

CAREERS IN ADULT CARE & HEALTHCARE 2022/23

A complete guide
to careers and
apprenticeships in
adult care and
healthcare

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Welcome



Adult care and healthcare workers play an essential role in giving every one of us the chance to live a fulfilling life, no matter what the circumstances. These sectors offer rewarding careers providing personal and practical support to help people live their lives freely, supporting them to maintain their independence, dignity and control.

The adult care and healthcare industries offer an exciting variety of careers and professional development opportunities. There are positions working directly with service users or in support roles such as cleaning, facilities and administration. Additionally

there are progression opportunities into senior roles such as managers, team leaders and self-employment. Adult care has a consistent employment record, as the number of adult social care jobs increased by 9% (135,000 jobs) between 2012/13 and 2019/20. In healthcare, there are over 100,000 more employees working in hospitals (public and private) today than there was in 2009.

This e-guide will lead you to take the next step in your career within a fulfilling sector, presenting you with all the details of the opportunities, requirements and qualifications required to further your personal development

A growing industry, actively recruiting motivated staff

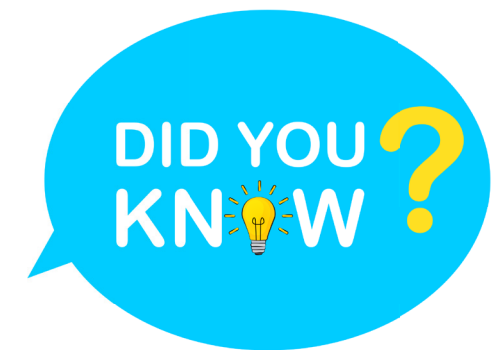


Apprenticeships, what are they?

An apprenticeship is a genuine job, with training, meaning you can earn while you learn and gain a nationally recognised qualification.

Because the apprenticeship scheme is designed with the help of employers, apprentices fit into their job role effectively, develop the appropriate skills and secure on-going employment. The majority (80%) of the learning and assessment is conducted 'on-the-job' so you can remain focused without the interruption of off-site study. Off-the-job training must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. It can be delivered in the apprentice's normal workplace or at an external location.

Apprenticeships are available to all current employees or new entrants aged from 16 and over. They are conveniently set at the level of entry to suit your interest.



Level 6 and 7 – Degree

Equivalent Education Level:
Bachelor's or Master's Degree

Level 4, 5, 6 and 7 – Higher

Equivalent Education Level:
Foundation Degree and above

Level 3 – Advanced

Equivalent Education Level:
2 A level passes

Level 2 – Intermediate

Equivalent Education Level:
5 GCSE passes



Adult care and healthcare STC apprenticeships and entry requirements

There's a wide variety of adult care and healthcare apprenticeships available to help take your first step into a career of making lives better

Adult Care qualifications:

- Level 2 Adult Care Worker
- Level 3 Lead Adult Care Worker
- Level 4 Lead Practitioner in Adult Care
- Level 5 Leader in Adult Care
- Level 5 Operations or Departmental Manager

Healthcare Qualifications:

- Level 2 Healthcare Support Worker
- Level 3 Senior Healthcare Support Worker

Entry requirements

To start an apprenticeship you have to be aged 16 years or over and work full- or part-time in adult care or healthcare with a contract of employment.

You also need to be a resident in England and not taking part in any other full-time education. If you've already achieved a degree or equivalent qualification in this country or abroad, you may not be eligible for an apprenticeship unless the skills acquired for the apprenticeship are different from your degree. It's important to note that entry requirements in Scotland, Wales and Northern Ireland may differ.

Your employer will specify their entry requirements for each specific job role and what qualifications, if any, or experience is required.

Apprenticeship learning journey explained...

What happens when you become an apprentice?

Whether you're an existing employee or new recruit, your apprenticeship learning journey will roughly follow these ten steps.

