

The Care Certificate Framework

Assessor Document

Draft Care Certificate - Assessor Document
For use by pilot sites only



Overall goal of the Care Certificate

The introduction of the Care Certificate should 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. Dementia and Cognitive Issues
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

Roles in Scope

Health Care Assistants, Assistant Practitioners, Care Support Workers and those giving support to clinical roles in the NHS. Care Support Workers denotes Adult Social Care workers giving direct care in residential and nursing homes and hospices, home care workers, domiciliary care staff and Personal Assistants. These staff are referred to collectively as HCSW/ASCW in this document. Other roles in health and social care such as caring volunteers, porters, cooks or drivers that would have direct contact with patients and service users could also undertake all or some of the Care Certificate as part of their induction. As some of these roles would be very different in health and social care it is up to the individual employer to decide whether the Care Certificate is appropriate. However, to be awarded the Care Certificate the person must meet all of the outcomes and assessment requirements.

Overview

The Care Certificate builds on the National Minimum Training Standards/Common Induction Standards and in many instances the way you have assessed and recorded your judgement of the HCSW/ ASCW will be no different in the Care Certificate. What may be different is the way evidence used to make the judgement must be recorded and retained. The extent of the changes will depend entirely on how you currently support people through their Induction and how this is recorded.

The Framework identifies the elements which are common to all healthcare and social care roles, which have then been turned into measurable learning objectives and competences, where the assessment methodology is clearly set out and where clear guidance of expected behaviour is provided.

There are three versions of the Care Certificate Framework document: a technical version for employers/ training providers, a version for use by Assessors and a version for the HCSW/ ASCW. The Standards and outcomes in each are the same but the language in each is tailored for each user group.

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 will replace the National Minimum Training Standards (NMTS) and the Common Induction Standards (CIS) and provides a new framework for these within Health and Social Care respectively.

The Care Certificate builds on these two frameworks and sets out explicitly the learning outcomes, competences and standards of behaviour that must be expected of a HCSW/ASCW in both sectors, ensuring that such a HCSW/ASCW is caring, compassionate and provides quality care. The Certificate also reflects how these behaviours are underpinned by the Chief Nursing Officer's 6Cs (care, compassion, competence, communication, courage and commitment).

The Care Certificate is a key component of the overall induction which an employer must provide, legally and in order to meet the essential 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 **IS** the shared health and social care training and education which must be completed and assessed, before new HCSW/ASCWs can practice without direct/ line of sight supervision in any setting. This may be done in a phased approach, as each HCSW/ASCW meets an individual standard their supervisor may allow them to practice without direct/ line of sight supervision against that standard. Therefore a HCSW/ASCW who has not yet successfully completed the certificate must be supervised directly and always be in the line of sight of the supervisor. Indirect/ remote supervision of the HCSW/ASCW will still be required following award of the certificate.

As the Assessor your role is to make a judgment based on the evidence provided by the HCSW/ ASCW on

when the person is safe to practice without direct / line of sight supervision against a particular Standard. You may then need to communicate this to the persons supervisor or manager (where this isn't you) so they can make the decision to allow the person to work without direct/ line of sight supervision.

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

Assessment will differ dependent upon the component part of the Care Certificate. This document sets out what must be assessed and how it should be assessed. Most assessment should be within a care setting, in practice, with service users/ patients, and should be completed face to face. As the Assessor you must be occupationally competent.

Good assessment practice involves ensuring that you agree a plan with the HCSW/ ASCW on what will be assessed and when. You should also plan to regularly review progress of the HCSW/ ASCW against the Standards and agree any actions to ensure progress is maintained.

If you are assessing written evidence you should agree that date this will be completed and given to you to assess.

When you are assessing the HCSW/ ASCW performance the individual should know that they are being assessed.

As the Care Certificate is designed to be used across a range of roles at different levels the assessment evidence required should reflect this. It is important that the evidence you ask the HCSW/ ASCW to produce, whether this is written evidence, verbal questions, discussion or observation of their performance in the workplace is sufficient to make a judgement and appropriate to the grade/ level of the role they have. It is equally important that you do not 'over assess'.

