ST0216 Healthcare Support Worker
Apprenticeship Assessment

Model A

Assessment methods

- **Observation with question and answer (Q&A)**
- **Professional Discussion**

Model B

Assessment methods

- **Observation with question and answer (Q&A)**
- **Portfolio with question and answer (Q&A)**

Observation with question and answer (Q&A)

Assessment organisations must design apprenticeship assessments to include at least one observation.

The observation will last up to 90 minutes.

The Q&A session will last up to 30 minutes.

This can be conducted and assessed by the Training Provider.

Rationale

- Mandatory assessment stated in the assessment plan.
- Duration ensures sufficient time to generate valid, reliable and representative evidence of performance, while maintaining a proportionate and manageable assessment approach.
- Ensure that assessment decisions are based on sufficient, valid and reliable evidence by enabling criteria that is demonstrated through behaviours and interactions being observed in practice

- Q&A can explore understanding by asking apprentices to connect knowledge from different topics, justify decisions and apply learning to broader occupational contexts.

The following will be assessed in the Observation with question and answer (Q&A):

AO1: Person centred care and support

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
S1: Work in line with legislation, policies, standards, local ways of working and codes of conduct that apply to own role	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
S3: Work as part of a multi-disciplinary team to provide safe non-discriminatory person-centred care and support in line with individual's established consent	Communication and Collaboration	Pass: Communicates and collaborates effectively with individuals including those with specific needs, and within a team, showing reliable ways of working and teamwork skills when required.
S4: Implement a duty of care, recognising and responding to safeguarding and protection concerns and acting in the best interest of individuals to ensure they do not come to harm	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.

AO2: Health monitoring and clinical support

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K5: The signs and symptoms that an individual is in pain, distress or discomfort	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
K6: The signs and symptoms that an individual's health and wellbeing is changing and ways to report changes	Information Use and Decision Making	Pass: Gathers and interprets relevant healthcare information to inform decisions and actions to enable safe practice.
K8: The physiological states, their normal ranges and the correct tools or equipment used to measure them	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
S5: Recognise and respond to the signs and symptoms that an individual is in pain, distress or discomfort to maximise comfort and wellbeing	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.
S6: Recognise and respond to changes in individuals' health and wellbeing	*Information Use and Decision Making*	*Distinction: Gathers and interprets relevant healthcare information and feedback to shape actions that are purposeful and provide suggestions for improved practice.*
S9: Assist the registered practitioner in encouraging individuals to take or use their prescribed medication	Communication and Collaboration	Pass: Communicates and collaborates effectively with individuals including those with specific needs, and within a team, showing reliable ways of working and teamwork skills when required.

S10: Promote access to fluids and nutrition in line with an individual's care plan	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.

AO3: Workplace safety and hygiene

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K13: Methods to safely clean and dispose of materials and equipment, including ways to handle hazardous materials and substances	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
K20: The principles of infection prevention and control and the importance of good personal hygiene, hand hygiene and correct use of Personal Protective Equipment (PPE)	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
S12: Contribute to the storage of supplies and equipment	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.
S13: Contribute to the cleaning, disinfecting and disposal of materials and equipment	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.
S20: Maintain a safe and healthy working environment, using a range of techniques for infection prevention and control, including hand hygiene and the use of Personal Protective Equipment (PPE)	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.
S21: Move and handle equipment or other items safely and assist individuals	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.

AO4: Communication, information and administration

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K15*: Communication techniques to maximise understanding including for individuals with specific communication needs or wishes	Communication and Collaboration	Pass: Communicates and collaborates effectively with individuals including those with specific needs, and within a team, showing reliable ways of working and teamwork skills when required.
K18*: Ways to record and store information securely and in line with national and local policy and legislation, including the safe use of technology	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
S15*: Communicate with individuals using techniques designed to facilitate understanding	*Communication and Collaboration*	*Distinction: Consistently communicates with clarity and sensitivity with individuals, including those with specific needs, showing strong awareness of others and responding effectively in a range of team and service delivery scenarios.*

*NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in italics will be graded against the relevant distinction grading descriptor.*

(*) Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk

Model A – Professional Discussion

The professional discussion will last up to 60 minutes.

Highfield will assess the professional discussion.

Rationale

- Listed as an optional assessment method available for this standard. Others include portfolio, question and answer, written assessment, journal and an additional observation.
- This method has been chosen as it allows assessors to tailor questioning to individual performance and supports deeper exploration of complex topics and clarifies areas where evidence may be incomplete or ambiguous.
- Professional discussions can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning.

Model B – Portfolio with Q&A

The Q&A session will last up to 30 minutes.

Highfield will assess the portfolio with Q&A.

