



Training Works (NW) Limited

*'Training for Care  
Professionals'*

The background of the entire page is a photograph of a healthcare professional in blue scrubs with a stethoscope, standing behind an elderly man with white hair who is smiling. The professional's hands are resting on the man's shoulders.

# CAREERS IN adult care & healthcare

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 of 2021/2022 there were **1.79 million posts of which 1.62 million were filled.**

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.

# Adult care and healthcare: making a real difference

## A growing industry, actively recruiting motivated staff

As of 2022, it was estimated 1.62 million people work in the adult social care sector in England

It's a growing industry with lots of opportunities. The vacancy rate across the adult social care sector was estimated at 165,000 vacant roles in 2022

From 2021/22, the majority (89%) of the workforce are employed on permanent contracts.

From 2021/22, half of the workforce (51%) usually worked full-time hours and 49% were part-time - offering plenty of work-life balance and flexibility.

(Source: <https://www.cqc.org.uk>)

## UNIVERSITY

Undergraduate degrees last between **3-4 years**

Tend to focus on individual, **academic study with little work experience**

**Tuition fees** up to £9,500 p.a. in England

Large **student debt** – an average of £45,000 per student in 2022

There are **198** universities within the UK offering adult care courses

There are **51** universities within the UK offering healthcare courses

Adult care and healthcare advanced and higher apprenticeships last between **12 months and 30 months**

Specific focus on **on-the-job training**

Apprentices develop practical skills, alongside qualifications

**No tuition fees.** Costs are covered by the employer (often with government funding)

**Receive a salary** for the duration of the programme

There are currently **thousands** of adult care and healthcare apprenticeship opportunities with employers in the UK

## APPRENTICESHIPS

# 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 take place during 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.

## GET A BETTER JOB

**Level 3 - Advanced  
Equivalent Education Level:  
2 A level passes**

## GET A DREAM JOB

**Level 6 and 7 - Degree  
Equivalent Education Level:  
Bachelor's or Master's Degree**



# 1

## GET A JOB

**Level 2 - Intermediate  
Equivalent Education Level:  
5 GCSE passes**

# 2

# 3

## GET A CAREER

**Level 4, 5, 6 and 7 - Higher  
Equivalent Education Level:  
Foundation Degree and above**

# 4



# The benefits of apprenticeships

**An apprenticeship is a truly unique opportunity offering first-hand work experience within your chosen role, a paid job position and promotion possibilities through vocational training.**

There are chances to move up the hierarchy within your workplace, opportunities for further education and, more favourably, the chance for higher earnings.

Apprentices often receive salary increases when they complete their training, in addition to the boost in confidence from improved knowledge and an upwards movement in the company hierarchy.



**92%**

of apprentices in work felt that their apprenticeship had resulted in a positive impact on their career.

# What does an apprenticeship include?

**An apprenticeship is a work-based placement that combines practical, on-the-job training with continued study towards a recognised qualification. Apprenticeships are designed to make you 'job-ready' in the role you're training for. Once your apprenticeship is up and running, and you're gaining more experience and learning new skills, you can start to plan for the next steps.**

## Functional skills

Functional skills provide you with essential knowledge, skills and understanding that will enable you to operate confidently, effectively and independently in life and work.

Progression towards, and attainment of, approved level 2 English and maths qualifications is an important part of the apprenticeship programme. For those undertaking a level 3 or higher apprenticeship, it is a requirement that they should hold or achieve an approved level 2 in both subjects before they can successfully complete the apprenticeship.

### Level 1 (L1)

Recognised qualification equivalent to GCSE Grade D-G (3-1), includes: Functional Skills L1, Key Skills L1 in English or Maths.

### Level 2 (L2)

Recognised qualification equivalent to GCSE Grade A-C (9-4), includes: Functional Skills L2, Key Skills L2 in English or Maths.

## Independent End Point Assessment (EPA)

Once your apprenticeship training is completed, an independent assessment takes place. This assessment is your opportunity to demonstrate that you are genuinely competent in the job role at the end of your training.