Where the HCSW/ ASCW provide evidence of performance in the workplace it is prefixed with 'demonstrate,' 'take steps to,' 'use' or 'show' and must be done during the learners real work activity and observed by you 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 the assessment evidence must be collected during real work activity.

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.

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 giving basic life support. Where alternative evidence of performance is allowed this is noted in Assessment Guidance below the Standard. It is not permissible to use Skype or other forms of video evidence when assessing performance.

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.

Documentation of assessment and evidence of practice should be completed in the individual's portfolio/workbook which is used in your workplace. 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 staff can document their continuing training, learning and development. This methodology brings these roles in line with professional roles in both health and social care. The portfolio/workbook should also be used to gather assessment information from peers and supervisor. It should include feedback from patient/people who receive care and support as part of an ongoing appraisal and development process.

You should take every opportunity to assess holistically and proportionally. 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 QCF qualifications and Apprenticeships. Mapping against the NOS, NMTS/CIS and QCF units is contained in this document.

In undertaking the Care Certificate it may not be possible for the same person to be responsible for assessment of every outcome. In some instances HCSW/ ASCW will undertake learning and assessment of knowledge in a classroom/ group based setting. In other instances e-learning or workbooks may be used to assess some of the knowledge. Where this is the case there should be a lead Assessor who has overall responsibility for making a decision on whether the Standard has been met. This would include making sure that there is evidence of assessment decisions against each outcome and that where appropriate that the knowledge is being integrated into practice.

Where evidence of prior learning for knowledge is used you must assure yourself that the HCSW/ ASCW has kept the knowledge current.

Quality Assurance of the Care Certificate

The Registered Manager in Adult Social Care or named person in a health employer will sign off the HCSW/ ASCW as having successfully met all the standards to achieve the Care Certificate.

The Registered Manager/ named person must assure themselves that the standard of teaching and assessment is of sufficient quality that they can be confident that the HCSW/ASCW has fully met the standard.

If the Registered Manager in Social Care or named person is not the Assessor it is expected that there would be a mechanism in place to ensure that your judgements are fed back to the responsible person.

If you are already assessing learners undertaking an QCF qualification such as the Diploma in Health and Social Care or Diploma in Clinical Healthcare Support or a related Apprenticeship it is expected that you would apply the same rigour in assessing the Care Certificate

Award of the Care Certificate

Once the HCSW/ ASCW has successfully completed the Care Certificate and where appropriate you have notified the responsible person of your decision the HCSW/ ASCW will be given a certificate in line with the organisational practice.

Related resources

- National Occupational Standards (2013)
- Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013)
- Compassion in Practice
- Care Certificate Framework (Assessor Document)
- Care Certificate Framework (HCSW/ ASCW Document)

Mapping of the Care Certificate Framework to National Occupational Standards, the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013), QCF units and Compassion in Practice can be seen in the Care Certificate Framework (Technical). The Care Certificate Framework (HCSW/ ASCW) includes the mapping to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013)

Standard 1: Understand Your Role

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The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
1.1 Understand their own role	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	1.1b List the standards 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	1.1c Demonstrate that they are working in accordance with the agreed ways of working with their employer	The assessment must be observed in the workplace 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
1.2 Work in ways that have been agreed with their employer	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	1.2d Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role	The assessment must be observed in the workplace 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 (whistleblowing)	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
1.3 Understand working relationships in health and social care	1.3a Describe their responsibilities to the individuals 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
1.4 Work in partnership with others	1.4a Explain why it is important to work in partnership with others.	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	1.4b Explain why it is important to work in partnership with key people, advocates and others who are significant to an individual	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	1.4c Demonstrate ways of working that can help improve partnership working.	The assessment must be observed in the workplace 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"> • partnership working • resolving conflicts 	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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

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The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
2.1 Agree a personal development plan	2.1a List sources of support 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	2.1b Describe the process for agreeing a personal development plan 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	2.1 c Explain why feedback from others 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"> • 1:1 discussion • as part of a group exercise written e.g. in a workbook/ portfolio
	2.1d Contribute to drawing up their own personal development plan	The assessment must be observed in the workplace 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 Demonstrate how to record the progress they make in relation to their personal development plan	The assessment must be observed in the workplace 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.
	2.2a Describe the functional level of literacy, numeracy and communication 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"> • 1:1 discussion • as part of a group exercise written e.g. in a workbook/ portfolio
2.2 Develop their knowledge, skills and understanding	2.2b Explain how to check their current level of literacy, numeracy and communication 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	2.2d Describe how reflecting 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	2.2e Describe how feedback from others 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	2.2f Demonstrate how to measure their own knowledge, performance and understanding against relevant standards	The assessment must be observed in the workplace 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	2.2h Demonstrate how to record progress in relation to their personal development	The assessment must be observed in the workplace 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 continuing professional development 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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.

