

# The Care Certificate Framework

Assessor Document  
(Revised January 2020)



## Care Certificate Assessor Document – Change log January 2020

**Page 2** - CQC Essential Standards to CQC Fundamental Standards

**Page 3** – removed references to QCF

**Page 5** – updated references to qualifications, ‘on-programme’ learning and mapping document

**Page 6** – update to section on National Care Certificate Workbooks

**Standard 3: Duty of Care** – deleted text related to 5.d from Notes on Assessment as this was a repeat of the information in the table above

**Standard 8: Fluids and nutrition** – additional examples included under Notes on Assessment

**Standard 11 Safeguarding Children pages 42 & 43** – clarification of requirements for adult social care workers

**Standard 13: Health and Safety** – move section on 13.3c from Notes on Assessment to 13.3c in table above



## Overall goal of the Care Certificate

The introduction of the Care Certificate will provide clear evidence to employers, patients and people who receive **care and support** that the health or social care support worker in front of them has been assessed against a specific set of **standards** and has demonstrated they have the skills, knowledge and behaviours to ensure that they provide compassionate and high quality **care and support**. These **standards** cover the areas that are common to both these workforces and meet the legal requirement for providers of regulated activities to ensure that their staff are suitably trained. The term 'trained' is used here as this was the term used by Camilla Cavendish. The approach used to deliver the learning required to meet the outcomes of the Care Certificate Framework and ensuring that there is a record of the assessment decisions that is auditable would be determined by the individual employer.

## The Care Certificate Standards

The Care certificate **standards** are:

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of Mental Health, Dementia and Learning Disability
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

## The Care Certificate in context

Each HCSW/ASCW starting in a new role within the scope of this certificate is already expected to have learning and development/ training/ education and assessment as part of their **induction**. This will usually take place over the first 12 weeks of employment.

The Care Certificate is a key component of the overall **induction** which an employer must provide, legally and in order to meet the fundamental **standards** set out by the Care Quality Commission.

The Care Certificate is the start of the career journey for these staff groups and is only one element of the training and education that will make them ready to practice within their specific workplace.

The Care Certificate does not replace employer **induction** specific to the workplace in which practice will take place, nor will it focus on the specific skills and knowledge needed for a specific setting.

## Assessment

The Assessor is the person responsible for making the decision on whether the Healthcare Support Worker or Adult Social Care Worker (HCSW/ASCW) has met the Standard set out in the Care Certificate.

In order to be an Assessor the person must themselves be competent in the standard they are assessing. For almost all assessors this will be by virtue of holding a qualification related to the role. However, this doesn't mean that in every case the same person is competent to assess every standard. For example it may be necessary to use a different assessor to assess Standard 12 – Basic Life Support to any of the other **Standards**.

Some examples are in the table below:

Health Professional e.g. Nurse, Occupational Therapist, Physiotherapist, Dietician
Social Worker
NVQ or Diploma in Health and Social Care at Level 2, 3 or 5
NVQ in Health or Diploma in Clinical Healthcare Support or QCF Diploma in Allied Health Professional Support or QCF Diploma in Maternity and Paediatric Support
Registered Manager Award

NB - The above are only examples and in no way reflect the breadth of qualifications used to confirm occupational competence in health or adult social care.

Assessment can be part of the people management role or part of the responsibility they may have for assurance that staff are competent in their job role.

There is no requirement for assessors of the Care Certificate to hold any assessor qualification; the employer must be confident that the person with this responsibility is competent to assess. We would suggest that where the assessor doesn't hold a relevant qualification that they should be familiar with and work to the standard set out in the National Occupational Standard **LSILADD09** Assess learner achievement (see Appendix 1)

## Assessment

The assessment of the Care Certificate should be as rigorous as the assessment of any formal qualification. The learner can't be 'part skilled' or 'have some knowledge' and meet the **Standards**.

Evidence must be:

- **Valid** – relevant to the **standards** for which competence is claimed
- **Authentic** – produced by the learner
- **Current** – sufficiently recent for assessors to be confident that the learner still has that same level of skills or knowledge
- **Reliable** - genuinely representative of the learner's knowledge and skills
- **Sufficient** – meets in full all the requirements of the **standards**

One of the most frequently raised questions in regard to work place learning is 'How much evidence is enough (sufficient) to meet the Standard?' The evidence is **sufficient** when the assessor is confident that the learner has met the Standard. This decision is a judgement of the individual assessor.

Whilst it's not a requirement some employers may choose to introduce a system of standardisation where different assessors come together to review the evidence they have used to make a judgement and compare the quality, how much evidence was used, the type of evidence used and come to a common understanding of the what is sufficient. With national qualifications a further layer of standardisation is also in place where the External Quality Assurance will look at this across multiple providers. Again employers may choose to group together to hold standardisation meetings across a geographic area.

## Assessment of Performance

Evidence of performance prefixed with words such as 'demonstrate,' 'take steps to,' 'use' or 'show' must be undertaken in the workplace during the learners real work activity and observed by the assessor unless the use of simulation is expressly allowed. Learners can practice and develop their new skills in a classroom/ skills lab or similar setting but where possible the assessment evidence must be collected during real work activity. Simulated evidence can only be used where the evidence could not reasonably be assessed in a real work situation or is unlikely to occur during the **induction** period for example basic life support. It is not permissible to use Skype or other forms of video evidence when assessing performance.

All performance required to meet the **Standards** must be assessed and no evidence of prior experience is allowed. The exception to this is Basic Life Support. Depending on the role and the Level of Basic Life Support training the individual is required to have it may be appropriate to recognise prior learning where this can be clearly evidenced and is within the recommended refresher period.

As the Assessor you may also want to seek the views of work colleagues, patients or service users when making the judgment on the person's performance but the final decision still lies with you on whether the person has met the outcome required.

### Example:

7.2b Demonstrate that the privacy and dignity of the individual is maintained at all times being in line with the person's individual needs and preferences when providing personal care. This could include:

- ☑ Making sure doors, screens or curtains are in the correct position
- ☑ Getting permission before entering someone's personal space
- ☑ knocking before entering the room
- ☑ Ensuring any clothing, hospital gowns etc. are positioned correctly
- ☑ The individual is positioned appropriately e.g. the individual is not exposing any part of their body they would not want others to be able to see

The above requires the learner to demonstrate that they can meet the requirement – it gives examples of how they may be able to demonstrate this but it's not a requirement that they demonstrate each of the examples nor that they demonstrate they are able to do this on any specified number of occasions before they have met the standard. The assessor will need to consider a range of factors and may feel that the learner has met the standard after observing them across one span of duty or they may feel they need to carry out further observations to be confident that a judgement can be made.