It also gives you the chance to show what you've learnt throughout the apprenticeship.

Details of the EPA are set out in the assessment plan and include an evaluation of the apprentice's knowledge, skills, behaviours.

# Employment terms

As an apprentice you're entitled to the exact same rights as employees working at the same level or role as you. This includes annual leave, sick pay and your contract with your employer.

## Your pay and conditions

It's a requirement to be paid during your apprenticeship and you're entitled to the National Minimum Wage for apprentices as a minimum. The current minimum wage rate for an apprentice is £5.28 per hour. This rate applies to apprentices under 19 and those aged 19 or over who are in their first year. Most employers pay higher wages than the current minimum wage rate for an apprentice.

These rates are for the National Living Wage and the National Minimum Wage. The rates change every April.

Year	23 and over	21 to 22	18 to 20	Under 18	Apprentice
April 2023	£10.42	£10.18	£7.49	£5.28	£5.28

Most employers pay higher wage than the current minimum wage rate for an apprentice.

## Hours apprentices are paid for

You must be paid for:

- Your normal working hours.
- Training that's part of your apprenticeship

## Holidays

You'll get at least 20 days paid holiday per year, plus bank holidays.

# How to find and apply for an apprenticeship

There are a number of ways to apply for an apprenticeship in adult care or healthcare.

1

Search for an employer you aspire to work for and find their website. With the number of care providers increasing, it's possible they'll have an opportunity waiting for you.

2

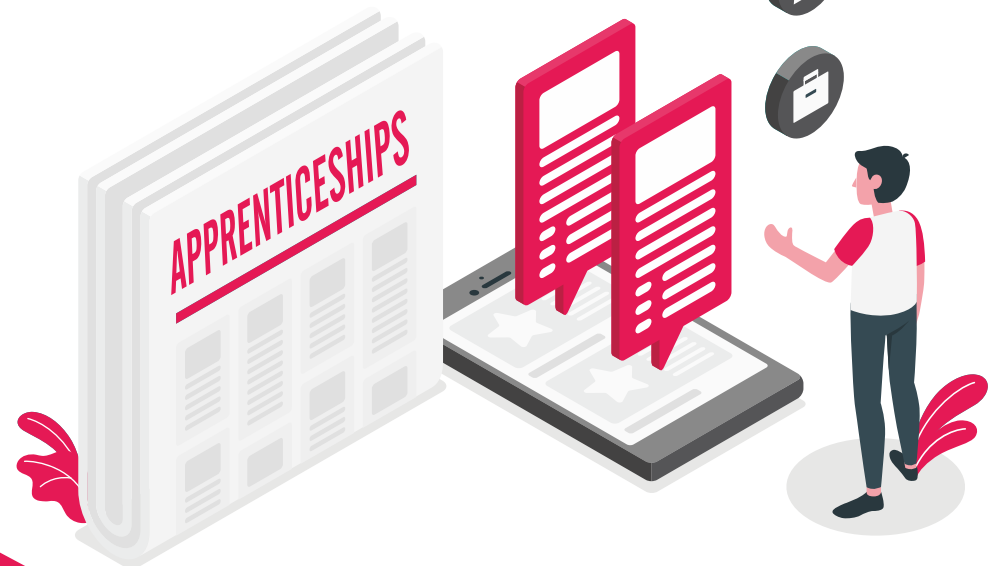
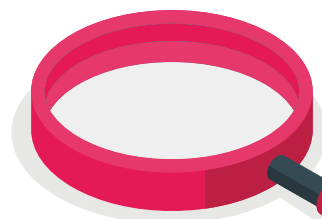
Apply for an apprenticeship through the National Apprenticeship Service (NAS) website: [apprenticeships.gov.uk](https://apprenticeships.gov.uk).

3

Ask your employer to contact Training Works to enrol you as an apprentice.

