

Adult Care Worker



By choosing to work in care, you choose to make a positive difference in someone's life at a point in their life where they are potentially faced with physical, practical, social, emotional or intellectual challenges. In order to become an accomplished Adult Care Worker, one needs to develop many competencies and skills as well as demonstrate strong values, empathy and determination to provide high-quality compassionate care and support.

Adult Care Workers are the frontline staff who supports adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives. Adult Care Work encompasses a wide variety of roles determined by and relevant to the type of service being provided and the person supported. Adult Care Workers may work in residential or nursing homes, domiciliary care, day centres, a person's own home or in clinical healthcare settings.

Our Adult Care Worker Apprenticeship offers the perfect training for aspiring Adult Care Workers and Personal Assistants. Personal assistants perform similar work to Adult Care Workers but tend to focus on working directly for one individual usually within their own home.

If you enjoy working with people and feel passionate about supporting and enabling individuals to live a more independent and fulfilling life, then Adult Care Work is a rewarding and worthwhile path that will provide you with excellent career opportunities.

Entry Requirements

Employers will set their own entry requirements in order to start on this apprenticeship.

Apprenticeship Duration

Typically this apprenticeship will take 12 months.

Level

This apprenticeship standard is set at level 2.

Progression

This apprenticeship provides an ideal entry into the occupation and supports progression within the sector.

Industry Specific Requirements

Undertake the Enhanced Disclosure and Barring Service process and provide the result prior to starting.

The Care Certificate must be achieved as part of the Apprenticeship Standard.

Qualifications

Level 2 Diploma in Care (RQF). This qualification, promoted and valued by employers, is achieved by a combination of direct teaching and self-directed learning.

Functional Skills

- If the employee does not have maths and English GCSE passes at grade C or above, they will need to pass maths and English Functional Skills level 2 during their Apprenticeship.
- For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

End Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is ready and competent to undertake the independent end assessment.

ART Providers Professional

Trainers Alongside the apprentice they will agree on a personal learning and development plan, setting a timetable of learning activities in preparation for the End Point Assessment (EPA).

The ART Providers Training Consultant will meet with the apprentice regularly either online or face to face to complete and review assessments, provide further coaching where required and agree the next steps of learning.



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Personal attributes and behaviours expected of all Adult Care Workers carrying out their roles

Care	Displaying a genuine and consistent interest in making a positive difference in the life of the people their work/care for.
Compassion	Consistently delivering care and support with kindness, consideration, dignity and respect.
Courage	The capacity to advocate for the individual they care for whenever they are at risk.
Communication	Putting healthy communication at the forefront of their effort to foster good relationships and create a safe environment.
Competence	Showing the capacity to apply knowledge and the highest levels of skills to consistently provide high-quality care and support.
Commitment	Dedicating time and effort to better the experience of people who need care and support.

Knowledge and Understanding (Know It)

Skills (Show it)

An Adult Care Worker must know and understand:	An Adult Care Worker must be able to:
Duties, main tasks and responsibilities. • Adapting to the variety of tasks and responsibilities relevant to their role. This could include supporting with social activities, monitoring health, assistance with eating, mobility and personal care. • Understanding their own professional boundaries and limits of their training and expertise. • Being fully aware and understanding relevant statutory standards and codes of practice for their role. • What the “duty of care” is in practice. • How to contribute towards the development and creation of a care plan underpinned by the individuals preferences in regard to the way they want to be supported. • How to identify, respond to and action changes in regard to the physical, social, and emotional needs of individuals. • How to access, follow and be compliant with regulations, organisational policies and procedures.	The main tasks and responsibilities according to their job role. • Support individuals they are working with according to their personal care/support plan. • Ask for help from the appropriate authority when not confident or skilled enough to tackle any aspect of their role. • Provide individuals with the information needed for them to make decisions regarding the way they are supported. • Encourage individuals to participate in the way their care and support is delivered. • Ensure the individual knows what they are agreeing to regarding the way in which they are supported. • Contribute to the ongoing development of care/support plans for the individual they care for. • Support individuals with cognitive, physical or sensory impairments.

Knowledge and Understanding (Know It)

Skills (Show it)

An Adult Care Worker must know and understand:

The importance of having the right values and behaviours.

- How to support and enable individuals to achieve their personal goals.
- What dignity means in the context of working with others.
- The importance of respecting diversity and treating everyone equally.

Duties, main tasks and responsibilities.

- The barriers to communication.
- The impact of non-verbal communication.
- The importance of active listening.
- How the way they communicate can affect others.
- About different forms of communication e.g. signing, communication boards etc.
- How to find out the best way to communicate with the individual they are supporting.
- How to make sure confidential information is kept safe.

Safeguarding.

- What abuse is and what to do when they have concerns someone is being abused.
- The national and local strategies for safeguarding and protection from abuse.
- What to do when receiving comments and complaints.
- How to recognise unsafe practices in the workplace.
- The importance and process of whistle blowing.
- How to address any dilemmas they may face between a person's rights and their safety.