## Assessment of Knowledge and Understanding

Assessment of knowledge and understanding is prefixed with verbs such as ‘describe,’ ‘explain,’ ‘define,’ ‘list,’ or ‘identify’ and can be undertaken using written or verbal evidence such as the workbook, written questions, case studies or sound files. Again it would not be appropriate to specify in the **Standards** the volume of evidence needed.

### Example:

2.1a List sources of support for their own learning and development

It has been suggested that the above should say ‘how many’ e.g. List 10 sources of support..... The work context will impact on the answer and the ‘numbers’ will vary from employer to employer – for example in a large NHS Hospital the sources of support could greatly exceed those available to someone working for a Domiciliary Care Agency. Another consideration is what makes 10 sources a sufficient answer when 9 wouldn’t be?

5.1b Describe why it is important

Likewise: to work in a way that promotes person centred values when providing support to individuals

This outcome doesn’t say that the description should be in any particular medium e.g. Write 500 words or verbally describe for 10 minutes, give a 5 minute presentation to a group describing....

Again the type and ‘volume’ should be down to the employer and/ or assessor to determine what is appropriate. A 5 minute poster presentation can be just as effective at meeting this outcome as asking for a 500 word essay.

There is no ‘best way’ to assess. Each assessment should be appropriate to the employment setting (eg domiciliary care, residential, hospital or community healthcare setting), the learner and the outcomes to be assessed. There is no requirement for any end testing.

Likewise there is no maximum number of ‘attempts’. Each employer must determine what is appropriate and what action to take if someone is not able to meet the **standards** having been given the appropriate level of support to do so.

Assessment evidence can include but is not restricted to:

- Observation records
- Oral or written answers to questions
- Small project such as a poster presentation
- Multiple choice questions
- Record of simulated activity

Certificates of Attendance, attendance on study days or e-learning without assessment of what has been learnt is **not** evidence toward achievement of the Care Certificate.

## Holistic Assessment

Whilst each of the **Standards** in the Care Certificate is independent they are also in many instances inter-related. For example **communication** is an independent standard but **communication** skills will be used when the worker is interacting with patients and service users across almost all the other Care Certificate **Standards**. Similarly a **Duty of Care** will underpin everything the worker does. This means that whilst it is possible to assess each Standard separately it is much more efficient to use the same evidence to meet different **Standards** as far as possible. This is called holistic assessment and can be used where learning or performance objectives are inter-related.

You should take every opportunity to assess holistically and proportionately. Evidence generated during the course of an assessment maybe used to evidence achievement of more than one standard in the Care Certificate. Where appropriate the same evidence may also be used towards achievement of regulated qualifications or ‘on-programme learning’ in Apprenticeships. Mapping against the National Occupational Standards, The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers, Regulated Qualifications

Framework Units and Compassion in Practice (The 6Cs) is contained in a separate document.

### **Recording Assessment Decisions**

Documentation of assessment and evidence of practice is the responsibility of the HCSW/ASCW and their employer; the evidence may be recorded in a workbook, portfolio or on line. This document will be used in gathering evidence for the Care Certificate and in terms of portability can be used as evidence when changing roles or moving between employers.

It will also be a place where workers can document their continuing training and education. This methodology brings these roles in line with professional roles in both health and social care.

The recording method should also be used to gather assessment information from peers and supervisor. It should include feedback from the patient/people who receive **care and support** as part of an ongoing appraisal and development process.

### **National Care Certificate Workbooks**

Care Certificate Workbooks are available for free from the [Skills for Health](#) and [Skills for Care](#) websites

## Standard 1: Understand Your Role

### Standard 1: Understand Your Role

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>1.1 Understand their own role</b>	1.1a Describe their main duties and responsibilities	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.1b List the <b>standards</b> and codes of conduct and practice that relate to their role	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.1c Demonstrate that they are working in accordance with the <b>agreed ways of working</b> with their employer	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	1.1d Explain how their previous experiences, attitudes and beliefs may affect the way they work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>1.2 Work in ways that have been agreed with their employer</b>	1.2a Describe their employment rights and responsibilities	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.2b List the aims, objectives and values of the service in which they work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.2c Explain why it is important to work in ways that are agreed with their employer	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	1.2d Demonstrate how to access full and up-to-date details of <b>agreed ways of working</b> that are relevant to their role	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	1.2e Explain how and when to escalate any concerns they might have ( <b>whistleblowing</b> )	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.2f Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>1.3 Understand working relationships in health and social care</b>	1.3a Describe their responsibilities to <b>the individuals</b> they support	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.3b Explain how a working relationship is different from a personal relationship.	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.3c Describe different working relationships in health and social care settings	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>1.4 Work in partnership with others</b>	1.4a Explain why it is important to work in partnership with <b>others</b> .	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	1.4b Explain why it is important to work in partnership with <b>key people, advocates and others</b> who are significant to <b>an individual</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	1.4c Demonstrate ways of working that can help improve partnership working.	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	1.4d Demonstrate how and when to access support and advice about: <ul style="list-style-type: none"> <li>• partnership working</li> <li>• resolving conflicts</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

## Standard 1: Understand your role

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

1.4c requires the HCSW/ ASCW to provide performance evidence however the opportunity to do this may not arise during the period of **induction**. Other evidence to show that the HCSW/ ASCW would be able to do this if real work evidence is not available is permissible.

## Standard 2: Your personal development

### Standard 2: Your personal development

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>2.1 Agree a personal development plan</b>	2.1a List <b>sources of support</b> for their own learning and development	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	2.1b Describe the process for agreeing a <b>personal development plan</b> and who should be involved	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	2.1 c Explain why feedback from <b>others</b> is important in helping to develop and improve the way they work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> </ul> written e.g. in a workbook/ portfolio
	2.1d Contribute to drawing up their own <b>personal development plan</b>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	2.1e Agree a <b>personal development plan</b>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
<b>2.2 Develop their knowledge, skills and understanding</b>	2.2a Describe the <b>functional level</b> of literacy, numeracy and <b>communication</b> skills necessary to carry out their role	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> </ul> written e.g. in a workbook/ portfolio
	2.2b Explain how to check their current level of literacy, numeracy and <b>communication</b> skills	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	2.2c Describe how a learning activity has improved their own knowledge, skills and understanding	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	2.2d Describe how <b>reflecting</b> on a situation has improved their own knowledge, skills and understanding	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	2.2e Describe how feedback from <b>others</b> has developed their own knowledge, skills and understanding	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	2.2f Demonstrate how to measure their own knowledge, performance and understanding against relevant <b>standards</b>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	2.2g List the learning opportunities available to them and how they can use them to improve the way they work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	2.2h Demonstrate how to record progress in relation to their personal development	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	2.2i Explain why <b>continuing professional development</b> is important	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## Standard 2: Your personal development