4

Utilise career websites which specialise in apprenticeships, such as [apprenticeships.gov.uk](https://apprenticeships.gov.uk) or [nationalcareers.service.gov.uk/skills-assessment](https://nationalcareers.service.gov.uk/skills-assessment).



# Adult care and healthcare 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

- Level 2  
**Healthcare Support Worker**
- Level 2  
**Adult Care Worker**
- Level 3  
**Lead Adult Care Worker**
- Level 4  
**Lead Practitioner in Adult Care**
- Level 5  
**Leader in Adult Care**

## 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

## 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.

Your employer will work in partnership with Training Works to deliver your training. Each employer and training provider will operate a little differently, so these steps are just a guide for you to know what will be expected of you during your apprenticeship.





# 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 when working in residential care?

- 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 when working in domiciliary care?

- 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 when working in nursing care?

- 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.

## 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.

### Important notice

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.





# Important notices and legalities

## CQC

The **Care Quality Commission (CQC)** is the independent regulator of health and social care in England. They monitor, inspect and regulate all care services to ensure they meet fundamental standards of quality and safety. All CQC findings are regularly published and updated via their website.

Additionally, they provide vital information on providers' employment requirements and inspection results on how safe, effective, caring, responsive and well-led they are. You can also find the type of care that providers offer and their contact information.

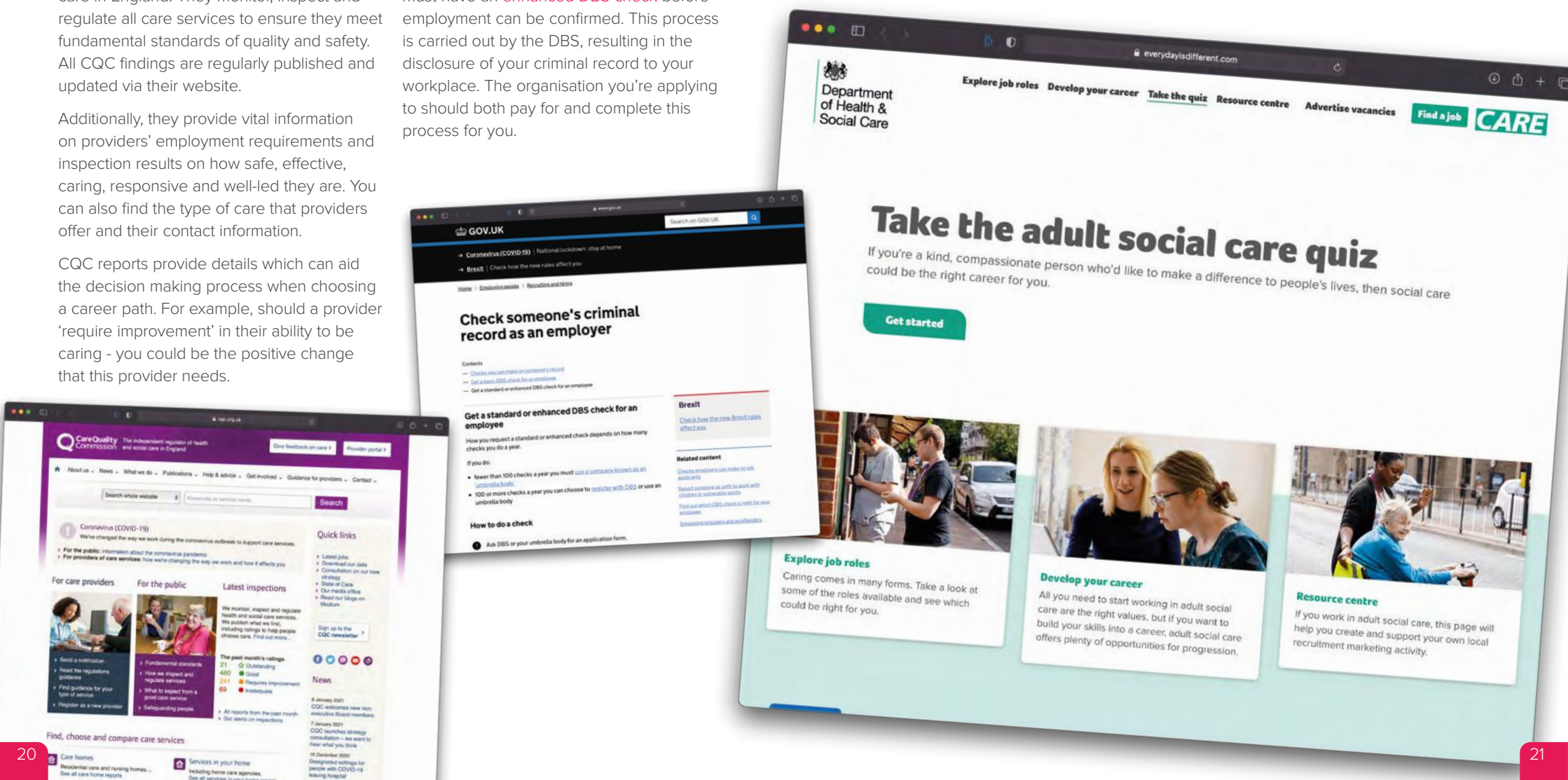
CQC reports provide details which can aid the decision making process when choosing a career path. For example, should a provider 'require improvement' in their ability to be caring - you could be the positive change that this provider needs.