1. Apply for an apprenticeship

2. Receive your application response

3. Complete skills assessment

Don't worry, this isn't as scary as it sounds! Your employer and The STC Group need to check you're on the right apprenticeship for your experience level and understand which skills you already have

4. Confirm your apprenticeship start date

5. Induction session with The STC Group enrolment team

6. Agree your detailed training plan

Here you'll set out a timetable of learning activities in preparation for your End-point Assessment (EPA)

7. Begin your training!

Most of your training will take place in your workplace where you'll learn the ropes from experienced colleagues in the business. You'll spend 20% of your learning 'off-the-job', this takes place during your normal working hours where you'll learn new skills, knowledge and behaviours related to your apprenticeship, but outside of your work-related activities. This could include completing e-learning modules, attending a learning workshop, or shadowing a colleague

8. Regular engagement with your STC tutor

You'll meet regularly with a representative from your employer's chosen training provider. They'll be on hand to help you with any areas you're struggling with and help prepare you for your EPA

9. Gateway

Here, your employer and their chosen training provider will review your knowledge, skills and behaviours to see if you're ready for your EPA

10. End-point Assessment (EPA)

The final stage on your apprenticeship journey. Unique to each apprenticeship, your EPA will test the knowledge, skills and behaviours you've gained during your training

Where can you work?

Residential Care

Residential care covers the long-term care given to those living within a residential setting rather than in their own home or family home. Residential facilities often cater to service users with complex needs, but some care for specific demographics such as service users with learning disabilities only.

What to expect...

- You're likely to work as part of a team.
- Residential care workers need to be strong communicators.
- You'll follow shift patterns such as days, nights or both.
- You'll support service users' independence.
- You'll perform a wide variety of duties – anything from cooking a meal, to going on holiday with residents.
- You may be asked to administer medication.
- You'll be required to keep records on residents.

Domiciliary Care

Domiciliary care is given to service users within their own homes. This can involve providing extra support by helping people maintain hygiene, independence, safety and quality of life.

What to expect...

- You'll likely work alone or with another carer.
- You may be required to possess a driving licence and/or car.
- You'll work interchangeable shifts to meet the requirements of the service users.
- Your duties will be variable and could include anything from gardening to helping with mobility.
- Domiciliary care workers need to be adaptable.
- You'll be required to keep records on residents and provide reports to Care Coordinators.

Nursing Care

Nursing care is given to all ages, families, groups and communities, those who are sick or unwell within hospital or medical care settings. Nursing care can include promoting good health, the prevention of illnesses, and taking care of sick, disabled or dying people.

What to expect...

- You'll more than likely work within a hospital or GP setting.
- You'll often be supported by one or more medical professionals.
- You'll monitor the health of individuals providing support to nurses and doctors.
- You'll be required to work both individually and as part of a team.
- Your duties can include anything from record keeping, cleaning, helping people to eat and drink, to bathing patients.
- You'll follow a shift pattern such as days, nights or sometimes both.
- You may be asked to take vitals, administer medication or take bloods.

Who needs care?

Elderly

The process of aging can be a highly sensitive phase for some individuals. The elderly often need basic assistance and comfort to lead a healthy life without worry or anxiety. Lack of awareness in the change to behavioural patterns and physical capabilities of the elderly at home can lead to a multitude of issues. This could be anything from abuse at the hands of a family member, to risk of serious injury.

Dementia

Dementia patients often require complex and specific care plans. The gradual decline in mental ability that affects everyday functioning proves the importance of caring for those with dementia. The condition is unpredictable and comes with a variety of risks. These vary from difficulty concentrating or completing everyday tasks, confusion, mood swings, or violence.

Mobility support

People with serious mobility issues not receiving appropriate care could be at risk of serious harm, drastically altering their quality of life. Mobility is a problem that affects people in different ways often requiring specific equipment, assistive devices or medication. Caring for someone with serious mobility issues could involve helping them get dressed, eat or drink and bathing them.

