

ADULT CARE WORKER

This training programme has been designed for those working in the health and social care sector. Individuals are the frontline staff who help 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. They are the frontline staff who help 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 which is at the heart of person centred care.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 2
- Duration - 13 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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The learner journey

1. 13 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

2. Gateway – After the 13 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

The tasks and responsibilities of the job role; professional boundaries; relevant statutory standards and codes of practice; what 'duty of care' is in practice; supporting the creation of a care plan; physical, social, and emotional needs of individuals; compliance with regulations; the importance of respecting diversity; communication; confidential information; what abuse is and what to do when they have concerns someone is being abused; comments and complaints; whistleblowing; health and safety and risk assessments; professional relationships; work with other people and organisations; personal development plan; core skills in writing, numbers and information technology; positive attitude and personal resilience; where and how to access specialist knowledge.

Skills:

Support individuals according to their personal care support plan; ask for help from an appropriate person; encourage individuals to participate in the way their care and support is delivered; support individuals with cognitive, physical or sensory impairments; ensure dignity is at the centre of all work; demonstrate all work is person centred; communication; recognise potential signs of different forms of abuse; health and wellbeing of the individuals; risk assessments; professional development; ability to work in partnership; work within safe, clear professional boundaries; show they can access and apply additional skills required to perform the specific job role competently.

Behaviours:

Caring consistently and enough about individuals to make a positive difference to their lives; delivering care and support with kindness, consideration, dignity and respect; doing the right thing for people and speaking up if the individual they support is at risk; good communication is central to successful caring relationships and effective team working; applying knowledge and skills to provide high quality care and support; improving the experience of people who need care and support ensuring it is person centred.

For more information visit: [Skills England](#)