject then Phoenix4Training will support you to achieve your Functional Skills alongside the delivery of your apprenticeship. The requirement is that these must be achieved before Gateway and entering your End Point Assessment.

A person must complete Maths and English at Level 1, when accompanying a Level 2 apprenticeship. A Level 3, 4 or 5 apprenticeship requires completion of Maths and English Functional Skills at Level 2.

Off-the-Job Training...

It is a government requirement for all Learners to evidence Off-the-Job Training.

What is Off-the-Job Training?

- Defined as learning which is undertaken outside of the normal day to day working environment and helps towards the achievement of an apprenticeship.
- All Learners must be allocated 20% Off-the-Job Training during working hours. This can include training which is delivered in the workplace, but must not be delivered as part of normal working duties.
- Provides an opportunity for individuals to develop new knowledge, skills and behaviours in the workplace.
- Does not include English and Maths study or assessments
- Does not include training which takes place outside the learner's paid working hours

Examples of Off-the-Job Training...

- ✓ **Shadowing other departments**
- ✓ **Learning how to mentor/train new members of staff**
- ✓ **Learning how to use a new piece of equipment**
- ✓ **Peer to peer observations**
- ✓ **Finding out about new legislation**
- ✓ **Learning about how to complete and use risk assessments**
- ✓ **Finding out how to report concerns & what happens next**
- ✓ **Attending a work conference or event**
- ✓ **Fire Safety Training (while on the apprenticeship)**
- ✓ **Shadowing a task**

Journey to End-point Assessment (EPA)

An apprenticeship is awarded upon the successful completion of End-point Assessment (EPA).

Learners will need to competently demonstrate the knowledge, skills and behaviours they have learnt throughout the programme.

To prepare for EPA, all teaching and learning is delivered across the term of the programme and supported with the completion of Mock Assessments.

Prior to EPA being booked with an external assessment organisation, a 'Gateway' conversation will take place between the learner, manager and your Phoenix trainer to ascertain readiness.

Example EPA for the Adult Care Worker qualification;

- A situational judgment test (multiple-choice)
- A professional discussion

An independent assessor from an appropriate Independent End Point Assessment centre will conduct the EPA and deliver the results, which could be a Fail, Pass, Merit or even a Distinction!



5.

Results Issued... and you have passed your driving test!

Learners can achieve a pass, merit or distinction! For those who don't pass first time, they'll have the opportunity to take their EPA again.

4.

End Point Assessment

An independant assessor will conduct your End Point Assessment in accordance to your program requirements.

3.

Gateway discussion

Once you have completed all your learning activities (including Maths and English) a Gateway conversation will be had between you, your trainer and your manager. During this discussion it will be decided whether you are ready to enter Gateway and start your EPA.

2.

Learning Journey... Your lessons begin


Your dedicated Phoenix trainer will contact you to arrange your teaching and learning interactions and agree a learning plan suited to your needs.

1.

And your journey starts... with your provisional license

An Enrolment Officer will begin your journey with a robust Information, Advice and Guidance session, capturing relevant information required to support your learning experience. Your apprenticeship will then begin supported by a dedicated Phoenix trainer

Where required, you will be allocated a seperate learning support tutor



The Learner Roadmap
Consider your apprenticeship journey similar to learning to drive.

Commitments

Commitment from your Phoenix trainer

A dedicated Phoenix trainer will deliver 1-2-1 support every 4-6 weeks. They will plan skills development, train, coach and assess work practise through observation, assignments and professional discussion. Phoenix4Training also have specialist tutors who can support individuals that may have additional support needs

Commitment from your Manager and Mentor

- Support Learners to achieve on-the-job training required to meet the criteria of the Apprenticeship
- Support Learners to achieve off-the-job training required to meet the criteria of the Apprenticeship
- Provide Skills Endorsements to evidence progression
- Support Learners to attend progressive visits with their Phoenix trainer
- Meet regularly with the Phoenix trainer to discuss learner progress and support needs
- Support with the Gateway conversion at the end of training to confirm whether learners are ready for End-point Assessment

Commitment from YOU...

It is important that learners make their own personal commitment to successfully complete the qualification.

We ask that you;

1. Read, understand and sign The Phoenix Learner Agreement to outline commitment to the Apprenticeship
2. Attend all planned visits with your Phoenix trainer, arrive on time and be prepared
3. Complete the required on-the-job and off-the-job training within the agreed timescales
4. Dedicate adequate time (outside of working hours) to complete self-study and written projects
5. On the rare occasion that an appointment with your Phoenix trainer needs to be rearranged, ensure a minimum of 24 hours notice is given to your tutor





APPLY TODAY



Adult Care Worker

About

Level 2 Apprenticeship

The Adult Care Worker apprenticeship is for people who deliver frontline care for vulnerable adults within their own homes, day care centres, residential and nursing homes, and other healthcare settings.

