

Think about (COVID19 discretion)
Reflective Statement Q&A session
Level 3 Senior Healthcare Support
Worker



On the day of assessment, you will carry out:



A 30-minute Q&A session



Remote



Under exam conditions



With an end-point assessor



Key point

A reflective statement validated by an expert witness will have already been submitted. The Q&A will focus on any criteria that need expansion or clarification.



Do

- Review the criteria associated with the reflective statement Q&A session and remember to include any required pathway criteria - this can be found in the EPA-kit
- Review relevant legislation, regulations and your organisation's policies and procedures
- Make sure you have a quiet room available where you will not be disturbed
- Take your reflective statement and other supporting documents into the assessment with you
- Provide clear and concise answers to the questions that you are asked



Don't

- Forget to plan
- Provide any unnecessary information
- Forget to bring your ID



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 reflective statement Q&A you can resit the assessment



Use the table below to plan and prepare for the reflective statement Q&A

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**

*Please state
pathway*

Key points to remember