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Standard 3: Duty of Care

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The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
3.1 Understand how duty of care contributes to safe practice	3.1a Define 'duty of 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	3.1b Describe how the duty of care 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
3.2 Understand support available for addressing dilemmas that may arise about duty of care	3.2a Describe dilemmas that may arise between the duty of care and an individual's 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	3.2b Explain what they must and must not do within their role in managing conflicts and dilemmas	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	3.2c Explain where to get additional support and advice about how to resolve such dilemmas	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
3.3 Deal with Comments and complaints	3.3a Demonstrate how to respond to comments and complaints in line with legislation and agreed ways of working	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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.

	3.3b Describe who to ask for advice and support in handling comments and complaints	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
3.4 Deal with Incidents, errors and near misses	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	3.4c List the legislation and agreed ways of working in relation to reporting 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
3.5 Deal with confrontation and difficult situations	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	3.5b Describe how communication 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	3.5d Demonstrate how and when to access support and advice about resolving conflicts	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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 agreed ways of working for reporting 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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.

3.5d 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 such as role play or simulation is permissible.

Standard 4: Equality and Diversity

Standard 4: Equality and Diversity

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
4.1 Understand the importance of equality and inclusion	4.1a Explain what is meant by: <ul style="list-style-type: none"> • diversity • equality • inclusion • 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	4.1c Explain how practices that support equality and inclusion 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
4.2 Work in an inclusive way	4.2a List which legislation and codes of practice relating to equality, diversity 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	4.2b Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences	The assessment must be observed in the workplace 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

4.3 Access information, advice and support about diversity, equality and inclusion	4.3a List a range of sources of information, advice and support about diversity, equality and inclusion	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	4.3b Describe how and when to access information, advice and support about diversity, equality and inclusion	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	4.3c Explain who to ask for advice and support about equality and inclusion	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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
5.1 Understand person centred values	5.1a Describe how to put person-centred values 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	5.1b Describe why it is important to work in a way that promotes person centred values when providing support to individuals	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
5.2 Understand working in a person centred way	5.2a Describe the importance of finding out the history, preferences, wishes and needs of the individual	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	5.2b Explain why the changing needs of an individual 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	5.2c Explain the importance of supporting individuals to plan for their future wellbeing 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

5.3 Demonstrate awareness of the individuals immediate environment and make changes to address factors that may be causing discomfort or distress	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"> • Lighting • Noise • Temperature • Unpleasant odours 	The assessment must be observed in the workplace 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 Report any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction period may not arise. Therefore the use of simulation/ role play using scenarios is permitted.
5.4 Make others aware of any actions they may be undertaking that are causing discomfort or distress to individuals	5.4a Raise any concerns directly with the individual 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 observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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 observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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.
5.5 Support individuals to minimise pain or discomfort	5.5a Check where individuals have restricted movement or mobility that they are comfortable.	The assessment must be observed in the workplace 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 an individual is in pain or discomfort. This could include: <ul style="list-style-type: none"> • Verbal reporting from the individual • Non-verbal communication • Changes in behaviour 	The assessment must be observed in the workplace 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>5.5c Take appropriate action where there is pain or discomfort. This could include:</p> <ul style="list-style-type: none"> • Re-positioning • Reporting to a more senior member of staff • Giving prescribed pain relief medication • Equipment or medical devices are working properly or in the correct position e.g. wheelchairs, prosthetics, catheter tubes 	<p>The assessment must be observed in the workplace 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>5.5d Remove or minimise any environmental factors causing pain or discomfort. These could include:</p> <ul style="list-style-type: none"> • Wet or soiled clothing or bed linen • Poorly positioned lighting • Noise 	<p>The assessment must be observed in the workplace 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>5.6 Support the individual to maintain their identity and self-esteem</p>	<p>5.6a Explain how individual identity and self-esteem are linked to emotional and spiritual wellbeing</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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	<p>5.6b Demonstrate that their own attitudes and behaviours promote emotional and spiritual wellbeing</p>	<p>The assessment must be observed in the workplace 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>5.6c Support and encourage individuals own sense of identity and self-esteem</p>	<p>The assessment must be observed in the workplace 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>5.6d Report any concerns about the individual's emotional and spiritual wellbeing to the appropriate person. This could include:</p> <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	<p>The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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>