This apprenticeship has been designed to develop the skills, knowledge and behaviours that your employee needs to excel in their job role. They'll gain the expertise to provide outstanding care in line with your organisation's culture.

A caring approach to physical and emotional support will be at the heart of the personalised and inclusive service your employee will provide. They'll gain confidence in their ability to support the development of those who are in their care.

The really important bits

- ✓ Level 2 Diploma in Care
- ✓ Level 1 Maths and English Functional Skills
- ✓ Awarding Organisation TQUK
- ✓ Duration of apprenticeship 12 months & 3 months EPA
- ✓ Suitable for those working as a frontline care professional
- ✓ Funding value £4000 Non-Levy contribution £200

A glance at the content

Adult care workers demonstrate compassion and consideration as well as maintaining the individual's dignity and respect. They also provide excellent communication skills to ensure the individual in care understands any important instructions.

Whilst completing this health and social care apprenticeship, you will learn:

- Professional boundaries
- What the 'duty of care' is in practice
- About different forms of communication: signing and communication boards
- What abuse is and what to do when there are concerns that someone is being abused
- How to recognise signs of unsafe practices in the workplace

End Point Assessment

This adult care worker apprenticeship requires you to complete a Self-Assessment and obtain a Service User Testimony. The EPA consists of:

- A professional discussion
- Situational judgement test
- Apprentices are graded: Pass, Merit or Distinction





APPLY TODAY



Lead Adult Care Worker

About







Level 3 Apprenticeship

Lead adult care workers are the frontline staff who help adults with the care and support needed to achieve their personal goals and live as independently and safely as possible. This enables them to have control and choice in their lives, and they play a key part in person-centred care.

Lead adult care workers also have the responsibility for providing supervision, frontline leadership and guidance for others, while working autonomously, exercising judgement and accountability.

Our level 3 care apprenticeship is designed to offer the necessary support and knowledge to those in roles such as lead adult care workers and more.

The really important bits

-  Level 3 Diploma in Care
-  Level 2 Maths and English Functional Skills
-  Awarding Organisation TQUK
-  **Duration of apprenticeship** 15 months & 3 months EPA
-  Suitable for those working as a frontline care professional
-  **Funding value £4000** Non-Levy contribution £200

A glance at the content

The learner will demonstrate characteristics similar to an Adult Care Worker but with the ability to lead a group as well as instruct professional and formal decisions across the workplace. The level 3 care apprenticeship will include how to:

- Understand your own and other workers' professional boundaries and how this limits training and expertise
- Create and develop a care plan based on the person's preferences in the way they want to be supported
- Ensure dignity is at the centre of all work with individuals and their support circles
- Work with other people and organisations in the interest of the person being supported
- Be actively involved in your personal development plan and, when appropriate, other workers' personal development plans

End Point Assessment

This adult care worker apprenticeship requires you to complete a Self-Assessment and obtain a Service User Testimony. The EPA consists of:

- A professional discussion
- Situational judgement test
- Apprentices are graded: Pass, Merit or Distinction





APPLY TODAY



Senior Healthcare Support Worker

About

Level 3 Apprenticeship

The Mental Health Support Worker role is pivotal in supporting registered practitioners across environments such as hospitals, community centres, residential homes, and specialised facilities like hospices or prisons. Committed to the field of mental health, aiming to support individuals through various stages of their mental health journey, including treatment, management, and recovery.

This programme is designed to equip Senior Healthcare Support Workers specialising in mental health with the skills and knowledge required to excel in this demanding yet rewarding field. By fostering a deep understanding of mental health issues and recovery processes, our apprentices will be empowered to make a profound impact on the lives of those they serve, while also enhancing their own career prospects in the healthcare sector.

The really important bits

- ✓ Level 3 Diploma in Healthcare Support
- ✓ Level 2 Maths and English Functional Skills
- ✓ Awarding Organisation TQUK
- ✓ Duration of apprenticeship 18 months & 3 months EPA
- ✓ Suitable for Registered, Assistant, Deputy, Unit or Service Managers
- ✓ Funding value £5000 Non-Levy contribution £250

A glance at the content

On completion of this standard the learner will be able to understand and carry out well defined routine duties such as:

- How to carry out a routine and complex clinical or therapeutic task delegated to them through care plans and delegation protocols used in the organisation
- Collate, record and share client's history
- Understanding of indicators for good physical and mental health in relation to the demographic of individuals the learner is required to work with
- The importance of fluids, nutrition and food safety, ways to signpost individuals in public health interventions or other services as appropriate
- How to support a person's comfort and well-being, the signs of a person whose health and wellbeing is deteriorating or who is experiencing pain or discomfort
- The main types of mental ill-health and their impact on people's lives. Indicators for mental health capacity, the importance of early diagnosis in relation to cognitive issues and the possible signs of mental ill health and learning disability in Reasons on why the external factors like depression, delirium or the normal ageing process may be mistaken for mental ill health. How changes in cognition can impact health and wellbeing and how to report changes and deterioration

End Point Assessment

The End Point Assessment will test the entire apprenticeship standard and will be undertaken as follows:

- An observation of practice with questions (2 hours)
- Professional discussion underpinned by a portfolio evidence (60 minutes)

The End Point Assessment requires the learner to demonstrate they have achieved the standard.

