



COURSE

# SAFEGUARDING SUPPORT OFFICER

CARE





## DURATION

18 Months



## LEVEL

3



**SKILLS ENGLAND  
STANDARD REFERENCE NO.**  
ST1030



**SKILLS ENGLAND LINK**  
[Safeguarding support officer / Skills  
England](#)



**SKILLS FUNDING  
GROUP LINK**  
[https://www.skillsfundinggroup.com/fun  
ded-courses/](https://www.skillsfundinggroup.com/funded-courses/)



**FULL FUNDING VALUE**  
£7,000



**5% Contribution (if applicable)**  
£350



**TIME COMMITMENT**  
4 hours per week working specifically on  
this course during working hours plus 2  
hours employer led CPD



**FUNDING AVAILABLE FOR**  
Upskilling existing members of staff and  
the recruitment of fresh candidates



**FUNDING TYPE**  
Advanced Apprenticeship



**DELIVERY STYLE**  
121 In Person Visits  
121 Remote Video Calls  
Online Peer Group Workshops



# CANDIDATE PROGRESSION

AFTER COMPLETING THIS COURSE



This programme enables individuals to progress into specialist safeguarding roles, developing the confidence, competence and professional judgement required to support effective safeguarding practice across organisations.

## Progression Opportunities

Candidates may progress into:

- ◆ Safeguarding Lead
- ◆ Pastoral Support Officer
- ◆ Welfare Officer
- ◆ Specialist safeguarding, pastoral or welfare roles across multiple sectors
- ◆ Level 4 or Level 5 safeguarding, leadership, or care-related qualifications
- ◆ Formalising safeguarding responsibility within frontline roles
- ◆ Developing skills to support safeguarding systems and responses

## Further Development

Many learners progress onto:

- ◆ Level 4 or Level 5 qualifications in safeguarding, adult care, education, or leadership
- ◆ Specialist training in child protection
- ◆ Contextual safeguarding training

## Professional Readiness

Following completion, candidates will:

- ◆ Professional confidence and resilience when managing safeguarding concerns
- ◆ Understanding of ethical practice and professional conduct
- ◆ Skills in information handling and maintaining professional boundaries

Learners also gain skills in:

- ◆ Ability to work effectively within multi-agency safeguarding settings
- ◆ Skills to respond appropriately to disclosures
- ◆ Confidence to escalate concerns in line with safeguarding procedures
- ◆ Competence in supporting safeguarding processes and frameworks
- ◆ Ability to contribute to safe environments and positive safeguarding outcomes

# EMPLOYER BENEFITS

AFTER COURSE COMPLETION  
(CQC-ALIGNED)



Employers benefit from trained safeguarding professionals who strengthen safeguarding systems, improve compliance and support safe, effective responses to safeguarding concerns.

## Employers benefit from staff who:

- ◆ A structured and funded route to develop safeguarding capability
- ◆ Training aligned to current legislation and statutory guidance
- ◆ Delivery based on safeguarding best practice
- ◆ Relevant, practical learning with real organisational impact
- ◆ Flexible delivery to minimise workplace disruption
- ◆ Embedded safeguarding knowledge

## The apprenticeship provides:

- ◆ Structured, funded development for experienced care staff
- ◆ Preparation for leadership and supervisory responsibilities
- ◆ Training aligned to real workplace practice and regulatory expectations
- ◆ Relevant, immediately applicable learning
- ◆ Developing internal talent and leadership capacity

## Employers typically see:

- ◆ Improved safeguarding awareness
- ◆ Increased staff confidence in safeguarding practice
- ◆ Greater consistency in safeguarding
- ◆ Improved inspection and audit readiness
- ◆ Clearer safeguarding processes and procedures
- ◆ Reduced organisational risk

## The programme supports:

- ◆ Effective safeguarding practice across organisations
- ◆ Regulatory and statutory compliance
- ◆ Robust risk management processes
- ◆ Development of competent safeguarding support professionals

# COURSE OVERVIEW

The Safeguarding Support Officer Level 3 course is designed for individuals who support safeguarding activity within care environments, including residential care, domiciliary services, supported living and community-based provision. The programme develops the specialist knowledge, practical skills and professional behaviours required to recognise safeguarding concerns, respond appropriately and contribute effectively to safeguarding systems that protect vulnerable adults and children.