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 3: Duty of Care

### Standard 3: Duty of Care

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>3.1 Understand how duty of care contributes to safe practice</b>	3.1a Define ' <b>duty of care</b> '	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.1b Describe how the <b>duty of care</b> affects their own work role	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>3.2 Understand support available for addressing dilemmas that may arise about duty of care</b>	3.2a Describe <b>dilemmas</b> that may arise between the <b>duty of care</b> and <b>an individual's</b> rights	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.2b Explain what they must and must not do within their role in managing conflicts and <b>dilemmas</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.2c Explain where to get additional support and advice about how to resolve such <b>dilemmas</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>3.3 Deal with Comments and complaints</b>	3.3a Demonstrate how to respond to comments and complaints in line with <b>legislation</b> and <b>agreed ways of working</b>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	3.3b Describe who to ask for <b>advice and support in handling comments and complaints</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.3c Explain the importance of learning from comments and complaints to improve the quality of service	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>3.4 Deal with Incidents, errors and near misses</b>	3.4a Describe how to recognise adverse events, incidents, errors and near misses	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.4b Explain what they must and must not do in relation to adverse events, incidents, errors and near misses	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.4c List the <b>legislation and agreed ways of working</b> in relation to <b>reporting</b> any adverse events, incidents, errors and near misses	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>3.5 Deal with confrontation and difficult situations</b>	3.5a List the factors and difficult situations that may cause confrontation	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.5b Describe how <b>communication</b> can be used to solve problems and reduce the likelihood or impact of confrontation	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	3.5c Describe how to assess and reduce risks in confrontational situations	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	3.5d Demonstrate how and when to access support and advice about resolving conflicts	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	3.5e Explain the <b>agreed ways of working</b> for <b>reporting</b> any confrontations	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

### Standard 3: Duty of Care

#### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 4: Equality and Diversity

### Standard 4: Equality and Diversity

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>4.1 Understand the importance of equality and inclusion</b>	4.1a Explain what is meant by: <ul style="list-style-type: none"> <li>• <b>diversity</b></li> <li>• <b>equality</b></li> <li>• <b>inclusion</b></li> <li>• discrimination</li> </ul>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	4.1b Describe ways in which discrimination may deliberately or inadvertently occur in the work setting	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	4.1c Explain how practices that support <b>equality</b> and <b>inclusion</b> reduce the likelihood of discrimination	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>4.2 Work in an inclusive way</b>	4.2a List which <b>legislation</b> and codes of practice relating to <b>equality, diversity</b> and discrimination apply to their own role	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	4.2b Demonstrate interaction with <b>individuals</b> that respects their beliefs, culture, values and preferences	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	4.2c Describe how to challenge discrimination in a way that encourages change	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>4.3 Access information, advice and support about diversity, equality and inclusion</b>	4.3a List a range of sources of information, <b>advice and support</b> about <b>diversity, equality</b> and <b>inclusion</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	4.3b Describe how and when to access information, <b>advice and support</b> about <b>diversity, equality</b> and <b>inclusion</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	4.3c Explain who to ask for <b>advice and support</b> about <b>equality</b> and <b>inclusion</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## Standard 4: Equality and Diversity

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 5: Work in a person centred way

### Standard 5: Work in a person centred way

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>5.1 Understand person centred values</b>	5.1a Describe how to put <b>person-centred values</b> into practice in their day-to-day work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	5.1b Describe why it is important to work in a way that promotes person centred values when providing support to <b>individuals</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	5.1c List ways to promote dignity in their day-to-day work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>5.2 Understand working in a person centred way</b>	5.2a Describe the importance of finding out the history, preferences, wishes and <b>needs of the individual</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	5.2b Explain why the changing <b>needs of an individual</b> must be reflected in their care and/or support plan	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	5.2c Explain the importance of supporting <b>individuals</b> to plan for their future <b>wellbeing</b> and fulfilment, including end-of-life care	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>5.3 Demonstrate awareness of the individuals immediate environment and make changes to address factors that may be causing discomfort or distress</b>	5.3a Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress. This could include: <ul style="list-style-type: none"> <li>• Lighting</li> <li>• Noise</li> <li>• Temperature</li> <li>• Unpleasant odours</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	5.3b <b>Report</b> any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted.
<b>5.4 Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals</b>	5.4a Raise any concerns directly with <b>the individual</b> concerned	You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	5.4b Raise any concern with their supervisor/ manager	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted.
	5.4c Raise any concerns via other channels or systems e.g. at team meetings	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
<b>5.5 Support individuals to minimise pain or discomfort</b>	5.5a Check where <b>individuals</b> have restricted movement or mobility that they are comfortable.	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	5.5b Recognise the signs that <b>an individual</b> is in pain or discomfort. This could include: <ul style="list-style-type: none"> <li>• Verbal <b>reporting</b> from the <b>individual</b></li> <li>• Non-verbal <b>communication</b></li> <li>• Changes in behaviour</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	5.5c Take appropriate action where there is pain or discomfort. This could include: <ul style="list-style-type: none"> <li>• Re-positioning</li> <li>• <b>Reporting</b> to a more senior member of staff</li> <li>• Giving prescribed pain relief medication</li> <li>• Ensure equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	5.5d Remove or minimise any environmental factors causing pain or discomfort. These could include: <ul style="list-style-type: none"> <li>• Wet or soiled clothing or bed linen</li> <li>• Poorly positioned lighting</li> <li>• Noise</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
<b>5.6 Support the individual to maintain their identity and self-esteem</b>	5.6a Explain how <b>individual</b> identity and self-esteem are linked to emotional and spiritual <b>wellbeing</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	5.6b Demonstrate that their own attitudes and behaviours promote emotional and spiritual <b>wellbeing</b>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	5.6c Support and encourage <b>individuals</b> own sense of identity and self-esteem	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	5.6d <b>Report</b> any concerns about <b>the individual's</b> emotional and spiritual <b>wellbeing</b> to the appropriate person. This could include: <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>5.7 Support the individual using person centred values</b>	5.7a Demonstrate that their actions promote person centred values including: <ul style="list-style-type: none"> <li>• individuality</li> <li>• independence</li> <li>• privacy</li> <li>• partnership</li> <li>• choice</li> <li>• dignity</li> <li>• respect</li> <li>• rights</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

