



Pearson

Job description: Independent end-point assessor for Senior Healthcare Support Worker (Mental Health Support) (Level 3) End Point Assessments

About Pearson

Pearson is the world's leading learning company, with 35,000 employees in more than 70 countries working to help people of all ages to make measurable progress in their lives through learning. We put the apprentice at the centre of everything we do, because wherever learning flourishes, so do people. Find out more about how we can help you and your learners at [qualifications.pearson.com](https://www.pearson.com/qualifications)

Overview of the independent end-point assessor role

Government has introduced a requirement that all apprenticeships contain an end-point assessment (EPA) which is a holistic assessment of the Knowledge, Skills and Behaviour (KSBs) that have been learnt throughout the apprenticeship. This is to make sure that apprentices meet the rigorous standard set by employers and are fully competent in the relevant occupation. Pearson must provide employers with the confidence that completing an apprenticeship means an individual is fully job-ready and that all apprentices, following the same standard, are assessed consistently, regardless of where they are undertaking their apprenticeship or who they are doing it with.

An independent EPA means that those making a decision on the competency of the apprentice have nothing to gain from the outcome of the assessment. To maintain independence within the scope of this EPA, an independent end-point assessor (IEA) can only undertake end-point assessments of apprentices, with whom they have no conflict of interest. This means they must be independent of the registered apprenticeship training provider at which the apprentice completed their on-programme element, and must not have been involved in the on-programme training, assessment, or line management of such apprentices.

The end-point assessments will be conducted onsite, or remotely, on dates agreed with employers. Independent end-point assessors will record and submit the EPA outcomes, with clear justifications for the grading decisions. EPA activities will be quality assured by Pearson quality assurance representatives.

IEAs will meet the occupational profile of the apprentices they are assessing and will be trained, standardised and approved to operate as IEAs. The IEAs will undertake EPAs in line with the associated apprenticeship assessment plan, and the materials provided by Pearson. Please see the below Key Accountabilities and Person Specification sections for further details.

Key Accountabilities:

The IEA will:

- Take part in regular training and standardisation activities, associated with the role of IEA for this

EPA

- Maintain and provide evidence of ongoing, relevant Continuous Professional Development (CPD)
- Assess the performance of candidates in accordance with published assessment and grading criteria and procedures, ensuring overall standards are maintained
- Follow the protocols set out in Pearson's specifications, assessment materials and quality assurance protocols, relating to the EPAs
- Maintain service-level agreements with regards to responding to EPA planning, operational activities, reports and submissions of assessment outcomes
- Report all risks and issues encountered during the end-point assessment to Pearson, including any suspected malpractice/maladministration
- Ensure all EPA reports and assessment evidence are high quality and recorded accurately
- Support Pearson, if necessary, with any appeals from apprentices, regarding assessment decisions
- Allow additional time for travel, when making EPA arrangements
- Raise any conflicts of interest, including in relation to the independence of assessment
- Ensure that any personal actions are completed, as required by Pearson
- Contribute to the continuous improvement of Pearson's end-point assessment activities
- Contribute to the external quality assurance activities undertaken by Ofqual.

Person Specification

Occupational Profile¹:

Senior Healthcare Support Workers (SHCSW) help registered practitioners deliver healthcare services to people. As an experienced support worker, they carry out a range of clinical and non-clinical healthcare or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner. SHCSWs provide high quality, compassionate healthcare, following standards, policies or protocols and always acting within the limits of their competence. SHCSWs may work in a range of services e.g. hospital, community, health or day case unit, birth centre or midwifery led unit, someone's home, operating theatre, nursing or care home, assessment centre, hospice, school, prison, GP surgery, charity or voluntary organisation; working in partnership with individuals, families, carers and other service providers.

Duties are delegated to the SHCSW in line with care plans. Not all duties are routine and the SHCSW will need to use their knowledge, experience and understanding to take decisions within their area of responsibility. A SHCSW is accountable for their work and for reviewing the effectiveness of their actions. The role is undertaken following a period of experience in healthcare so they are able to demonstrate best practice and act as a role model. A SHCSW may supervise or guide the less experienced staff in their team. SHCSWs follow the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers.

Mental Health Support

Mental Health Support Workers support individuals with mental ill health. They work as part of a multi-disciplinary team offering a range of mental health services. Mental Health Support Workers will support individuals, and their families, at different stages of their illness or recovery by listening, providing emotional support, developing and reviewing plans to meet their needs; observing and reporting changes in their mental and physical well-being; encouraging independence and enabling them to manage their condition and quality of life. Usually, a Mental Health Support Worker will have to work closely with carers and with other organisations e.g. housing or social care.

Background and Experience (essential):

¹ Profile drawn and adapted from Apprenticeship Standard for Senior Healthcare Support Worker (SHCSW) which was approved 31st October 2016, reference: ST0217/02. Usage under the terms of the Open Government Licence. Visit www.nationalarchives.gov.uk/doc/open-government-licence

- Be occupationally competent in the mental health support field
- Be a registered healthcare professional or have completed a level 5 apprenticeship or regulated occupational competence qualification at level 5 or above
- Hold, or be working towards, a formal assessor qualification (e.g. A1, assessor component to TAQA etc)
- Have experience of working in a healthcare setting within the last 2 years
- Experience of leading meetings/structured interviews/discussions
- Experience of complying with quality assurance/regulatory requirements
- Evidence of commitment to maintaining CPD, in line with new apprenticeship requirements and the EPA specialism(s), including maintenance of recent occupational experience

Background and Experience (desirable):

- To hold, or be working towards an internal quality assurance qualification
- Experience of making grading judgements
- Recent DBS
- Knowledge of prevent & safeguarding

Skills & Knowledge (Essential)

- Excellent written, verbal and interpersonal skills, including the ability to effectively respond to conflicts
- Ability to understand and respond to the individual needs and circumstances of employers/apprentices
- Sufficient and relevant technical knowledge of:
 - the healthcare sector
 - the role of the mental health support worker
- In-depth knowledge of the associated apprenticeship standard, assessment plan, specification, assessment instruments and recording tools
- Ability to assess, free from bias
- Ability to assess and report risks
- Ability to meet deadlines

Other requirements

Any applicant undertaking this role will be expected to:

- Have personal IT equipment capable of running Pearson required software
- Have a suitable broadband connection, Microphone, Headphones and a webcam
- Have a personal and secure email account
- Have a postal address in the United Kingdom or Republic of Ireland, Guernsey, Jersey Isle of Man
- Have the right to work in the UK
- Allow additional time for travel, when making EPA arrangements