Learners build a comprehensive understanding of safeguarding legislation, statutory guidance and organisational policy, including the Care Act, safeguarding principles and the responsibilities of care providers. The course explores how abuse and neglect can present in care settings, including physical, emotional, financial, discriminatory and organisational abuse. Learners develop confidence in identifying early warning signs, recording concerns accurately and escalating issues through appropriate reporting channels.

A strong emphasis is placed on multi-agency working, professional boundaries and effective communication with colleagues, external professionals and families. Learners understand how to contribute to safeguarding meetings, support investigations and maintain confidentiality while ensuring the safety and wellbeing of individuals in their care. Risk assessment, whistleblowing procedures and creating a culture of openness and accountability are also central themes.

# ELIGIBILITY CRITERIA

- ◆ UK/EU Citizen for 3+ years
- ◆ Work 16+ hours per week on average
- ◆ Employed on a PAYE Scheme
- ◆ Not on any other government-funded course





# WHO IS THIS COURSE FOR

This course is for individuals who support safeguarding activity and require the skills, confidence and knowledge to manage safeguarding concerns effectively within their organisation.

## This course is ideal for:

- ◆ Staff with safeguarding responsibilities in education, care, health, housing, or community services
- ◆ Individuals who receive or respond to safeguarding concerns
- ◆ Staff who support safeguarding referrals and processes
- ◆ Learners involved in safeguarding coordination or support activities
- ◆ Individuals confident in communicating with colleagues and external agencies
- ◆ Staff committed to promoting safe and supportive environments
- ◆ Those new to safeguarding responsibilities

## Typical Job Roles Include:

- ◆ Safeguarding Support Officer
- ◆ Safeguarding Administrator
- ◆ Pastoral Support Officer
- ◆ Welfare Officer
- ◆ Student Support Officer
- ◆ Care or Support Worker with safeguarding responsibility

## This course is suitable for employers operating in:

- ◆ Education and training provider
- ◆ Adult social care services
- ◆ Children's services
- ◆ Health and community services
- ◆ Housing providers
- ◆ Voluntary and third-sector organizations

This course supports safeguarding practice in line with statutory guidance and organisational safeguarding policies, promoting safe, ethical and effective responses to safeguarding concerns.

# KNOWLEDGE

On completion of the course, candidates will have knowledge of:

- ◆ Safeguarding legislation and statutory guidance
- ◆ Organisational safeguarding policies and procedures
- ◆ Recognition of abuse and neglect
- ◆ Safeguarding thresholds and decision-making
- ◆ Information sharing in line with legal and ethical requirements
- ◆ Multi-agency safeguarding working practices
- ◆ Professional boundaries and confidentiality

This knowledge supports:

- ◆ Safeguarding planning and regulatory requirements.
- ◆ Accurate record keeping to support safe and compliant practice

# SKILLS

Candidates will be able to:

- ◆ Identify safeguarding concerns promptly and accurately
- ◆ Respond appropriately to disclosures of abuse or neglect
- ◆ Follow organisational safeguarding procedures effectively
- ◆ Communicate clearly and sensitively with colleagues, service users, and external agencies
- ◆ Maintain accurate and compliant records
- ◆ Recognise and assess risk in safeguarding situations
- ◆ Escalate concerns according to organisational and statutory guidelines
- ◆ Support safeguarding referrals and contribute to safeguarding processes
- ◆ Work collaboratively within multi-agency teams

# BEHAVIOURS

Candidates will demonstrate the following core behaviours in their work:

- ◆ Professionalism and integrity in safeguarding practice
- ◆ Emotional resilience when managing challenging situations
- ◆ Ethical decision-making and conduct
- ◆ Respect for confidentiality and data protection
- ◆ Prioritisation of safety for individuals and communities
- ◆ Commitment to safeguarding values and standards
- ◆ Dedication to continuous improvement in safeguarding practice
- ◆ Responsible and accountable practice within organisational frameworks



# DELIVERY MODEL

The delivery model for the Safeguarding Support Officer Level 3 programme uses a blended approach combining 121 learning and assessment, structured online learning and peer group activity. Learners receive regular one-to-one support through in-person visits and remote sessions, alongside guided online study. Peer group workshops support shared learning and best practice.