## Disclosure Barring Service (DBS)

Anyone in a role working within close proximity to vulnerable adults or children must have an **enhanced DBS check** before employment can be confirmed. This process is carried out by the DBS, resulting in the disclosure of your criminal record to your workplace. The organisation you're applying to should both pay for and complete this process for you.

## Is working in care right for you?

Every day is different working in care. The Department of Health & Social Care have provided a quiz to see if a career in care is for you.



# Support Worker/ Care Assistant

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 or healthcare support worker with an apprenticeship or already hold this qualification.

Salary expectations range from:

- **Support Worker** (entry level): £16,662 p.a
- **Support Worker** (experienced): £24,000 p.a
- **Care Assistant** (entry level): £18,579 p.a
- **Care Assistant** (experienced): £31,787 p.a



## Requirements

Some providers 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.

## Apprenticeships and other qualifications



**Level 2  
Adult Care Worker**



**Level 1 and Level 2  
Functional Skills English**



**Level 1 and Level 2  
Functional Skills  
Mathematics**



**Level 2  
Healthcare Support Worker**

**Career  
Progression**

**Support Worker/  
Care Assistant**

**Senior Support Worker/  
Senior Care Assistant**

**Team Leader/  
Care Coordinator**

**Home Deputy Manager**

**Home Manager**



# Senior Support Worker/ Senior Care Assistant

Senior Support Workers/Senior Care Assistants are strong leaders providing physical and emotional support to services users whilst supervising, motivating and educating team members.

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): £18,579 p.a
- **Senior Support Worker** (experienced): £27,000 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



## 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.

## Apprenticeships and other qualifications



**Level 3**  
**Lead Adult Care Worker**



**Level 3**  
**Team Leader**



**Level 2**  
**Functional Skills**  
**Mathematics**



**Level 2**  
**Functional Skills**  
**English**

**Career  
Progression**

Support Worker/  
Care Assistant

**Senior Support Worker/  
Senior Care Assistant**

Team Leader/  
Care Coordinator

Home Deputy Manager

Home Manager



# Team Leader

Team Leaders take responsibility for the Support Workers/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):  
£21,000 p.a
- **Team Leader** (experienced):  
£37,500 p.a