Autism

Service users with autism have a life-long condition which affects how they interact and communicate with the world. Autism is a spectrum condition which can affect people in different ways. This ranges from difficulties responding to a social interaction, inability to understand non-verbal communication or restrictions in the way that they behave or perform tasks. The care provided to people with autism requires time to adapt, an effort to understand and patience.

Who else needs care?

Learning disabilities

Learning disabilities come in many forms and can affect people differently. In some instances, learning disabilities can cause people to have trouble recalling information, telling the time, conceptualising time, maintaining self-care or completing tasks to maintain a healthy life. Individuals with learning disabilities vary in their capability level. Some are able to live independently with minimal supervision, while others need help with basic tasks or around the clock care.

Behaviour that challenges

Behaviour that challenges includes behaviour that is aggressive, destructive, disruptive and, at worst, involves self-harm. For these individuals, and those around them, to lead healthy and full lives, it's important to find effective ways to prevent, reduce, or eliminate these behaviours through care.

Complex needs

Some service users suffer from a combination of issues, for example a person with dementia could have issues with mobility. Providers will house or provide care for people with multiple problems requiring individual care plans.

Things To Consider

“Whether you want to care for those with complex needs, or a specific type of service user, it’s important to do your research into the type of challenges service users face in the establishment you wish to work for”

Qualifications for Care Assistants

Support Workers and Care Assistants are the first point of call when helping service users manage their daily activities. No two days are the same in care and the smooth operation of care providers is possible through their hard work.

Opportunities

These positions are open to any school leaver and are usually the entry level role within a care provider. You'll be expected to be working towards your Level 2 Adult Care Worker with an apprenticeship or already hold this qualification.

Salary expectations range from:

- Support Worker (entry level): £12,500 to £14,500 p.a
- Support Worker (experienced): £15,000 to £18,000 p.a
- Care Assistant (entry level): £18,500 to £22,500 p.a
- Care Assistant (experienced): £22,500 to £24,000 p.a

The STC Group would recommend this qualification:

- **Level 2 Adult Care Worker Apprenticeship Standard**
- **Level 1 or working towards Level 2 Functional Skills Mathematics**
- **Level 1 or working towards Level 2 Functional Skills English**

Entry Requirements

The STC Group require a good standard of education including maths and English at GCSE grade 2 (grade E/F in the previous structure). You'll work well with others, have patience, the ability to remain calm in stressful situations, excellent verbal communication skills, be able to accept criticism and thrive under pressure. You will have the ability to communicate effectively, often giving instructions to service users who may have difficulty understanding you.



Qualifications for Senior Care Assistants

Senior Support Workers or Senior Care Assistants are strong leadersproviding physical and emotional support to services users whilst supervising, motivating andeducating team members.

Opportunities

Senior roles require some experience working within a care setting. As a minimum, you must be working towards your Level 3 Senior Adult Care Worker qualification to gain employment. Depending on the setting, you may also be required to have experience caring for a certain demographic of service users (with dementia, autism or learning difficulties) or experience as a leader.

Salary expectations range from:

- Senior Support Worker (entry level): £15,500 to £17,500 p.a
- Senior Support Worker (experienced): £16,500 to £19,000 p.a
- Senior Care Assistant (entry level): £19,500 to £23,500 p.a
- Senior Care Assistant (experienced): £24,000 to £25,000 p.a

The STC Group would recommend this qualification/s:

- **Level 3 Lead Adult Care Worker Apprenticeship Standard**
- **Level 3 Team Leader Apprenticeship Standard**
- **Level 2 Functional Skills Mathematics**
- **Level 2 Functional Skills English**

Entry Requirements

You'll be required to have experience working directly with service users for a specified amount of time and in a certain type of setting which will be decided by the employer. Having a good standard of education, including maths and English at GCSE grade 4 (grade C in the previous structure), will be greatly beneficial within a senior role. You'll have an ability to lead, have patience, remain calm in stressful situations, excellent communication skills, attention to detail and IT or business management skills in some cases.



