

TCHC GROUP LIMITED

HEALTHCARE CLEANING OPERATIVE

LEVEL 2 STANDARD

ABOUT US

TCHC Group Limited have been a leading provider of skills training and provision for 17 years, delivering our vision of transforming the lives of individuals by being the first-choice provider for exceptional provision of employment, skills, apprenticeships and business support.

To date, we have helped 270+ employers to access our apprenticeship services and 1000+ apprentices to develop their careers.

What is an Apprenticeship?

An apprenticeship is a form of employment while studying for a core set of skills that will upskill an individual and provide them a qualification that can help boost their career goals. As an employee, an apprentice is entitled to the same rights as a contracted employee with full time pay (wage is determined by the employer) with holiday leave and statutory sick pay.

What is a Healthcare Cleaning Operative?

Healthcare and hygiene environments that require specific attention to infection control, safety and sanitation for the health and wellbeing of service users. This includes a range of both public and private sector environments that require high levels of cleanliness to avoid the growth of bacteria and the spread of diseases and viruses. The Healthcare Cleaning Operative may also work in establishments that require cleaning to a healthcare standard to prevent adverse effects on the health of high-risk service users.

Typical Job Roles

- Care Hygiene Operatives
- Cleaning Services Operative
- Domestic Assistant
- Housekeeper
- Cleaning Supervisor
- Healthcare Assistant
- Healthcare Administrator
- Housekeeping Assistant
- Domestic Cleaner
- Domestic Supervisor

ELIGIBILITY:

- Candidate must have resided in the EU for the last 3 years
- Must be employed working at least 30 hours
- Must not be enrolled in any other type of government funded training
- Must not have attained a qualification that supersedes the desired apprenticeship programme

DELIVERY MODEL

Where does the programme take place:

Currently remote delivery through Microsoft Teams.

When are sessions booked:

1st session booked at induction and then after previous sessions.

Is there a schedule for the entire programme:

No dedicated schedule for the whole programme regarding dates and times as typically we arrange sessions after the previous session. We will have lesson plans scheduled for each session but this is only viewed by the Learning Coach.

Frequency of sessions:

Once a month, typically 3 hours per session.

CONTENT

Knowledge, Skills and Behaviours (KSB's) are the main aspects of assessing an apprentice's competency within their occupation of employment.

Knowledge

- National & local standards
- How to manage risks
- Preparation for cleaning methodologies
- Chemical competence
- Selection/Use of correct cleaning equipment
- Principles of infection prevention
- Response to rapid response cleans

Skills

- Compliance with national and local standards
- Carry out risk assessments
- Identify risk categories and colour coding
- Prepare cleaning materials and machinery where appropriate
- Carry out tasks according to Standard Operating Procedure
- Recognise signs of infestation and follow organisational procedures

Behaviours

- Dignity, respect and professionalism
- Working independently and as apart of a team
- Reliability and consistency, taking responsibility
- Time management
- Flexible approach to work when required
- Analytical/problem solver

Functional Skills

If you do not have a Maths and English GCSE grade C or above they will be required to complete Functional Skills Maths and English at level 2 during the Apprenticeship.

Any opportunity to apply to a recognised body within the profession.

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

20% OFF THE JOB

All Apprentices must have a minimum of 20% off-the-job training which needs to be completed within working hours. If training must, by exemption, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu). Your TCHC Dedicated Account Manager will help you agree the off-the-job training before the start of the apprenticeship.

COURSE OUTLINE

1

Initial Assessments Pre-enrolment

Initial Assessments
English & maths

Healthcare Cleaning Operative Entry Assessment

2

On-programme Learning Month 0-10

Knowledge, Skills and Behaviours

Functional Skills: *
English Level 2
Maths Level 2

3

Gateway Month 10

Attained at least the minimum knowledge, skills and behaviours detailed in the Standard

Successful completion of a work-based assignment covering all three units

Achieved Functional Skills certificates at level 2 for English and maths*

4

End Point Assessment (EPA) Month 10-12

Knowledge Test

Observation
(with questioning)

Structured interview
(underpinned by portfolio)

**if you have already achieved GCSE grade C/grade 4 or above in English and maths, you may be exempt from this element.*

END POINT ASSESSMENT (EPA)