## 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.

## Apprenticeships and other qualifications



**Level 3**  
**Lead Adult Care Worker**



**Level 2**  
**Functional Skills**  
**Mathematics**



**Level 3**  
**Team Leader**



**Level 2**  
**Functional Skills**  
**English**

## Career Progression

Support Worker/  
Care Assistant

Senior Support Worker/  
Senior Care Assistant

**Team Leader/  
Care Coordinator**

Home Deputy Manager

Home Manager

## Care Coordinator (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



## 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.

## Apprenticeships and other qualifications



**Level 3**  
**Lead Adult Care Worker**



**Level 2**  
**Functional Skills English**



**Level 4**  
**Lead Practitioner in Adult Care**



**Level 2**  
**Functional ICT**



**Level 2**  
**Functional Skills Mathematics**

**Career  
Progression**

Support Worker/  
Care Assistant

Senior Support Worker/  
Senior Care Assistant

**Team Leader/  
Care Coordinator**

Home Deputy Manager

Home Manager



# Home Deputy/ Assistant Manager

Home Deputy/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



## Requirements

As a key decision maker you'll develop policies and practices whilst maintaining confidentiality, promoting service users' rights, encouraging them to join activities, monitor business performance and quality of care. Home Deputy/Assistant Managers will have a good standard of education including maths, English and ICT qualifications at GCSE grade 4 (grade C in the previous structure). You're required to have experience within care as well as a track record proving your management skills. Additionally, you'll have counselling skills including the ability to actively listen with a non-judgemental approach.

## Apprenticeships and other qualifications



**Level 4**  
**Lead Practitioner in Adult Care**



**Level 2**  
**Functional Skills Mathematics**



**Level 2**  
**Functional Skills English**



**Level 2**  
**Functional ICT**

**Career Progression**

Support Worker/  
Care Assistant

Senior Support Worker/  
Senior Care Assistant

Team Leader/  
Care Coordinator

**Home Deputy  
Manager**

Home Manager

# Home Manager

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): £25,000 p.a
- **Home Manager** (experienced): up to £55,000 p.a



## 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. You'll be required to 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

## Apprenticeships and other qualifications



**Level 5**  
**Leader in Adult Care**



**Level 2**  
**Functional Skills English**



**Level 2**  
**Functional Skills Mathematics**

## Career Progression

Support Worker/  
Care Assistant

Senior Support Worker/  
Senior Care Assistant

Team Leader/  
Care Coordinator

Home Deputy  
Manager

**Home Manager**



# Need Advice?



Training Works (NW) Limited

Training Works specialise in the delivery of quality training and apprenticeships to the Care sector.

**01253 478 180**

**[training-works.co.uk](https://www.training-works.co.uk)**



Skills for Care helps create a well-led, skilled and valued adult social care workforce. We're a trusted independent charity with over 18 years' experience in workforce development, working as a delivery partner for the Department of Health and Social Care.

**0113 241 1275**

**[skillsforcare.org.uk](https://www.skillsforcare.org.uk)**



Healthcare bodies across the UK trust Skills for Health to help them develop the skills, roles, competencies, and strategies that provide better patient outcomes.

**0207 388 8800**

**[skillsforhealth.org.uk](https://www.skillsforhealth.org.uk)**



Health Careers is the information service about the range of 350 or so careers available in health. We're part of Health Education England and our aim is to support people in education and at all stages of their career to discover more about the health roles that are available, and how to get in and get on.

**0345 60 60 655**

**[healthcareers.nhs.uk](https://www.healthcareers.nhs.uk)**



# Apprenticeship Discounts and Deals



## NUS Extra (Totum)

The NUS Apprentice Extra card provides discounts in-store and online at your favourite brands to help your hard-earned cash go a little further. It's available to all UK apprentices and costs just £11 for 12 months, or £19 for 24 months.