## Standard 5: Work in a person centred way

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 6: Communication

### Standard 6: Communication

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>6.1 Understand the importance of effective communication at work</b>	6.1a Describe the different ways that people communicate	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.1b Describe how <b>communication</b> affects relationships <b>at work</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.1c Describe why it is important to observe and be receptive to an <b>individual's</b> reactions when communicating with them	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>6.2 Understand how to meet the communication and language needs, wishes and preferences of individuals</b>	6.2a Describe how to establish an <b>individual's communication</b> and language <b>needs</b> , wishes and preferences	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.2b List a range of <b>communication</b> methods and styles that could help meet an <b>individual's communication needs</b> , wishes and preferences	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>6.3 Understand how to promote effective communication</b>	6.3a List <b>barriers</b> to effective <b>communication</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.3b Describe ways to reduce <b>barriers</b> to effective <b>communication</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	6.3c Describe how to check whether they (the HCSW/ ASCW) have been understood	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.3d Describe where to find information and support or <b>services</b> , to help them communicate more effectively	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>6.4 Understand the principles and practices relating to confidentiality</b>	6.4a Describe what confidentiality means in relation to their role	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.4b List any <b>legislation</b> and <b>agreed ways of working</b> to maintain confidentiality in day-to-day <b>communication</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.4c Describe situations where information, normally considered to be confidential, might need to be passed on	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	6.4d Describe who to ask for <b>advice and support</b> about confidentiality	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<p><b>6.5 Use appropriate verbal and non-verbal communication</b></p>	<p>6.5a Demonstrate the use of appropriate verbal and non-verbal <b>communication</b>:</p> <p>Verbal:</p> <ul style="list-style-type: none"> <li>• Tone</li> <li>• Volume</li> </ul> <p>Non-verbal:</p> <ul style="list-style-type: none"> <li>• Position/ proximity</li> <li>• Eye contact</li> <li>• Body language</li> <li>• Touch</li> <li>• Signs</li> <li>• Symbols and pictures</li> <li>• Writing</li> <li>• Objects of reference</li> <li>• Human and technical aids</li> </ul> <p><b>Communication</b> may take place:</p> <ul style="list-style-type: none"> <li>• face to face</li> <li>• by telephone or text</li> <li>• by email, internet or social networks</li> <li>• by written <b>reports</b> or letters</li> </ul>	<p>The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.</p>
<p><b>6.6 Support the use of appropriate communication aids/ technologies</b></p>	<p>6.6a Check that <b>communication</b> aids/ technologies are:</p> <ul style="list-style-type: none"> <li>• Clean</li> <li>• Work properly</li> <li>• In good repair</li> </ul> <p>6.6b <b>Report</b> any concerns about the <b>communication</b> aid/ technology to the appropriate person. This could include:</p> <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	<p>The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.</p> <p>The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.</p>

## Standard 6: Communication

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 7: Privacy and Dignity

Standard 7: Privacy and dignity		
The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>7.1 Understand the principles that underpin privacy and dignity in care</b>	7.1a Describe what is meant by privacy and dignity	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	7.1b List situations where <b>an individual's</b> privacy and dignity could be compromised	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	7.1c Describe how to maintain privacy and dignity in the work setting	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>7.2 Maintain the privacy and dignity of the individual(s) in your care</b>	7.2a Demonstrate that their actions maintain the privacy of the <b>individual</b> . This could include: <ul style="list-style-type: none"> <li>• Using appropriate volume to discuss the <b>care and support</b> of an <b>individual</b></li> <li>• Discussing <b>the individuals care and support</b> in a place where <b>others</b> cannot overhear</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	7.2b Demonstrate that the privacy and dignity of <b>the individual</b> is maintained at all times being in line with the person's individual <b>needs</b> and preferences when providing personal care. This could include: <ul style="list-style-type: none"> <li>• Making sure doors, screens or curtains are in the correct position</li> <li>• Getting permission before entering someone's personal space</li> <li>• Knocking before entering the room</li> <li>• Ensuring any clothing,</li> </ul>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	<ul style="list-style-type: none"> <li>• hospital gowns etc. are positioned correctly</li> <li>• <b>The individual</b> is positioned appropriately e.g. <b>the individual</b> is not exposing any part of their body they would not want <b>others</b> to be able to see</li> </ul>	
	<p>7.2c Explain why it is important not to disclose anything about <b>the individual</b> that they may wish to be kept private, unless it is appropriate to do so. This could include:</p> <ul style="list-style-type: none"> <li>• Health condition</li> <li>• Sexual orientation</li> <li>• Personal history</li> <li>• Social circumstances</li> </ul>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	<p>7.2d <b>Report</b> any concerns they have to the relevant person. This could include:</p> <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	<p>The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.</p>
<p><b>7.3 Support an individual's right to make choices</b></p>	<p>7.3a Describe ways of helping <b>individuals</b> to make informed choices</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	<p>7.3b Explain how risk assessment processes can be used to support the right of <b>individuals</b> to make their own decisions</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	<p>7.3c Explain why personal views must not influence <b>an individual's</b> own choices or decisions</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	7.3d Describe why there may be times when they need to support <b>an individual</b> to question or challenge decisions made about them by <b>others</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>7.4 Support individuals in making choices about their care</b>	7.4a Demonstrate how to support <b>individuals</b> to make informed choices	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	7.4b Check risk assessment processes are used to support the right of <b>individuals</b> to make their own decisions	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	7.4c <b>Reflect</b> on how their own personal views could influence <b>an individual's</b> own choices or decisions	The assessment should be undertaken as a <b>reflection</b> exercise. Evidence will be provided through completion of the <b>reflection</b> template, in line with the guidance provided with the template. You will record your assessment decision on the documentation used in your workplace e.g. a workbook/portfolio.
	7.4d <b>Report</b> any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
<b>7.5 Understand how to support active participation</b>	7.5a Describe the importance of how valuing people contributes to <b>active participation</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	7.5b Explain how to enable <b>individuals</b> to make informed choices about their lives	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	7.5c List other ways they can support <b>active participation</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	7.5d Describe the importance of enabling <b>individuals</b> to develop skills in <b>self-care</b> and to maintain their own network of friends within their community	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>7.6 Support the individual in active participation in their own care</b>	7.6a Demonstrate that they can support the <b>active participation</b> of <b>individuals</b> in their care	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	7.6b <b>Reflect</b> on how their own personal views could restrict <b>the individual's</b> ability to actively participate in their care	The assessment should be undertaken as a <b>reflection</b> exercise. Evidence will be provided through completion of the <b>reflection</b> template, in line with the guidance provided with the template. You will record your assessment decision on the documentation used in your workplace e.g. a workbook/portfolio.
	7.6c <b>Report</b> any concerns to the relevant person. This could include: <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