Qualifications for Team Leaders

Team Leaders take responsibility for the Support Workers or Care Assistants on shift, ensuring care standards are met and exceeded.

They think outside of the box to ensure their team reaches their goals by delegating tasks to their team members, including themselves.

Opportunities

Team leaders will be able to demonstrate supervisory and team leading skills within a care setting, including the ability to deal in conflict in all forms. You'll be able to plan workloads and lead shifts by monitoring and reporting on team performance, carrying out individual appraisals as well as producing rotas.

Salary expectations range from:

- Team Leader (entry level): £19,000 to £24,500 p.a
- Team Leader (experienced): £24,000 to £28,000 p.a

The STC Group would recommend this qualification/s:

- **Level 3 Lead Adult Care Worker Apprenticeship Standard**
- **Level 3 Team Leader Apprenticeship Standard**
- **Level 2 Functional Skills Mathematics**
- **Level 2 Functional Skills English**

Entry Requirements

You'll need maths and English qualifications at GCSE grade 4 (grade C in the previous structure) in order to produce rotas, provide written communication and lead team meetings. Leadership skills are essential to motivate staff and effectively use their time and your own to yield positive results. You'll think critically on key issues affecting staff or service users by listening, planning and reasoning with others.



Qualifications for Care Coordinators (Domiciliary care only)

Working in tandem with care professionals, medical staff and patients, Care Coordinators create, manage and maintain services users' care plans.

Opportunities

Depending on the employer, you may be required to have experience as a Supervisor, Senior Care Worker, or Care Coordinator within a domiciliary care environment. You'll be responsible for all duties related to assisting service users, including appropriately matching and scheduling care workers to specific service users. Care Coordinators understand the needs of their service users and ensure that they are safeguarded against risk of any kind.

Salary expectations range from:

- Care Coordinator (entry level): £18,000 to £21,000 p.a
- Care Coordinator (experienced): £21,000 to £24,000 p.a

Qualifications for Deputy Home Managers

Home Deputy or Assistant Managers have a high level of personal integrity, providing a high standard of service and are responsible for all operational decisions.

Opportunities

As a Home Deputy/Assistant Manager you must have a care-specific Level 3 qualification or above, and be willing to work towards your Level 4. Within this role you'll be expected to provide information, advice and support to service users, their families and your staff to aid the health and wellbeing of all.

Salary expectations range from:

- Home Deputy/Assistant Manager (entry level): £25,000 to £27,000 p.a
- Home Deputy/Assistant Manager (experienced): £27,000 to £30,000 p.a

The STC Group would recommend this qualification/s:

- **Level 3 Lead Adult Care Worker Apprenticeship Standard**
- **Level 4 Lead Practitioner in Adult Care Apprenticeship Standard**
- **Level 2 Functional Skills Mathematics**
- **Level 2 Functional Skills English**

Entry Requirements

Care Coordinators are often required to have a Level 2 qualification – such as Level 2 Adult Care Worker, including some experience at a supervisor or senior level. Due to the nature of the role, it is important to be computer literate with knowledge of care management software. Some settings may require a minimum of maths, English and ICT qualifications at GCSE grade 4 (grade C in the previous structure). You'll be comfortable working in a fast-paced environment, possess excellent people management skills, excellent administrative and communication skills, and be an effective team player.

The STC Group would recommend this qualification:

- **Level 4 Lead Practitioner in Adult Care Apprenticeship Standard**
- **Level 2 Functional Skills Mathematics**
- **Level 2 Functional Skills English**

Entry Requirements

The STC Group require a good standard of education including maths and English at GCSE grade 2 (grade E/F in the previous structure). You'll work well with others, have patience, the ability to remain calm in stressful situations, excellent verbal communication skills, be able to accept criticism and thrive under pressure. You will have the ability to communicate effectively, often giving instructions to service users who may have difficulty understanding you.