Learn more here:

<https://www.apprenticeextra.co.uk/>

## Council Tax Discounts for Full-time Students

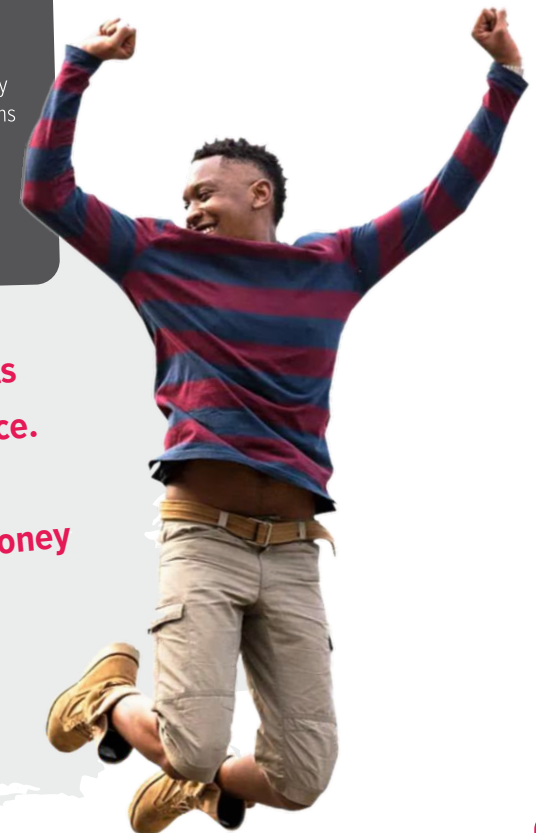
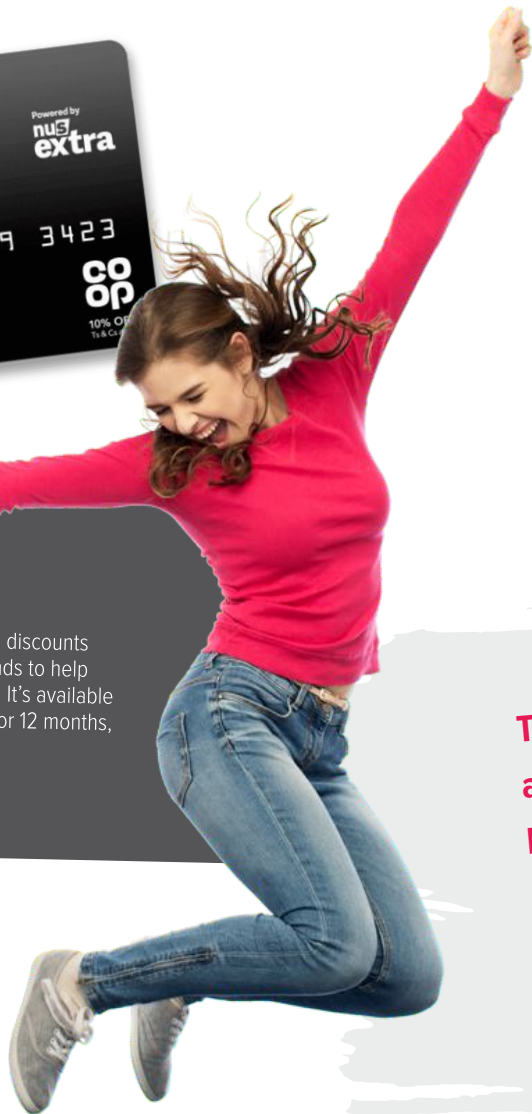


People on apprenticeship schemes may be eligible for Council Tax discounts. To benefit from this you'll need to show that you **do not qualify as an adult under the Government rules for Council Tax**. You'll need a declaration from your employer stating that:

- You will not be paid more than £195 a week.
- The training leads to a qualification accredited by a body recognised by the Office of Qualifications and Examinations Regulation (Ofqual) or the Scottish Vocational Education Council (SVEC).

Contact your local council if you're unsure about whether you're eligible for a discount.

**There are a handful of personal benefits associated with becoming an apprentice. Not only will you progress your career – but you could save yourself some money with available student discounts and deals!**





# training works

Training Works (NW) Limited

Training Works (NW) Ltd,  
Suite 18, Enterprise Centre,  
291-305 Lytham Road,  
Blackpool FY4 1EW;

**01253 478180**

**[enquiries@training-works.co.uk](mailto:enquiries@training-works.co.uk)**

**[www.training-works.co.uk](http://www.training-works.co.uk)**

** Training Works – NW Ltd**