5.7 Support the individual using person centred values	5.7a Demonstrate that their actions promote person centred values including: <ul style="list-style-type: none"> • individuality • independence • privacy • partnership • choice • dignity • respect • rights 	The assessment must be observed in the workplace 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.
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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
6.1 Understand the importance of effective communication at work	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.1b Describe how communication affects relationships at 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.1c Describe why it is important to observe and be receptive to an individual's 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
6.2 Understand how to meet the communication and language needs, wishes and preferences of individuals	6.2a Describe how to establish an individual's communication and language needs, 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.2b List a range of communication methods and styles that could help meet an individual's communication needs, 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
6.3 Understand how to promote effective communication	6.3a List barriers to effective communication	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.3b Describe ways to reduce barriers to effective communication	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.3d Describe where to find information and support or services, 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
6.4 Understand the principles and practices relating to confidentiality	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.4b List any legislation and agreed ways of working to maintain confidentiality in day-to-day communication	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	6.4d Describe who to ask for advice and support 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

<p>6.5 Use appropriate verbal and non-verbal communication</p>	<p>6.5a Demonstrate the use appropriate verbal and non-verbal communication:</p> <p>Verbal:</p> <ul style="list-style-type: none"> • Tone • Volume <p>Non-verbal:</p> <ul style="list-style-type: none"> • Position/ proximity • Eye contact • Body language • Touch • Signs • Symbols and pictures • Writing • Objects of reference • Human and technical aids <p>Communication may take place:</p> <ul style="list-style-type: none"> • face to face • by telephone or text • by email, internet or social networks • by written reports or letters 	<p>The assessment must be observed in the workplace 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>6.6 Support the use of appropriate communication aids/ technologies</p>	<p>6.6a Check that communication aids/ technologies are:</p> <ul style="list-style-type: none"> • Clean • Work properly • In good repair <p>6.6b Report any concerns about the communication aid/ technology to the appropriate person. This could include:</p> <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	<p>The assessment must be observed in the workplace 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 observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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.

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Standard 7: Privacy and Dignity

Standard 7: Privacy and dignity

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
7.1 Understand the principles that underpin privacy and dignity in care	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	7.1b List situations where an individual's 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
7.2 Maintain the privacy and dignity of the individual(s) in your care	7.2a Demonstrate that their actions maintain the privacy of the individual. This could include: <ul style="list-style-type: none"> • Using appropriate volume to discuss the care and support of an individual • Discussing the individuals care and support in a place where others cannot overhear 	The assessment must be observed in the workplace 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>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:</p> <ul style="list-style-type: none"> • 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 	<p>The assessment must be observed in the workplace 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>7.2c Explain why it is important not to disclose anything about the individual 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"> • Health condition • Sexual orientation • Personal history • Social circumstances 	<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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	<p>7.2d Report any concerns they have to the relevant person. This could include:</p> <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	<p>The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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>7.3 Support an individual's right to make choices</p>	<p>7.3a Describe ways of helping individuals 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	7.3b Explain how risk assessment processes can be used to support the right of individuals to make their own decisions	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	7.3c Explain why personal views must not influence an individual's own choices or decisions	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	7.3d Describe why there may be times when they need to support an individual to question or challenge decisions made about them by others	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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7.4 Support individuals in making choices about their care	7.4a Demonstrate how to support individuals to make informed choices	The assessment must be observed in the workplace 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 individuals to make their own decisions	The assessment must be observed in the workplace 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 Reflect on how their own personal views could influence an individual's own choices or decisions	The assessment should be undertaken as a reflection exercise. Evidence will be provided through completion of the reflection 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 Where appropriate support individuals to question or challenge decisions made about them by others	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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.
	7.4e Report any concerns they have to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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.
7.5 Understand how to support active participation	7.5a Describe the importance of how valuing people contributes to active participation	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	7.5b Explain how to enable individuals 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	7.5c List other ways they can support active participation	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	7.5d Describe the importance of enabling individuals to develop skills in self-care 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
7.6 Support the individual in active participation in their own care	7.6a Demonstrate that they can support the active participation of individuals in their care	The assessment must be observed in the workplace 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 Reflect on how their own personal views could restrict the individual's ability to actively participate in their care	The assessment should be undertaken as a reflection exercise. Evidence will be provided through completion of the reflection 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 Report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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
8.1 Understand the principles of hydration, nutrition and food safety	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	8.1b Explain the importance of good nutrition and hydration in maintaining health and wellbeing	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
8.2 Support individuals to have access to fluids in accordance with their plan of care	8.2a Check that drinks are within reach of those that have restrictions on their movement/ mobility	The assessment must be observed in the workplace 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 observed in the workplace 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 individuals are offered drinks in accordance with their plan of care	The assessment must be observed in the workplace 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.

