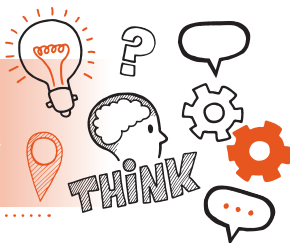



Think about  
Practical Observation  
Level 3 Senior Healthcare Support Worker  
– Mental Health Support (AP02 09/18)



On the day of assessment, you will carry out:

 A 120-minute observation plus up to 10 minutes Q&A

 Face-to-face

 Under exam conditions

 With an end-point assessor

 **Key point**

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of professional codes of conduct.



## Do

- Review the criteria associated with the practical observation – this can be found in the EPA kit
- Discuss the activities you need to demonstrate with your manager
- Use the planner to plan how you will demonstrate the skills you have that are associated with the practical observation
- Review relevant legislations, regulations and your organisation's policies and procedures
- Be prepared to answer follow-up questions that further test your skills and behaviours



## Don't

- Forget to bring your ID
- Forget to tell your colleagues and to obtain consent from patients who are present while you are being observed
- Panic if a planned activity cannot go ahead, you can identify another activity to be observed



## Next steps

- Results can take up to 12 working days to be confirmed
- Your manager/training provider will inform you of the results



## Resits

- If you do not achieve a pass result on the practical observation you can resit the assessment



## Use the table below to plan and prepare for the practical observation

Standard area - core	Key points to remember
Health and wellbeing	

**Duty of care  
and candour,  
safeguarding,  
equality and  
diversity**

**Person-centred  
care, treatment  
and support**

**Communication**

**Personal, people  
and quality  
improvement**

**Health, safety  
and security**

**Dignity**

**Respect and  
empathy**

**Discretion**



**Standard area –  
option  
Mental health  
support**

**Key points to remember**

**Assist with  
delegated  
clinical tasks  
and therapeutic  
interventions**

**Support  
individuals**