## Standard 7: Privacy and Dignity

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 8: Fluids and nutrition

### Standard 8: Fluids and nutrition

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>8.1 Understand the principles of hydration, nutrition and food safety</b>	8.1a Describe the importance of food safety, including hygiene, in the preparation and handling of food	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	8.1b Explain the importance of good nutrition and hydration in maintaining health and <b>wellbeing</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	8.1c List signs and symptoms of poor nutrition and hydration	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	8.1d Explain how to promote adequate nutrition and hydration	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>8.2 Support individuals to have access to fluids in accordance with their plan of care</b>	8.2a Check that drinks are within reach of those that have restrictions on their movement/ mobility	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.2b Check that drinks are refreshed on a regular basis	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.2c Check that <b>individuals</b> are offered drinks in accordance with their plan of care	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	8.2d Support and encourage <b>individuals</b> to drink in accordance with their plan of care	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.2e Know how to <b>report</b> any concerns to the relevant person. This could include: <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
<b>8.3 Support individuals to have access to food and nutrition in accordance with their plan of care</b>	8.3a Check that any nutritional products are within reach of those that have restrictions on their movement/ mobility	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.3b Check food is provided at the appropriate temperature and in accordance with the plan of care i.e. <b>the individual</b> is able to eat it	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.3c Check that appropriate utensils are available to enable <b>the individual</b> to meet their nutritional <b>needs</b> as independently as possible	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.3d Support and encourage <b>individuals</b> to eat in accordance with their plan of care	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	8.3e Know how to <b>report</b> any concerns to the relevant person. This could include: <ul style="list-style-type: none"> <li>• Senior member of staff</li> <li>• Carer</li> <li>• Family member</li> </ul>	The assessment should be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their <b>induction</b> period may not arise. Therefore the use of simulation/ role play using scenarios is permitted. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.

## Standard 8: Fluids and nutrition

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

This Standard requires the HCSW/ ASCW to provide performance evidence. Whilst supporting **individuals** with meeting their fluid and nutritional **needs** may not seem to be part of every HCSW or ASCW role it is important to ensure that wherever you are working that people have appropriate access to fluids and nutrition. Examples of this may be:

- An Outpatient Department making sure that people are offered a drink if they have been waiting for a long time or it's a hot day especially if they have restrictions on their movement/ mobility.
- Ensuring disposable cups are available where there are water coolers/ fountains. It may be the duty of another worker to do this but if they notice there are no disposable cups they should take action to ensure these are replaced.
- An OT Assistant may undertake an assessment of the person's daily living skills in order to maintain or increase the independence of the **individual** with eating.
- In the normal course of work they may visit someone on a ward or in a residential care setting and notice the **individual** is having difficulty with eating. You must **report** any concerns you have.
- A care worker encouraging regular fluid and nutrition intake and ensuring refreshed drinks and meals/snacks are placed within reach of the individual during visits
- A care worker noticing a weight loss or gain of the individual whilst providing personal care and reporting the changes they have observed
- A care worker following care plan changes regarding a decline in the individual's health which has impacted their ability to self-manage their fluid and nutrition needs
- A care worker encouraging an individual to follow recommended dietary advice provided by a health professional. The care worker being able to discuss and report any concerns or dilemmas they may face in this area of support.

## Standard 9: Awareness of mental health, dementia and learning disability

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>9.1 Understand the needs and experiences of people with mental health conditions, dementia or learning disabilities.</b>	<p>9.1a. List how someone may feel if they have:</p> <ol style="list-style-type: none"> <li>1. Mental health conditions such as:                             <ol style="list-style-type: none"> <li>a. Psychosis</li> <li>b. Depression</li> <li>c. Anxiety</li> </ol> </li> <li>2. Dementia</li> <li>3. Learning Disabilities</li> </ol> <p>The issues may be physical, social or psychological and will affect the individual in different ways.</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	<p>9.1b. Explain how these conditions may influence a person's needs in relation to the care that they may require.</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	<p>9.1c. Explain why it is important to understand that the causes and support needs are different for people with mental health conditions, dementia and learning disabilities.</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>9.2 Understand the importance of promoting positive health and well-being for an individual who may have a mental health condition, dementia or learning disability.</b>	<p>9.2a. Explain how positive attitudes towards those with mental health conditions, dementia or learning disabilities will improve the care and support they receive</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	<p>9.2b. Describe the social model of disability and how it underpins positive attitudes towards disability and involving people in their own care.</p>	<p>The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through:</p> <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>9.3 Understand the adjustments which may be necessary in care delivery relating to an individual who may have a mental health condition, dementia or learning disability.</b>	9.3a. Describe what adjustments might need to be made to the way care is provided if someone has <ol style="list-style-type: none"> <li>1. A mental health condition such as:               <ol style="list-style-type: none"> <li>a. Psychosis</li> <li>b. Depression</li> <li>c. Anxiety</li> </ol> </li> <li>2. Dementia</li> <li>3. Learning Disabilities</li> </ol>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	9.3b. Describe how to report concerns associated with any unmet needs which may arise from mental health conditions, dementia or learning disability through agreed ways of working.	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>9.4 Understand the importance of early detection of mental health conditions, dementia and learning disabilities</b>	9.4a. Explain why early detection of mental health needs, dementia or learning disability is important	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	9.4b. Give examples of how and why adjustments to care and support might need to be made when a mental health condition, dementia or learning disability is identified.	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>9.5 Understand legal frameworks, policy and guidelines relating to mental health conditions, dementia and learning disabilities</b>	9.5a List the main requirements of legislation and policies that are designed to promote the human rights, inclusion, equal life chances and citizenship of individuals with mental health conditions, dementia or learning disabilities	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	9.5b Explain how the legislation and policies listed may affect the day to day experiences of individuals with mental health needs, dementia or learning disabilities and their families	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
9.6 Understand the meaning of mental capacity in relation to how care is provided.	9.6a Explain what is meant by the term “capacity”.	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	9.6b. Explain why it is important to assume that someone has capacity unless there is evidence that they do not	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	9.6c Explain what is meant by “consent”, and how it can change according to what decisions may need to be taken.	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	9.6d Describe situations where an assessment of capacity might need to be undertaken and the meaning and significance of “advance statements” regarding future care.	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## **Standard 9: Awareness of mental health, dementia and learning disability**