	8.2d Support and encourage individuals to drink in accordance with their plan of care	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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 Report any concerns to the relevant person. This could include: <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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.
8.3 Support individuals to have access to food and nutrition in accordance with their plan of care	8.3a Check that any nutritional products are within reach of those that have restrictions on their movement/ mobility	The assessment must be observed in the workplace 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 at the appropriate temperature	The assessment must be observed in the workplace 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 food is presented in accordance with the plan of care i.e. the individual is able to eat it	The assessment must be observed in the workplace 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 Check that appropriate utensils are available to enable the individual to meet their nutritional needs as independently as possible	The assessment must be observed in the workplace 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 Support and encourage individuals to eat in accordance with their plan of care	The assessment must be observed in the workplace 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>8.3f Report any concerns to the relevant person. This could include:</p> <ul style="list-style-type: none"> • Senior member of staff • Carer • Family member 	<p>The assessment should be observed in the workplace as part of the HCSW/ ASCW normal work duties. However the opportunity for the HCSW/ ASCW to demonstrate this during their induction 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>
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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.

Standard 9: Dementia and Cognitive issues

Standard 9: Dementia and Cognitive issues

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
9.1 Recognise possible signs of Dementia and other cognitive issues	9.1a List the possible signs of dementia and other cognitive issues in the individuals with whom 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	9.1b Explain why depression, delirium and age related memory impairment may be mistaken for dementia	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	9.1c Explain why early diagnosis is important in relation to dementia and other cognitive issues	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	9.1d Describe when assessments of capacity need to be made and used	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	9.1e Describe who they should tell, and how, if they suspect symptoms associated with dementia and other cognitive issues	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

Standard 9: Dementia and cognitive issues

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.

Assessment of this standard must include the learners knowledge of the Mental Capacity Act (2005) sets out a checklist of things to consider when deciding what's in a person's 'best interests'.

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Standard 10: Safeguarding Adults

Standard 10: Safeguarding Adults

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
10.1 Understand the principles of Safeguarding adults	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1b Explain their own role and responsibilities in safeguarding individuals	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1c List the main types of abuse	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1d Describe what constitutes harm	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1e Explain why an individual may be vulnerable to harm or abuse	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1g List the signs and symptoms associated with abuse	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	10.1h Describe the nature and scope of harm to and abuse 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1i List a range of factors which have featured in adult abuse 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.1j Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services	The assessment must be observed in the workplace 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 individuals from harm and abuse	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
10.2 Reduce the likelihood of abuse	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	10.2e List ways in which the likelihood of abuse can be reduced by managing risk 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.2f Explain how a clear complaints procedure for reducing the likelihood of abuse	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
10.3 Respond to suspected or disclosed abuse	10.3a Explain what to do if abuse of an adult is suspected; including how to raise concerns within local whistleblowing 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
10.4 Protect people from harm and abuse – locally and nationally	10.4a List relevant legislation, 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	10.4c Describe the actions to take if they experience barriers 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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.

10.1i 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.