## 1:1 In-Person Visits

Learners receive regular one-to-one face-to-face visits from a dedicated trainer or assessor. These sessions focus on:

- ◆ Observing the learner in their workplace
- ◆ Reviewing progress against the apprenticeship standard
- ◆ Providing tailored coaching, feedback and support
- ◆ Gathering evidence to demonstrate competence

This approach ensures learning is directly aligned to the learner's role and workplace practices.

## 1:1 Remote Video Calls

Learners also take part in one-to-one remote sessions via video call. These sessions are used to:

- ◆ Review learning and progress
- ◆ Provide targeted coaching and guidance
- ◆ Discuss reflective practice and professional development
- ◆ Support off-the-job training requirements
- ◆ Remote delivery provides flexibility while maintaining personalised support.

## Online Peer Group Workshops

Learners attend online peer group workshops alongside other apprentices. These sessions:

- ◆ Cover key knowledge areas within the standard
- ◆ Encourage discussion, shared learning and best practice
- ◆ Support confidence, communication and professional behaviours
- ◆ Reinforce learning through real-world examples

Peer workshops help build a supportive learning community while developing teamwork and communication skills.



# ASSESSMENT

## END POINT ASSESSMENT (EPA)

The End-Point Assessment (EPA) confirms that the learner has met the occupational standard for a Safeguarding Support Officer. It assesses the application of safeguarding knowledge, skills and behaviours required to support effective safeguarding practice.

### What the End Point Assessment Consists Of:

The EPA for this apprenticeship is made up of the following assessment methods:

#### Observation of Practice

An independent End Point Assessment Organisation (EPAO) observes the apprentice carrying out their role in the workplace. This assesses:

#### Practical competence

- ◆ Scenario-based assessment to evaluate real-world safeguarding responses
- ◆ Demonstrates ability to manage safeguarding concerns effectively
- ◆ Confirms application of skills, knowledge, and behaviours in practice
- ◆ Shows sound professional judgement in safeguarding situations

#### Professional Discussion

- ◆ The apprentice takes part in a structured professional discussion with an independent assessor. This allows the apprentice to:
- ◆ Understanding of safeguarding processes and procedures
- ◆ Evaluates ability to respond appropriately to concerns
- ◆ Confirms overall occupational competence and readiness for safeguarding responsibilities

### How the End Point Assessment Is Completed

- ◆ Assessment is conducted by an independent assessor once gateway requirements are met
- ◆ Evidence gathered throughout the programme supports assessment decisions
- ◆ Confirms learner's achievement of the full apprenticeship standard
- ◆ Validates occupational competence in safeguarding practice

# PREPARATION AND SUPPORT

Throughout the programme, learners are supported to:

- ◆ Build evidence of competence
- ◆ Prepare for assessment requirements
- ◆ Understand what to expect at EPA

This ensures apprentices approach the End Point Assessment with confidence and clarity.

# GENERAL ENQUIRIES ABOUT COURSE OR FUNDING

 01174 635063

 [info@skillsfundinggroup.com](mailto:info@skillsfundinggroup.com)

# CONTACT INFORMATION & USEFUL LINKS

## Skills England Technical Information:



Safeguarding Support Officer Level 3  
– Skills England Standard

<https://www.instituteforapprenticeships.org/apprenthip-standards/safeguarding-support-officer-v1-0>

## Setting Up Online Digital Account:



Create an Apprenticeship Service Account  
(Employers)

<https://www.skillsfundinggroup.com/digital-account>

## Applying for Apprenticeship Levy Transfer:



Receive or Transfer Levy Funds – GOV.UK  
Guidance

<https://www.skillsfundinggroup.com/levy-transfer/>

## Enrol on this Course



Enrolment For This Course:

<https://www.skillsfundinggroup.com/enrolment>

## Book a Video Call



To book a video call about this course;

<https://www.skillsfundinggroup.com/start-the-conversation/>