### **Notes on assessment:**

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 10: Safeguarding Adults

### Standard 10: Safeguarding Adults

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>10.1 Understand the principles of Safeguarding adults</b>	10.1a Explain the term safeguarding adults	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1b Explain their own role and responsibilities in safeguarding <b>individuals</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1c List the main types of <b>abuse</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1d Describe what constitutes <b>harm</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1e Explain why <b>an individual</b> may be vulnerable to <b>harm</b> or <b>abuse</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1f Describe what constitutes restrictive practices	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1g List the possible indicators of <b>abuse</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	10.1h Describe the nature and scope of <b>harm</b> to and <b>abuse</b> of adults at risk	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1i List a range of factors which have featured in adult <b>abuse</b> and neglect	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.1j Demonstrate the importance of ensuring <b>individuals</b> are treated with dignity and respect when providing health and care <b>services</b>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	10.1k Describe where to get information and advice about their role and responsibilities in preventing and protecting <b>individuals</b> from <b>harm</b> and <b>abuse</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>10.2 Reduce the likelihood of abuse</b>	10.2a Describe how care environments can promote or undermine people’s dignity and rights	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.2b Explain the importance of individualised, person centred care	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.2c Explain how to apply the basic principles of helping people to keep themselves safe	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	10.2d Explain the local arrangements for the implementation of multi-agency Safeguarding Adult's policies and procedures	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.2e List ways in which the likelihood of <b>abuse</b> can be reduced by <b>managing risk</b> and focusing on prevention	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.2f Explain how a clear complaints procedure reduces the likelihood of <b>abuse</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>10.3 Respond to suspected or disclosed abuse</b>	10.3a Explain what to do if <b>abuse</b> of an adult is suspected; including how to raise concerns within local <b>whistleblowing</b> policy procedures	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>10.4 Protect people from harm and abuse – locally and nationally</b>	10.4a List relevant <b>legislation</b> , local and national policies and procedures which relate to safeguarding adults	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.4b Explain the importance of sharing information with the relevant agencies	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	10.4c Describe the actions to take if they experience <b>barriers</b> in alerting or referring to relevant agencies	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## Standard 10: Safeguarding Adults

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

10.1j requires the HCSW/ ASCW to provide performance evidence. Evidence for this can be cross referenced from other **Standards** where the evidence is not produced directly against this Standard.

## Standard 11: Safeguarding Children

### Standard 11 Safeguarding Children

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<p><b>11.1 Safeguard children</b></p>	<p><b>If they work in health:</b> Meet the most up to date national minimum training standards for Safeguarding Children at Level 1 as set out in the guidance issued by the Intercollegiate Royal College of Paediatrics and Child Health</p> <p><b>If they work in Social Care:</b></p> <p>Every adult social care worker needs to know what to do if they suspect a child or young person is being abused or neglected.</p> <p>In the course of their duties an adult social care worker may come into contact with a child or young person. For example when relatives or groups visit, when providing support in the community or when providing care in an individual’s own home.</p> <p>As a minimum adult social care workers should be able to explain what they must do if they suspect a child, young person (met in any circumstances) is being abused or neglected. This will include the worker knowing how to recognise such situations and how to respond.</p> <p>For achievement of this unit we highly recommended the use of the Care Certificate Standard 11 Workbook as available on the Skills for Care website.</p> <p>If the adult social care worker is also in a role which involves working directly with children and young people for example where the individual works:</p> <ul style="list-style-type: none"> <li>• in a transitional social care service i.e. supporting young people under 18 who are moving from children’s service provision to adult care service provision</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• works in a registered adult care service i.e a domiciliary care agency which is also registered to provide care to children</li> </ul> <p>You must meet up to date national training standards as set out in guidance issued by the Intercollegiate Royal College of Paediatrics and Child Health. This should be in addition to Safeguarding Adults training.</p>	<p>You will help your learner to decide which <b>standards</b> they need to meet for their role. You will let them know how they will be assessed.</p> <p>You will record your assessment decision on the documentation used in your workplace.</p>

## Standard 11: Safeguarding Children

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 12: Basic Life Support

### Standard 12: Basic Life Support

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<p><b>12.1 Be able to provide basic life support</b></p> <p><b>Standard 11 - Basic Life Support</b> Outcome: The learner is able to carry out basic life support</p>	<p>Be able to carry out basic life support.</p> <p>Complete practical Basic Life Support Training that meets the UK Resuscitation Council guidelines.</p> <ul style="list-style-type: none"> <li>• If they work with Adults in health and social care they will undertake training in adult basic life support.</li> <li>• If they work with Paediatric patients in health they will undertake training in paediatric basic life support.</li> <li>• If they work with Newborn patients in health they will undertake training in newborn life support.</li> </ul> <p>Guidance:</p> <ul style="list-style-type: none"> <li>• Most up to date Resuscitation Council</li> <li>• Resuscitation Guidelines</li> <li>• Cardiopulmonary Resuscitation – Standards for clinical practice and training Joint Statement</li> </ul>	<p>You will help your learner to decide which <b>standards</b> they need to meet for their role. You will let them know how they will be assessed.</p> <p>You will record your assessment decision on the documentation used in your workplace.</p>

## Standard 12: Basic Life Support

### Notes on assessment:

Simulation is permissible.

## Standard 13: Health and safety

### Standard 13: Health and safety

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>13.1</b> <b>Understand their own responsibilities, and the responsibilities of others, relating to health and safety in the work setting</b>	13.1a List <b>legislation</b> relating to general <b>health and safety</b> in a health or social care work setting	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.1b Describe the main points of the <b>health and safety</b> policies and procedures agreed with the employer	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.1c Outline the main <b>health and safety</b> responsibilities of: <ul style="list-style-type: none"> <li>• self</li> <li>• the employer or manager</li> <li>• <b>others</b> in the work setting</li> </ul>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.1d List tasks relating to <b>health and safety</b> that should not be carried out without special training	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.1e Explain how to access additional support and information relating to <b>health and safety</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.1f Describe different types of accidents and sudden illness that may occur in their own work setting	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>13.2</b> <b>Understand Risk Assessment</b>	13.2a Explain why it is important to assess the <b>health and safety</b> risks posed by particular work settings, situations or activities	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
	13.2b Describe how and when to <b>report health and safety</b> risks that they have identified	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
13.3 Move and assist safely	13.3a Identify key pieces of <b>legislation</b> that relate to <b>moving and assisting</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.3b List tasks relating to <b>moving and assisting</b> that they are not allowed to carry out until they are competent	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.3c Demonstrate how to move and assist people and objects safely, maintaining <b>the individual's</b> dignity, and in line with <b>legislation</b> and <b>agreed ways of working</b>	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio. Some HCSW/ASCW may not be employed in settings where moving and handling of individuals is required. Other evidence to show that the HCSW/ ASCW would be able to do this such as role play or simulation is permissible.
13.4 Understand procedures for responding to accidents and sudden illness	13.4a List the different types of accidents and sudden illness that may occur in the course of their work	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.4b Describe the procedures to be followed if an accident or sudden illness should occur	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.4c List the emergency first aid actions they are and are <u>not</u> allowed to carry out	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

