tend®



Level 3 Safeguarding Support Officer

Programme Overview

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Career Builder®

Course Overview

Level 3 Safeguarding Support Officer

Entry Requirements

To join this programme, learners need to have lived in the UK, EEA or EU for the past three years, and be able to complete the full apprenticeship as part of their role. Learners should also be working in a role where they can support safeguarding processes, respond to concerns or contribute to the wellbeing and protection of children, young people or adults at risk throughout the programme.

For learners **aged 16–18** without a Level 2 in Maths and English (GCSE grade 4/C), they'll work toward these alongside their apprenticeship.

For learners **aged 19+**, Maths and English (Functional Skills) is optional and agreed with their employer.

Who is it for?

This apprenticeship is ideal for professionals supporting safeguarding across health, social care and community settings.

It's perfect for those looking to develop their knowledge of safeguarding practice, communication, referrals, information sharing and professional decision-making while helping to create safer environments and better outcomes for the people they support.

End Point Assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in each learner's end-point assessment (EPA). This typically involves elements such as:

Presentation and questioning.

Professional discussion underpinned by a portfolio of evidence.



Course at a Glance

Level: 3

Duration: 16 Months

Funding: Up to 100% Funded

Delivery Method: Blended

NEW

Spotlight Delivery Model

Flexible, learner-led delivery

Digital learning, personalised coaching and practical workplace application designed to support every learner's development journey.

Read more about our delivery model

Course Modules

1–5 MONTHS

- Safeguarding Foundations
- Legislation
- Building a Positive Safeguarding Culture
- Effective Safeguarding Communication
- Responding to Safeguarding Concerns
- Professional Safeguarding Decision-Making

6–9 MONTHS

- Escalation, Challenge and Allegations Management
- Referrals and Partnership Working
- Safeguarding Information and Records
- Managing Safeguarding Caseloads

10–13 MONTHS

- Reflective Practice and Supervision
- Practitioner Wellbeing and Resilience
- Delivering Effective Safeguarding Training
- Quality Assurance, Inspections and Audits

14–16 MONTHS

- Preparation for End Point Assessment (EPA)
- Progression IAG Session

EPA

This is the final stage of an apprenticeship, usually lasting around three months, and typically involves a portfolio review, professional discussion and a practical or presentation-based assessment by an independent assessor, after which successful completion of the apprenticeship is awarded.

Key Modules

1. Safeguarding Foundations & Legislation

This module introduces the foundations of effective safeguarding practice. Learners will explore safeguarding principles, legislation, statutory guidance and professional responsibilities, developing their understanding of how to recognise and respond to abuse, neglect and harm.

2. Building a Positive Safeguarding Culture

Effective safeguarding is everyone's responsibility. This module explores how positive cultures, professional behaviours, leadership and accountability help create environments where concerns can be identified, raised and responded to appropriately.

3. Effective Safeguarding Communication

Clear, sensitive communication is essential when supporting people and managing safeguarding concerns. Learners will develop skills in person-centred, trauma-informed and multi-agency communication, including listening, confidentiality and responding to individual needs.

4. Responding to Safeguarding Concerns

This module develops learners' ability to recognise indicators of abuse, neglect and harm and respond appropriately to concerns. Learners will explore reporting, triage, prioritisation, immediate safety and the journey from an initial concern through to an appropriate outcome.

5. Safeguarding Decision-Making

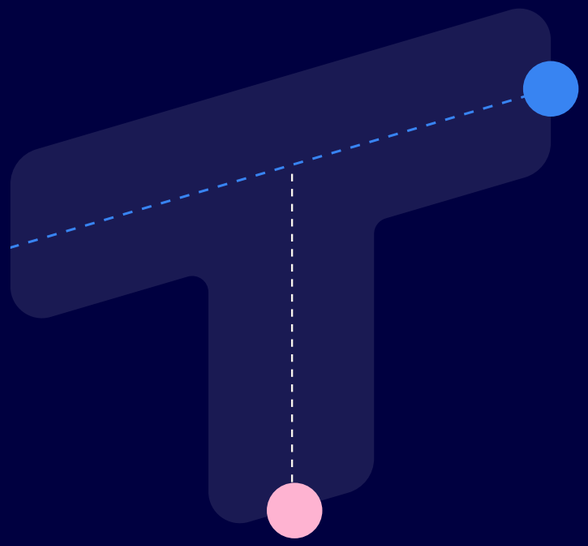
This module develops learners' confidence in making informed safeguarding decisions. Learners will explore professional judgement, risk, role boundaries, best interests and evidence-based approaches to support appropriate action and escalation.