An Adult Care Worker must be able to:

Treating people with respect and dignity and honouring their human rights.

- Ensure dignity is at the centre of all work with the individuals they support, their families, carers and advocates.
- Demonstrate all work is person-centred as well as accommodating the individual's needs, wishes and preferences.
- Demonstrate empathy (understanding and compassion for individuals they support).
- Demonstrate courage in supporting people in ways that may challenge their personal/cultural beliefs.

Communicating clearly and responsibly.

- Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates.
- Use the preferred methods of communication of the individual they support according to their language, culture, sensory needs and their wishes.
- Identify and take steps to reduce environmental barriers to communication.
- Demonstrate they can check for understanding.
- Write clearly and concisely in records and reports.
- Keep information safe and confidential according to highest standards.

Supporting individuals to remain safe from harm (Safeguarding).

- Recognise potential signs of different forms of abuse.
- Respond to concerns of abuse according to agreed ways of working.
- Recognise, report and challenge unsafe practices.

Knowledge and Understanding (Know It)

Skills (Show it)

An Adult Care Worker must know and understand:	An Adult Care Worker must be able to:
How to promote health and well being for the individuals they support and work colleagues. • The health and safety responsibilities of self, employer and workers. • How to keep safe in the work environment. • What to do when there is an accident or sudden illness. • What to do with hazardous substances. • How to promote fire safety. • How to reduce the spread of infection. • What risk assessment is and how it can be used to promote person-centred care safely.	Championing health and well being for the individuals they support and for work colleagues. • Promote the health and well being of the individual they support. • Move people and objects safely. • Demonstrate how to reduce the spread of infection, including use of best practice in hand hygiene. • Demonstrate the promotion of healthy eating and well being by ensuring individuals have access to fluids, food and nutrition. • Demonstrate how to keep people, buildings and themselves safe and secure. • Carry out fire safety procedures when required. • Use risk assessments to support individuals safely. • Recognise symptoms of cognitive impairment, e.g. Dementia, learning disabilities and mental health. • Monitor and report changes in health and well being for individuals they support.
How to work professionally, including their own professional development. • What a professional relationship is with the person being supported and colleagues. • How to work together with other people and organisations in the interest of the person being supported. • How to be actively involved in their personal development plan. • The importance of excellent core skills in writing, numbers and information technology. • What to do to develop, sustain and exhibit a positive attitude and personal resilience. • Where and how to access specialist knowledge when needed to support performance of the job role.	Working professionally and seeking to develop their own professional development. • Reflect on own work practices. • Demonstrate the development of their own skills and knowledge, including core skills in writing, numbers and information technology. • Demonstrate their contribution to their development plan. • Demonstrate ability to work in partnership with others to support the individual. • Identify sources of support when conflicts arise with other people or organisations. • Demonstrate they can work within safe, clear professional boundaries. • Show they can access and apply additional skills required to perform the specific job role competently.

Independent End Point Assessment

The end point assessment will only start once the employer, apprentice and ART Providers Trainer are confident that the apprentice has developed all the knowledge, skills and behaviours required by the Apprenticeship Standard. This decision will be made based on clear evidence founded on the on-programme progression review meetings and records.

The independent end assessment ensures that all apprentices consistently achieve industry-set professional standards and can start working immediately once they have completed a minimum period of learning and development.

(The English and Maths functional skills components of the apprenticeship must be successfully completed prior to independent end assessment.)

Summary of independent end point assessment process

The synoptic endpoint assessment will include two distinct components. First, the completion of a situational judgement test answered through a multiple choice test (but not necessarily undertaken as an online or computer-based test). Second, through a professional discussion. In order to achieve final certification, the apprentices must have completed and achieved these end-point assessments as well as the Care Certificate and the Diploma. The assessment will demonstrate that the apprentice can apply their knowledge, skills and behaviours in an integrated way and will satisfy the requirements for the award of an apprenticeship certificate.

Situational judgement test

The situational judgement test will present the candidate with a range of real-life scenarios about which the learner will have to answer questions in a multiple choice format (60 questions). The assessment will normally be undertaken online, under controlled conditions with a time limit applied. Questions will draw from the stated knowledge and skills elements of the standard and focus on the higher order competencies. Material may be drawn from any part of the apprenticeship standard.



Professional discussion

A professional discussion will be undertaken with an independent assessor. Candidates can only apply to undertake the discussion component once the multiple choice assessment has been achieved. The discussion will last no longer than 45 minutes and will draw questions from prior learning and experience. This will include, where applicable, the candidate's self-assessment, supporting evidence (including testimony from users of services) and a sample of standardised candidate questions. These questions will be developed and made open and public on the internet.



Qualifications and On-programme Assessment

It is recommended that apprentices are supported through their on-programme learning by their employer and or learning provider in the following elements:

- The Care Certificate.
- Level 2 Diploma in Care (RQF);
- Completion of the Self-Assessment exercise.
- Ongoing assessment by the employer and provider – for example meetings with apprentice, employer and learning provider, observations of workplace, gathering evidence.