<b>13.5 Understand medication and healthcare tasks</b>	13.5a Describe the <b>agreed ways of working</b> in relation to medication	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>The HCSW/ ASCW will:</b>	<b>To meet this standard the HCSW/ ASCW will:</b>	<b>Assessment</b>
	13.5b Describe the <b>agreed ways of working</b> in relation to <b>healthcare tasks</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.5c List the tasks relating to medication and health care procedures that they are not allowed to carry out until they are competent	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>13.6 Handle hazardous substances</b>	13.6a Describe the hazardous substances in their workplace	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.6b Demonstrate safe practices for storing, using and disposing of hazardous substances	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
<b>13.7 Promote fire safety</b>	13.7a Explain how to prevent fires from starting or spreading	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.7b Describe what to do in the event of a fire	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>13.8 Work securely</b>	13.8a Describe the measures that are designed to protect their own security <b>at work</b> , and the security of those they support	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

	13.8b Explain the <b>agreed ways of working</b> for checking the identity of anyone requesting access to premises or information	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
<b>The HCSW/ ASCW will:</b>	<b>To meet this standard the HCSW/ ASCW will:</b>	<b>Assessment</b>
<b>13.9 Manage stress</b>	13.9a List common signs and indicators of <b>stress</b> in themselves and <b>others</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.9b Identify circumstances that tend to trigger <b>stress</b> in themselves and <b>others</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	13.9c List ways to manage <b>stress</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## Standard 13: Health and Safety

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 14: Handling Information

### Standard 14: Handling Information

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>14.1 Handle information</b>	14.1a Describe the <b>agreed ways of working</b> and <b>legislation</b> regarding the recording, storing and sharing of information	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	14.1b Explain why it is important to have <b>secure systems</b> for recording, storing and sharing information	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	14.1d Explain how, and to whom, to <b>report</b> if they become aware that <b>agreed ways of working</b> have not been followed	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## Standard 14: Handling Information

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## Standard 15: Infection prevention and control

### Standard 15: Infection prevention and control

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
<b>15.1 Prevent the spread of infection</b>	15.1a Describe the main ways an infection can get into the body	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	15.1b Demonstrate effective hand hygiene	The assessment must be <b>observed in the workplace</b> as part of the HCSW/ ASCW normal work duties. You will record your assessment decision on the documentation used in your workplace e.g. in a workbook/ portfolio.
	15.1c Explain how their own health or hygiene might pose a risk to <b>the individuals</b> they support or work with	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	15.1d List common types of personal protective clothing, equipment and procedures and how and when to use them	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>
	15.1e Explain the principles of safe handling of infected or soiled linen and <b>clinical waste</b>	The assessment can be undertaken on a 1:1 with the HCSW/ ASCW or as group work. Evidence to meet this criteria can be provided through: <ul style="list-style-type: none"> <li>• 1:1 discussion</li> <li>• as part of a group exercise</li> <li>• written e.g. in a workbook/ portfolio</li> </ul>

## Standard 15: Infection prevention and control

### Notes on assessment:

The assessment of knowledge required within this Standard can be undertaken on a 1:1 with the HCSW/ ASCW or as group work.

Evidence to meet this Standard can be provided through:

- 1:1 discussion
- as part of a group exercise
- written e.g. in a workbook/ portfolio

Where e-learning appropriate to this Standard has been used it must have associated assessment. The outcome of this assessment can be used as evidence toward the achievement of the Standard.

## LSILADD09 Assess learner achievement



### Overview

This standard is about assessing learning and development against agreed criteria. It covers a range of different assessments including competence, knowledge and understanding and skills.

## LSILADD09 Assess learner achievement

### Performance criteria

- You must be able to:*
- P1 ensure learners understand the purpose, requirements and processes of assessment
  - P2 plan assessment to meet requirements and learner needs
  - P3 use valid, fair, reliable and safe assessment methods
  - P4 identify and collect evidence that is:
    - P4.1 valid
    - P4.2 authentic
    - P4.3 sufficient
  - P5 make assessment decisions against specified criteria
  - P6 provide feedback to the learner that affirms achievement and identifies any additional requirements
  - P7 maintain required records of the assessment process, its outcomes and learner progress
  - P8 work with others to ensure the standardisation of assessment practice and outcomes

## LSILADD09

### Assess learner achievement

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the key concepts and principles of assessment
- K2 the range of information that should be made available to learners
- K3 the current criteria against which assessments are made and the current regulations and requirements relating to their assessment
- K4 guidelines for assessment planning as appropriate to own area of responsibility
- K5 how to involve learners in the planning of assessments
- K6 how assessment arrangements can be adapted to meet the needs of individual learners
- K7 the uses, benefits and drawbacks of different assessment methods, including the use of simulation and those that involve the use of technology
- K8 the types of risks that may be involved in the assessment process and how to manage these
- K9 issues related to equality, diversity and, where relevant, bilingualism, that may affect the assessment process and how to address these
- K10 how to make sure that assessment decisions are made against specified criteria and are valid, reliable and fair
- K11 how to determine when evidence is sufficient to make an assessment decision
- K12 how to judge the authenticity and currency of evidence and what to do when there is doubt
- K13 how to record and store assessment decisions, who they should be made available to and the data protection and confidentiality guidelines that should be followed
- K14 factors to consider when providing feedback to learners
- K15 the relevant procedures when there are disputes concerning assessment
- K16 standardisation processes and how to contribute to these
- K17 how to co-operate and work effectively with others involved in the assessment process
- K18 the value and purpose of continuing professional development for assessment practitioners

## LSILADD09

### Assess learner achievement

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#### Additional Information

Please visit the website link to access the NOS suite including the Introduction, which contains valuable context and background information for this suite of NOS.

<http://webarchive.nationalarchives.gov.uk/20110414152025/http://www.lluk.org/standards-and-qualifications/standards/learning-and-development-national-occupational-standards/>

#### Glossary

##### Assessment method

For example, observation, questioning, checking products of work, setting assignments

##### Authentic

The candidate's own work

##### Equality

A state of fair treatment that is the right of all people regardless of differences in, for example, culture, ability, gender race, religion, wealth, sexual orientation, or any other group characteristic

##### Diversity

Acknowledging that each individual is unique, and recognizing our individual differences in, for example, culture, ability, gender, race, religion, wealth, sexual orientation, or any other individual characteristic

##### Identify and collect evidence

This is done through the assessment process, for example by assessor observations, checking products of work, asking questions, setting assignments etc.

##### Reliable

Consistently achieves the same results with the same (or similar) group of learners

##### Requirements

These could be the requirements of the practitioner's own organisation or those of an external organisation, such as awarding organisation

##### Risk assessment

This could be a formal and written risk assessment but could be informal and dynamic – monitoring and controlling risk on an ongoing basis. Risk includes health and safety but may also cover other types of risk, for example the risk of problems arising which interfere with the assessment process, or the risk of using inappropriate assessment methods

##### Sufficient

Enough evidence as specified in Evidence Requirements or Assessment Strategy

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#### **Valid**

Relevant to the criteria against which the candidate is being assessed

#### **Fair**

Ensuring that everyone has an equal chance of getting an accurate assessment

#### **Safe**

This covers both physical and psychological safety. It also includes ensuring that assessment evidence is safe in the sense that is sufficiently robust to make a reliable judgement that the learner does meet the assessment standard

## LSILADD09

### Assess learner achievement

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## Glossary of terms

**ABUSE:** Abuse may be physical, sexual, emotional or psychological. It may be related to a person's age, race, gender, sexuality, culture or religion and may be financial, institutional in nature. It includes both self-neglect and neglect by others.