Progression

Upon completion, learners can pursue a L5 Healthcare Assistant Practitioner apprenticeship standard or may be eligible to apply for an Operating Department Practice (ODP) or a Nursing degree apprenticeship.



APPLY TODAY



Lead Practitioner in Adult Care

About

Level 4 Apprenticeship

A Lead Practitioner provides direct care as well as guides and motivate a team to deliver exceptional service to individuals grappling with a variety of challenges; from physical and emotional to psychological and intellectual. The advanced knowledge and specialised skills in areas such as assessment, therapy, rehabilitation, and assistive technology will be pivotal in enhancing the quality of life for service users.

The Lead Practitioner in Adult Care aligns seamlessly with the multifaceted responsibilities of a Lead Practitioner, enriching apprentices' expertise through a blend of rigorous coursework and real-world application. Apprentices will emerge from this programme not just as a care provider but as a visionary leader, equipped with the tools to mentor colleagues, evaluate care delivery, and drive improvements in any setting

The really important bits

- ✓ Level 4 Diploma in Adult Care
- ✓ Level 2 Maths and English Functional Skills
- ✓ Awarding Organisation TQUK
- ✓ Duration of apprenticeship 18 months & 3 months EPA
- ✓ Suitable for senior and experienced care professionals
- ✓ Funding value £7000 Non-Levy contribution £350

A glance at the content

- How to contribute to, promote and maintain a culture which ensures dignity is at the centre of practice
- Effective communication and solutions to overcoming barriers
- Legal and ethical frameworks in relation to confidentiality and sharing information
- Range of technologies to enhance communication
- Legislation, national and local solutions for the safeguarding of adults and children including reporting requirements
- Models of monitoring, reporting and responding to changes in health and wellbeing
- Range of holistic solutions to promote and maintain health and wellbeing using person centred approaches
- Importance of effective partnerships, inter-agency, joint and integrated working

End Point Assessment

This adult care worker apprenticeship requires you to complete a Self-Assessment and obtain a Service User Testimony. The EPA consists of:

- A professional discussion
- Observation of Practice
- Apprentices are graded: Pass, Merit or Distinction

Progression

After a period of working and gaining experience, apprentices may look to progress in their role as a Team Leader, Learning and Development Practitioner or progress as a Leader in Adult Care.



APPLY TODAY



Leader in Adult Care

About

Level 5 Apprenticeship

As a Leader in Adult Care, apprentices will be at the forefront of managing community or residential care services, embodying leadership that permeates through every layer of the team and service operations. This critical role ensures the delivery of care that is safe, effective, caring, responsive, and well-led, addressing the multifaceted needs of individuals facing diverse challenges. The role demands a strong commitment to regulatory compliance and nurturing a culture that prizes continuous improvement in care standards and professional development.

The apprenticeship focuses on essential areas such as compliance, risk management, dignity promotion, communication, safeguarding, health and wellbeing, professional development, and effective leadership.

The really important bits

- ✓ Level 5 Diploma in Adult Care
- ✓ Level 2 Maths and English Functional Skills
- ✓ Awarding Organisation TQUK
- ✓ Duration of apprenticeship 18 months & 3 months EPA
- ✓ Suitable for Registered, Assistant, Deputy, Unit or Service Managers
- ✓ Funding value £7000 Non-Levy contribution £350

A glance at the content

- Apply professional judgement, standards and codes of practice relevant to the role
- Develop and sustain professional relationships with others
- Identify and access specialist help required to carry out role
- Lead the specialist assessment of social, physical, emotional and spiritual needs of individuals with cognitive, sensory and physical impairments
- Mentor colleagues to encourage individuals to actively participate in the way their care and support is delivered
- Contribute to the implementation of processes to implement and review support plans
- Provide leadership and mentoring to others for whom they are responsible
- Apply risk management policies
- Contribute to the quality assurance of the service provided
- Theories underpinning own practice and competence relevant to the job role
- Principles of assessment and outcome-based practice
- Principles of risk management

End Point Assessment

- Observation of Leadership must include the ability to demonstrate leadership to an organisational audience
- Apprentices must ensure that the appropriate organisational staff are present at the activity and are notified in advance of the activity
- A professional discussion: The professional discussion is for the independent assessor to ask the apprentice questions in relation to knowledge, skills, and behaviours

Progression

The apprenticeship can provide credits into some Higher Education programmes aligned to professional registration. Units can also be used for continuing professional development in the apprentices chosen field.