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Standard 11: Safeguarding Children

Standard 11 Safeguarding Children

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
11.1 Safeguard children	<p>11.1a Meet the national minimum training standards for Safeguarding Children as set out in “<i>Safeguarding Children and Young people: roles and competences for health care staff.</i>” (Intercollegiate Royal College of Paediatrics and Child Health 2010).</p> <p>If they work in health: According to role, they will undertake either</p> <p>Level 2: Minimum level required for clinical staff who have some degree of contact with children and young people and/or parents/carers.</p> <p>or</p> <p>Level 3: Clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns.</p> <p>If they work in Social Care: Explain what they must do if they suspect a child, young person (met in any circumstances) is being abused or neglected.</p>	<p>You will help your learner to decide which standards 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>12.1 Be able to provide basic life support</p> <p>Standard 11 - Basic Life Support Outcome: The learner is able to carry out basic life support</p>	<p>11.1a Be able to carry out basic life support.</p> <p>They will complete the appropriate Basic Life Support Training at Level 2 as specified by the UK Resuscitation Council.</p> <ul style="list-style-type: none"> • If they work with Adults in health and social care they will undertake training in adult basic life support. • If they work with Paediatric patients in health they will undertake training in paediatric basic life support. • If they work with Newborn patients in health they will undertake training in newborn life support. <p>Guidance:</p> <ul style="list-style-type: none"> • Resuscitation Council 2010 Resuscitation Guidelines • Cardiopulmonary Resuscitation – Standards for clinical practice and training Joint Statement 	<p>You will help your learner to decide which standards 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
13.1 Understand their own responsibilities, and the responsibilities of others, relating to health and safety in the work setting	13.1a List legislation relating to general health and safety 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.1b Describe the main points of the health and safety 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.1c Outline the main health and safety responsibilities of: <ul style="list-style-type: none"> • self • the employer or manager • others 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.1d List tasks relating to health and safety 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.1e Explain how to access additional support and information relating to health and safety	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
13.2 Understand Risk Assessment	13.2a Explain why it is important to assess the health and safety 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	13.2b Describe how and when to report health and safety 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
13.3 Move and assist safely	13.3a Identify key pieces of legislation that relate to moving and assisting	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.3b List tasks relating to moving and assisting 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.3c Demonstrate how to move and assist people and objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working	The assessment must be observed in the workplace 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.
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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
13.5 Understand medication and healthcare tasks	13.5a Describe the agreed ways of working 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

	13.5b Describe the agreed ways of working in relation to healthcare tasks	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.5c List the tasks relating to medication and health care procedures that they are <u>not</u> 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
13.6 Handle hazardous substances	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.6b Demonstrate safe practices for storing, using and disposing of hazardous substances	The assessment must be observed in the workplace 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.
13.7 Promote fire safety	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
13.8 Work securely	13.8a Describe the measures that are designed to protect their own security at work, 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.8b Explain the agreed ways of working 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

13.9 Manage stress	13.9a List common signs and indicators of stress in themselves and others	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.9b Identify circumstances that tend to trigger stress in themselves and others	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	13.9c List ways to manage stress	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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.

13.3c requires the HCSW/ ASCW to provide performance evidence. However, 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.

Standard 14: Handling Information

Standard 14: Handling Information

The HCSW/ ASCW will:	To meet this standard the HCSW/ ASCW will:	Assessment
14.1 Handle information	14.1a Describe the agreed ways of working and legislation 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	14.1b Explain why it is important to have secure systems 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible	The assessment must be observed in the workplace 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 report if they become aware that agreed ways of working 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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
15.1 Prevent the spread of infection	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	15.1b Demonstrate effective hand hygiene	The assessment must be observed in the workplace 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 the individuals 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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio
	15.1e Explain the principles of safe handling of infected or soiled linen and clinical waste	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"> • 1:1 discussion • as part of a group exercise • written e.g. in a workbook/ portfolio

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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.



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). 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.

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



COMMUNICATION

: This includes verbal and non-



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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.

REFLECTIVE PRACTICE: 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.

RESTRAINT AND RESTRICTIONS: Section 6 (4) of the Mental Capacity Act 2005 states that someone is using restraint if they use or threaten to use force to make someone do something that they are resisting; or restrict a person's freedom of movement, whether they are resisting or not.

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*

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.