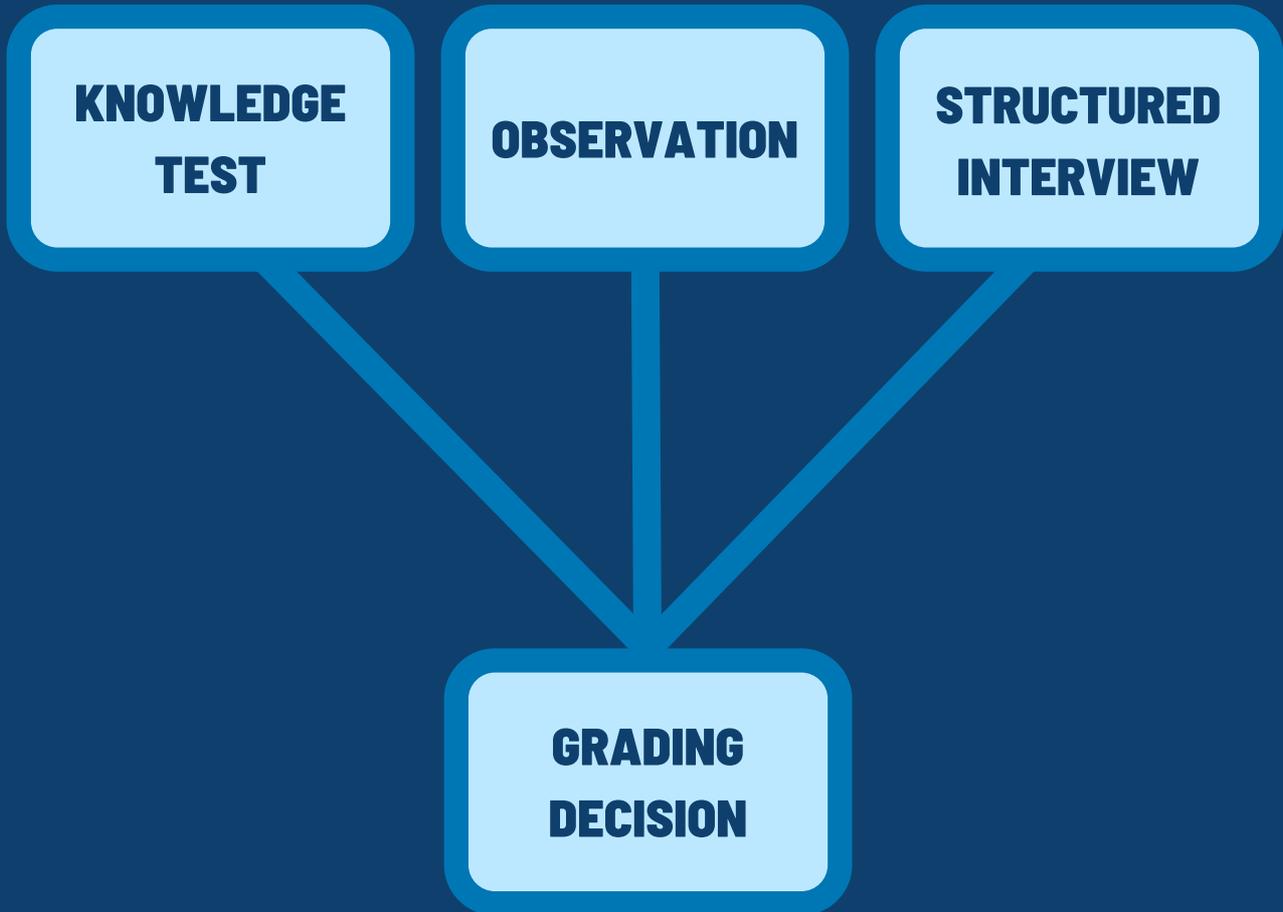
The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a digital marketer and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and TCHC Learning Coach will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Healthcare Cleaning Operative Level 2 course, you are required to complete three assessments. The three methods of assessment will build a cumulative picture of how well you have met the requirements of the apprenticeship standard. The overall grade you are awarded is a holistic judgement of all EPA requirements, none of the assessments are graded individually. In order to pass the apprenticeship, you must meet the expected level of quality in each assessment.

What does the EPA consist of?

Under the new standards an apprentice will complete only after they have been independently assessed – this is called an End-point Assessment. The type of assessment varies but for this Apprenticeship it consists of the following:



GRADING	
Distinction	All assessments are significantly above the expected level of quality
Pass	All assessments are of the expected level of quality
Fail	One or more assessments are below the expected level of quality

KNOWLEDGE TEST

The occupation requires the ability to recall from memory the underpinning knowledge in relation to health and safety, legislation and procedures. A multiple choice knowledge test is an effective and cost efficient method of testing this ability.

The test can be:

- Paper based
- Computer based It will consist of 30 questions

These questions will consist of:

- Closed response questions (e.g. multiple-choice questions)
- Questions based on a scenario / case study (minimum of 12 questions) - also to be closed response (e.g. multiple choice questions)

OBSERVATION WITH QUESTIONING

Apprentices must be observed by an independent assessor completing work in their normal workplace, in which they will demonstrate the KSBs assigned to this assessment method. The EPAO will arrange for the observation to take place, in consultation with the employer.

One independent assessor may observe up to a maximum of 1 apprentice at any one time, to allow for quality and rigour.

The rationale for this assessment method is:

- This is a practical role, best demonstrated through observation
- Observation allows the assessment of work tasks in the apprentice's normal place of work, using tools and equipment with which they are familiar, which is likely to enable the apprentice to perform at their best
- Observation is a cost effective assessment method, as it makes use of the employer's premises and resources
- The tasks chosen reflect something that would be completed by healthcare cleaning operatives in every company on a daily basis; tasks not necessarily completed on a daily basis or not best suited to direct observation are assessed via the other assessment methods
- Questioning component enables the checking of underpinning knowledge, skills and behaviours

STRUCTURED INTERVIEW UNDERPINNED BY PORTFOLIO

This assessment will take the form of an interview which must be structured to provide the apprentice with the opportunity to achieve the KSBs assigned to this assessment method. Questioning should assess the KSBs assigned to this assessment method and the apprentice may use their portfolio to support their responses.

The rationale for this assessment method is:

- It allows the apprentice to be assessed against KSBs that may not occur naturally on a daily basis, would take too long to observe or do not lend themselves to direct observation
- The interview is underpinned by a portfolio of evidence, enabling the apprentice to demonstrate the application of skill and behaviours as well as knowledge
- Allows for testing of responses where there are a number of potential answers that couldn't be tested through the multiple-choice test

FAQ's

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for.

The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance related incentives.

Further guidance on the NMW for apprentices can be found online at www.gov.uk/nationalminimum-wage-rates.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/holiday-entitlement-rights.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your learning coach.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with TCHC Group.

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