What Learners Will Gain

- **Confidence** in identifying and responding to safeguarding concerns
- **Stronger** communication, referral and multi-agency working skills
- **Improved** approaches to safeguarding records and information sharing
- **Professional** judgement and reflective practice skills
- The ability to support a **positive safeguarding culture** within the workplace
- **Practical skills** that can be applied directly to real safeguarding situations

Did you know?

At tend, we group our training into two helpful pathways. Career Builders® are apprenticeships that grow lasting skills and career progression. Skill Builders® are shorter diplomas and courses that add focused expertise where it's needed. Together, they give learners and employers the flexibility to build strong careers while topping up knowledge along the way.



tend®-trained professionals make resilient leaders.

Career Builders®

You can associate these programmes as ones that will have a lasting impact on a learner's career, think long term commitments, such as apprenticeships and diplomas.

Skill Builders®

Shorter courses, designed to compliment tailored learning pathways. These programmes are fast-tracked, extra skills that learners can pick up along their journey.

tend-trained means quality as well as qualified.

A byword for quality in health and social care training, tend-trained professionals offer much more than just practical skills and knowledge.

That's the easy part. Instead, they also offer the rest of the package - things like teamwork, people skills and how to think creatively and strategically. In other words, how to really excel in the real world of care: the world their trainer has come from.



What sets tend® apart is its people-first approach and understanding of the care sector.

It helps us connect with the right people, empowering our teams to make a difference every day and supporting our mission to create a great place to live and work.

Elishah at Caring Homes

LEARNING & DEVELOPMENT TRAINING SPECIALIST

End Point Assessment

WHAT
IS EPA?

End-Point Assessment is the final stage of an apprenticeship and it evaluates whether learners have developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

This course has a requirement for an End Point Assessment (EPA). Once every course module has been completed, learners then start the EPA process.



Here's a brief overview of the EPA process:

1. Finish all course aims, functional skills (if needed), portfolio evidence, and off-the-job hours.
2. A learner's portfolio and certificates are internally verified, then uploaded to the End Point Assessment (EPA) organisation.
3. An EPA assessor is assigned, and a planning meeting with the learner, employer and assessor sets out the assessment dates.
4. Learners complete their presentation, professional discussion and Q&A. Their EPA grade (Pass/Fail/Distinction) is then confirmed, with the chance to resit if needed.

Off the Job Training

TOP
TIP

A good way to build up their required minimum of 6 hours per week is by discussing and evidencing any learning and development activities undertaken within their current role. For part time apprentices, the requirement remains 20% of their working hours.

Although it's called off the job training, learners don't need to take time away from their day-to-day job role. They can actually focus on learning new skills and undertaking new duties within their existing role.

Off-the-job training must be completed in work time and recorded on Aptem. Maths/English activities can't be included.



Example activities counting towards off-the-job training:

- Attending Team Meetings
- Attending Work Events
- Note Writing
- Sector Relevant Research
- Handovers
- Teaching Sessions
- Shadow Team Members
- Swapping Departments
- Learning a New Skill
- Association of Apprentices
- Mandatory Training and E-Learning
- Reflection Time
- Coaching a Team Member
- Role-play
- 1:1 with Line Manager
- Team Training

Career Builder®

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Looking to strengthen safeguarding practice?

Level 3 Safeguarding Support Officer

Perfect for professionals supporting safeguarding across health and social care, this apprenticeship develops the knowledge and skills to respond to concerns, support referrals, manage safeguarding information and promote safer environments.

Register your interest now



Limited Spaces Available

Speak to a tend advisor today.
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tendtraining.co.uk

Get in touch today!

Ofsted Good Provider · matrix · Apprenticeships · disability confident COMMITTED · Youth Friendly Employer · ISEP · CPD CERTIFIED · Association of Apprentices · Armed Forces Covenant · Leaders in Safeguarding Accredited Gold Standard · OUTSTANDING 2025