Qualifications for Home Managers

Care Home Managers are responsible for the leadership and day-to-day running of care homes, this includes all aspects of the business and level of care.

Opportunities

As a Home Manager, you'll work to strict legal requirements, including health and safety to help residents access local services and take part in the local community, agree contracts, budgeting and fundraising, recruitment, training and supervising staff.

Salary expectations range from:

- Home Manager (entry level): £30,000 to £40,000 p.a
- Home Manager (experienced): up to £60,000 p.a

Qualifications for Healthcare Support Workers

Healthcare Support Workers play a crucial part in patient experience, ensuring that all settings are as comfortable, hygienic and calm as possible.

Opportunities

Healthcare Support Workers can be employed within a hospital or GP environment, they work under the support of medical professionals monitoring the health of people in need. They use their communication, organisation and observational skills to ensure the smooth running of their environment

Salary expectations range from:

- Healthcare Support Worker (entry level): £18,000 to £21,000 p.a
- Healthcare Support Worker (experienced): £21,000 to £24,000 p.a

The STC Group would recommend this qualification/s:

- **Level 5 Leader in Adult Care Apprenticeship Standard** (CQC recommended)
- **Level 5 Departmental Manager Apprenticeship Standard**
- **Level 2 Functional Skills Mathematics**
- **Level 2 Functional Skills English**

Entry Requirements

Home Managers are considered to be experts in their field. They're highly qualified and experienced in the care and management of service users, staff and finances. We would recommend that you have a Level 4 qualification, such as your Level 4 Lead Practitioner in Adult Care, and be working towards your Level 5 qualification. Most settings require you to have maths, English and ICT qualifications at grade 4 (grade C in the previous structure). Most importantly, you'll need to demonstrate your ability to lead, organise and manage situations to create positive outcomes.

The STC Group would recommend this qualification:

- **Level 2 Healthcare Support Worker Apprenticeship Standard**
- **Level 1 or working towards Level 2 Functional Skills Mathematics**
- **Level 1 or working towards Level 2 Functional Skills English**

Entry Requirements

Healthcare employers expect good literacy and numeracy and may ask for GCSEs (or equivalent) in English and maths. They may require you to have your Level 2 Healthcare Support Worker qualification, or be willing to work towards it. Some experience within care or healthcare may be required depending on the size and standard of the setting. You'll have a calm and caring attitude, and a hands-on approach to all tasks including washing and dressing patients, making beds, monitoring patient conditions, restocking storage rooms, taking blood samples and serving meals.

Qualifications for Senior Healthcare Support Worker

Senior Healthcare Support Workers or Assistants work directly under doctors and nurses providing care to patients. They perform tasks ordinarily carried out by nurses, as well as guiding and supporting other Healthcare Support Workers.

Opportunities

Senior Healthcare Support Workers or Assistants are experienced support workers tasked with helping registered practitioners deliver healthcare procedures to patients. This ranges from clinical, non-clinical or therapeutic tasks, under the supervision of registered healthcare professionals.

Salary expectations range from:

- Senior Healthcare Support Worker (entry level): £18,000 to £21,000 p.a
- Senior Healthcare Support Worker: £21,000 to £24,000 p.a

The STC Group would recommend this qualification/s:

- **Level 3 Senior Healthcare Support Worker Apprenticeship Standard**
- **Level 3 Team Leader Apprenticeship Standard**
- **Level 2 Functional Skills Mathematics**
- **Level 2 Functional Skills English**

Entry Requirements

Senior Healthcare Support Workers are required to have experience working within a healthcare environment caring directly for patients. Some employers may require experience within specific settings, such as a hospital or GP surgery. Employers require you to have your Level 2 qualification – such as Level 2 Support Worker, and to work towards your Level 3 Senior Healthcare Support Worker qualification. You'll need to have maths, English and ICT qualifications at GCSE grade 4 (grade C in the previous structure).



For more information
or advice...

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