Rationale

- Listed as an optional assessment method available for this standard. Others include professional discussion, written assessment, journal and an additional observation.
- This method has been chosen as it provides opportunities for the learner to best showcase themselves through the evidence they collate.
- A portfolio with Q&A can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning

The following will be assessed in both models of the assessment (Professional discussion/Portfolio with Q&A):

AO1: Person centred care and support

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K1: The legislation, policies, standards, local ways of working and codes of conduct that apply to own role.	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
K2: The scope of practice, limitations of own competence and who to ask for support	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.
K3: The principles of 'person-centred care and support', including principles of equality, diversity and inclusion, active participation, consent and choice	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
K4: The principles of a 'duty of care' and 'safeguarding', including the signs and types of abuse and ways to reduce the risk of abuse	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
K11: The activities of daily living and ways to support individuals in developing and maintaining their independence in carrying out these activities	*Applied Knowledge*	*Distinction: Demonstrates highly accurate, insightful, and efficient application of healthcare knowledge and procedures and adapts effectively to well-defined tasks.*
K16: The meaning of 'capacity', the differences between mental illness, dementia and learning disability and the impact of these conditions on an individual's needs	*Applied Knowledge*	*Distinction: Demonstrates highly accurate, insightful, and efficient application of healthcare knowledge and procedures and adapts effectively to well-defined tasks.*

K17: The principles of health promotion, availability of services to support individuals with lifestyle choices and how referrals can be made if required	*Communication and Collaboration*	*Distinction: Consistently communicates with clarity and sensitivity with individuals, including those with specific needs, showing strong awareness of others and responding effectively in a range of team and service delivery scenarios.*
S2: Work within the scope of practice, the limits of own knowledge and skills, escalating and reporting to others when needed	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.
S11: Support individuals with activities of daily living to maximise independence in line with their desired outcomes and plan of care	*Applied Skills*	*Distinction: Integrates cognitive and practical healthcare skills to execute mostly routine tasks with precision, even when faced with subtle changes or challenges.*
S16: Recognise and respond to limitations in an individual's mental capacity	Information Use and Decision Making	Pass: Gathers and interprets relevant healthcare information to inform decisions and actions to enable safe practice.
S17: Act on opportunities to support others to maximise their health, well-being and positive lifestyle choices	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the healthcare task or team.*

AO2: Health monitoring and clinical support

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K7: Techniques and principles to perform basic life support	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
K9: The importance of prescribed medication and the limitations of own role in relation to medication	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
K10: The principles of hydration, nutrition and food safety	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
S7: Perform basic life support	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.
S8: Undertake physiological measurements, selecting and using the correct tools or equipment	Applied Skills	Pass: Selects and uses cognitive and practical healthcare skills to carry out mostly routine tasks with consistency and purpose.

AO3: Workplace safety and hygiene

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K12: Local systems to order and manage supplies and stocks	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
K21: The health and safety legislation, the principles of safe moving and handling of equipment and other objects and assistance of individuals	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
K22: The meaning of 'risk' in the workplace, ways to identify and raise concerns and own responsibilities in relation to incidents, errors and near misses	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the healthcare task or team.*
S22: Take action in response to identified concerns, risks, incidents or errors and near misses arising in the workplace	*Responsibility and Autonomy*	*Distinction: Exercises informed judgement and self-direction, often anticipating the needs of the healthcare task or team.*

AO4: Communication, information and administration

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K14: Local systems to manage appointments, including IT and telephone systems, how and where to sign-post individuals	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
K19: The principles and organisational policies for confidentiality, duty of confidence and disclosure	*Regulatory and Procedural Awareness*	*Distinction: Demonstrates proactive and confident interpretation of legislation, regulations, and guidance relevant to healthcare support.*
S14: Support others with appointments, enquiries and referrals	Communication and Collaboration	Pass: Communicates and collaborates effectively with individuals including those with specific needs, and within a team, showing reliable ways of working and teamwork skills when required.
S18*: Record and store information related to individuals securely and in line with local and national policies, including the safe use of technology	Regulatory and Procedural Awareness	Pass: Applies legislation, regulation, and guidance relevant to healthcare support.
S19*: Report and share information related to individuals securely and in line with local and national policies, maintaining confidentiality	Communication and Collaboration	Pass: Communicates and collaborates effectively with individuals including those with specific needs, and within a team, showing reliable ways of working and teamwork skills when required.

AO5: Professional development and quality improvement

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K23: The principles of continuing personal development and the local arrangements for appraisal and supervision	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.
K24: The principles of the 'Care Certificate'	Applied Knowledge	Pass: Demonstrates appropriate application of healthcare knowledge and procedures to complete well-defined tasks across routine and some varied work tasks.
K25: The principles of reflective practice	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.
K26: The principles of 'quality improvement'	Information Use and Decision Making	Pass: Gathers and interprets relevant healthcare information to inform decisions and actions to enable safe practice.
K27: Ways to source evidence to support improvement in the workplace	*Information Use and Decision Making*	*Distinction: Gathers and interprets relevant healthcare information and feedback to shape actions that are purposeful and provide suggestions for improved practice.*
S23: Participate in appraisal and supervision to support ongoing personal development	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.