**ACTIVE PARTICIPATION:** Active participation is a way of working that recognises an individual's right to participate in the activities and relationships of everyday life as independently as possible. The individual is regarded as an active partner in their own care or support, rather than as a passive recipient. Ways to support active participation may include assistive technology, for example use of electronic or other devices. Adult Social Care Workers should refer to Common Core Principles to Support Self Care, principle 6 ([www.skillsforcare.org.uk/selfcare](http://www.skillsforcare.org.uk/selfcare)). Healthcare Support Workers should refer to the Essence of Care Department of Health Publication (2010).

**ADVICE AND SUPPORT:** Advice and support can come from within or outside of your organisation and may include raising any concerns you may have.

**AGREED WAYS OF WORKING:** This refers to company policies and procedures. This includes those less formally documented by individual employers and the self-employed or formal policies such as the Dignity Code, Essence of Care and Compassion in Practice.

**AT WORK:** The definition of 'at work' may include within the home of the individual you are supporting.

**BARRIERS:** These can include barriers of culture, gender, religion, language, literacy, health issues, disability, sensory or physical impairment.

**CARE AND SUPPORT:** Care and support enables people to do the everyday things like getting out of bed, dressed and into work; cooking meals; seeing friends; caring for our families; and being part of our communities. It might include emotional support at a time of difficulty or **stress**, or helping people who are caring for a family member or friend. It can mean support from community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support, disability benefits and adult social care.

**CLINICAL WASTE:** This includes 'sharps', such as needles, bodily fluids and used dressings.

**COGNITIVE ISSUES:** Examples of cognitive issues include dementia, learning disabilities, anxiety, depression and eating disorders.

**COMMUNICATION:** This includes verbal and non-verbal communication such as signs, symbols, pictures, writing, objects of reference, human and technical aids, eye contact, body language and touch. Communication may take place face to face, by telephone, email, text, via social networks, written reports and letters.

**CONTINUING PROFESSIONAL DEVELOPMENT:** This is the way in which a worker continues to learn and develop throughout their careers, keeping their skills and knowledge up to date and ensuring they can work safely and effectively.

**DILEMMA:** A difficult situation or problem.

**DIVERSITY:** celebrating differences and valuing everyone. Diversity encompasses visible and non-visible individual differences and is about respecting those differences.

**DUTY OF CARE:** Your duty of care means that you must aim to provide high quality care to the best of your ability and say if there are any reasons why you may be unable to do so.

**EQUALITY:** being equal in status, rights, and opportunities.

**FUNCTIONAL LEVEL:** The essential elements of literacy, numeracy and communication skills you need to perform your work confidently and effectively.

**HANDLING COMMENTS AND COMPLAINTS:** This includes recording them.

**HARM:** Harm includes ill treatment (including sexual abuse, exploitation and forms of ill treatment which are not physical); the impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural); self-harm and neglect; unlawful conduct which adversely affects a person's property, rights or interests (for example, financial abuse).

**HEALTH AND SAFETY:** This could be in relation to the safety of yourself, your colleagues or the people you support.

**HEALTHCARE TASKS:** These include any clinical procedures carried out as part of a care or support plan, for example those relating to stoma care, catheter or injections.

**INCLUSION:** ensuring that people are treated equally and fairly and are included as part of society.

**INDIVIDUAL:** This refers to any adult, child or young person accessing care or support; it will usually mean the person or people supported by the worker.

**INDUCTION:** This is the initial introduction to work that employees receive. The length of induction is determined by local employers and will vary in length and delivery.

**KEY PEOPLE:** The people who are important to an individual and who can make a difference to his or her **wellbeing**. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

**LEGISLATION:** Important legislation includes the Data Protection Act, the Human Rights Act and the Mental Capacity Act.

**MANAGING RISK:** Supporting individuals to exercise their choices and rights, recognising the balance between managing risk and enabling independence, choice and control.

**MOVING AND ASSISTING:** This is often referred to as 'moving and handling' in health and 'moving and positioning' in social care.

**NEEDS:** Assessed needs can include a variety of physical, emotional, social, spiritual, communication, learning, support or care needs.

**OTHERS:** For example, your own colleagues and other professionals across health and social care.

**PERSONAL DEVELOPMENT PLAN:** Yours may have a different name, but it will record information such as agreed objectives for development, proposed activities to meet those objectives and timescales for review.

**PERSON-CENTRED VALUES:** These include individuality, independence, privacy, partnership, choice, dignity, respect and rights.

**REFLECT:** This is the process of thinking about every aspect of your work, including identifying how and where it could be improved.

**REPORTING:** This includes the recording of adverse events, incidents, confrontations, errors and issues.

**SECURE SYSTEMS:** This includes both manual and electronic systems.

**SELF-CARE:** This refers to the practices undertaken by people towards maintaining health and wellbeing and managing their own care needs. It has been defined as: *"the actions people take for themselves, their children and their families to stay fit and maintain good physical and mental health; meet social and psychological needs; prevent illness or accidents; care for minor ailments and long-term conditions; and maintain health and wellbeing after an acute illness or discharge from hospital."* (Self care – A real choice: Self care support – A practical option, published by Department of Health, 2005).

**SERVICES:** Services may include translation, interpreting, speech and language therapy and advocacy services.

**SOURCES OF SUPPORT:** These may include formal or informal support, supervision and appraisal.

**STANDARDS:** These may include codes of conduct and practice, regulations, registration requirement (quality standards), National Occupational Standards and the Human Rights Act.

**STRESS:** While stress can have positive as well as negative effects, but in this document the word is used to refer to negative stress.

**WELLBEING:** A person's wellbeing may include their sense of hope, confidence and self-esteem, their ability to communicate their wants and needs, to make contact with others, to show warmth and affection, and to experience and show pleasure or enjoyment.

**WHISTLEBLOWING:** Whistleblowing is when a worker reports suspected wrongdoing at work. Officially this is called *'making a disclosure in the public interest'* and may sometimes be referred to as *'escalating concerns.'* You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This includes when someone's health and safety is in danger; damage to the environment; a criminal offence; that the company is not obeying the law (like not having the right insurance); or covering up wrongdoing.