S24: Participate in training and development activities including the Care Certificate Standards	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.
S25: Reflect on own practice	Responsibility and Autonomy	Pass: Takes responsibility for completing healthcare tasks, demonstrating autonomy within familiar situations.
S26: Contribute to improvement activities in the workplace, for example collecting and logging data for audit	*Information Use and Decision Making*	*Distinction: Gathers and interprets relevant healthcare information and feedback to shape actions that are purposeful and provide suggestions for improved practice.*
S27: Use evidence to make suggestions for improving practice	*Information Use and Decision Making*	*Distinction: Gathers and interprets relevant healthcare information and feedback to shape actions that are purposeful and provide suggestions for improved practice.*

*NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in italics will be graded against the relevant distinction grading descriptor.*

(*) Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk

Documents required

- Assessment specification
- Assessor guide
- Mock assessment materials
- Assessment feedback report
- Portfolio matrix



Resit and retake guidance

- There will be no cap on the grade that apprentices can achieve through a resit or retake
- There will be no cap on the number of resits or retakes that apprentices can undertake
- The failed assessment method will be resat or retaken in full

Please use the below table to provide feedback on how the **observation with question and answer (Q&A)** has been mapped:

Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Person centred care and support	S1	Regulatory and Procedural Awareness	Pass	
	S3	Communication and Collaboration	Pass	
	S4	Regulatory and Procedural Awareness	Pass	
AO2: Health monitoring and clinical support	K5	Applied Knowledge	Pass	
	K6	Information Use and Decision Making	Pass	
	K8	Applied Knowledge	Pass	
	S5	Applied Skills	Pass	
	S6	*Information Use and Decision Making*	*Distinction*	
	S9	Communication and Collaboration	Pass	
	S10	Applied Skills	Pass	

AO3: Workplace safety and hygiene	**K13**	Regulatory and Procedural Awareness	Pass	
	K20	Regulatory and Procedural Awareness	Pass	
	S12	Applied Skills	Pass	
	S13	Applied Skills	Pass	
	S20	Applied Skills	Pass	
	S21	Applied Skills	Pass	
AO4: Communication, information and administration	K15*	Communication and Collaboration	Pass	
	K18*	Regulatory and Procedural Awareness	Pass	
	S15*	*Communication and Collaboration*	*Distinction*	

Please use the below table to provide feedback on how the **professional discussion** and **portfolio with Q&A** has been mapped:

Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Person centred care and support	K1	Regulatory and Procedural Awareness	Pass	
	K2	Responsibility and Autonomy	Pass	
	K3	Applied Knowledge	Pass	
	K4	Regulatory and Procedural Awareness	Pass	
	K11	*Applied Knowledge*	*Distinction*	
	K16	*Applied Knowledge*	*Distinction*	
	K17	*Communication and Collaboration*	*Distinction*	
	S2	Responsibility and Autonomy	Pass	
	S11	*Applied Skills*	*Distinction*	
	S16	Information Use and Decision Making	Pass	

	S17	*Responsibility and Autonomy*	*Distinction*	
AO2: Health monitoring and clinical support	K7	Applied Knowledge	Pass	
	K9	Regulatory and Procedural Awareness	Pass	
	K10	Applied Knowledge	Pass	
	S7	Applied Skills	Pass	
	S8	Applied Skills	Pass	
AO3: Workplace safety and hygiene	K12	Applied Knowledge	Pass	
	K21	Regulatory and Procedural Awareness	Pass	
	K22	*Responsibility and Autonomy*	*Distinction*	
	S22	*Responsibility and Autonomy*	*Distinction*	
AO4: Communication, information and administration	K14	Applied Knowledge	Pass	
	K19	Regulatory and Procedural Awareness	*Distinction*	
	S14	Communication and Collaboration	Pass	

	S18*	Regulatory and Procedural Awareness	Pass	
	S19*	Communication and Collaboration	Pass	
AO5: Professional development and quality improvement	**K23**	Responsibility and Autonomy	Pass	
	K24	Applied Knowledge	Pass	
	K25	Responsibility and Autonomy	Pass	
	K26	Information Use and Decision Making	Pass	
	K27	*Information Use and Decision Making*	*Distinction*	
	S23	Responsibility and Autonomy	Pass	
	S24	Responsibility and Autonomy	Pass	
	S25	Responsibility and Autonomy	Pass	
	S26	*Information Use and Decision Making*	*Distinction*	
	S27	*Information Use and Decision Making*	*Distinction*	