

### **Elements of competence**

HSC33.1	Reflect on your practice
HSC33.2	Take action to enhance your practice

### **About this Unit**

For this Unit you need to reflect on, evaluate and take action to enhance your own knowledge and practice.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Constructive feedback** could be communicated: verbally; in written form; electronically; in other forms of communication. With individuals and key people, communications should use the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

**Development opportunities** include: training; educational programmes; coaching; personal and professional support.

**Key people** include: family; friends; carers; others with whom the individual has a supportive relationship.

**Supervision and support** could be: formal; informal; provided from within your organisation; provided from outside your organisation.

Your **knowledge and understanding** for this Unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people in their lives and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

### **Values underpinning the whole of the Unit**

The values underpinning this Unit have been derived from the key purpose statement<sup>1</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of Care Unit HSC34. If you are working with adults they can be found in HSC35. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in either Unit HSC34 or HSC35 in your practice and through your knowledge.

### **Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.**

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<sup>1</sup> The key purpose identified for those working in health and social care settings is “to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care”

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>• Simulation is NOT permitted for any part of this unit.</li> </ul>
<b>The following forms of evidence ARE mandatory:</b>
<ul style="list-style-type: none"> <li>• <b>Direct observation:</b> Your assessor must observe you in real work activities. These should take place over time and show how your practice has developed. For example you may be able to chair a meeting or to take part in some staff training where you can demonstrate your learning by relating it to your practice.</li> <li>• <b>Reflective Accounts/professional discussion:</b> You may look at your recordings of your real work practice that have been prepared for the other units in this award and identify which parts you could also use here. You may also write a reflective account which looks back over time and identifies the areas in which you believe your practice has improved and developed e.g. attending in-service courses and how you then put this new knowledge/skill into practice.</li> <li>• <b>Product:</b> You should begin to keep a formal record of your continuous professional development, this will show courses you have undertaken, seminars you have attended etc. Where you use these experiences to record CPD you need to identify what you learned and how you will use that knowledge in your work. You may wish to devise a single page on which you can record the event you attended, what you feel you learned and how you think you will use that learning.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>• <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Professional discussion will also help you to identify your learning and your professional development. This could be with your line manager, a mentor or a college tutor, and can be recorded by the assessor or the candidate.</li> <li>• <b>Witness testimony:</b> Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or an individual receiving care. For example this can be used to confirm your learning/development in specialist areas of work.</li> <li>• <b>Products:</b> For this unit, products may include records of supervision sessions, annual appraisal and/or educational/training assignments. For example during the evidence gathering for your portfolio, and to complete this unit, you will need to prepare a personal development plan, in conjunction with your line manager, in which you identify your future learning needs and aspirations. This will be reviewed and modified throughout your award and as part of your continuous professional development.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>• Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>• Evidence must be provided for ALL of the performance criteria, ALL of the knowledge and the parts of the scope that are relevant to your job role.</li> <li>• The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for.</li> <li>• All evidence must relate to your own work practice.</li> </ul>

*This is a mandatory unit and as such Direct Observation MUST be carried out by an assessor. Expert Witnesses could supply additional evidence.*

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<b>Values</b>	
1 Legal and organisational requirements on equality, diversity, discrimination and <b>rights</b> when working with individuals and others to improve your knowledge and practice	
2 Dilemmas and conflicts that you may face in your practice.	
<b>Legislation and organisational policy and procedures</b>	
3 Codes of practice and conduct, and standards and guidance relevant to your own role and the roles, responsibilities, accountability and duties of others about personal and professional development.	
4 Current local, UK legislation, and organisational requirements, procedures and practices for accessing training and undertaking personal and professional development activities.	
5 The purpose of, and arrangements for, your supervision and appraisal.	
<b>Theory and practice</b>	
6 How and where to access information and support on knowledge and best practice relevant to your area of work, the individuals and key people with whom you work and the skills and knowledge you need to practice effectively.	
7 Principles underpinning personal and professional development and reflective practice.	
8 How to work in partnership with individuals, key people and others to enable you to develop and enhance your knowledge and practice.	
9 Development opportunities that can enhance your practice.	
10 Lessons learned from inquiries into serious failure of health and social care practice, and from successful interventions.	
11 Approaches to learning that will allow you to transfer your knowledge and skills to new and unfamiliar contexts.	

**DK57 04 (HSC33) Reflect on and develop your practice**

**HSC33.1 Reflect on your practice**

Performance criteria		DO	RA	EW	Q	P	WT
1	You analyse and <b>reflect</b> on what is required for competent, effective and safe <b>practice</b> , and provide <b>active support</b> for <b>individuals</b> and <b>key people</b> .						
2	You continually monitor, evaluate and reflect on: (a) your knowledge and skills (b) your attitudes and behaviour (c) any experiences and personal beliefs that might affect your work (d) how well you practice and what could be improved (e) the processes and outcomes from your work						
3	You seek <b>constructive feedback</b> to enable you to develop your practice, from: (a) individuals (b) key people (c) others with whom you work or have contact within your work (d) your supervisors						
4	You identify any actions you need to take to develop and enhance your practice.						

**HSC33.2 Take action to enhance your practice**

Performance criteria		DO	RA	EW	Q	P	WT
1	You identify the supervision and support systems available to you within and outside your organisation.						
2	You seek and use appropriate supervision and support to reflect on and identify ways to enhance your practice.						
3	You prioritise aspects of your practice that need to be enhanced.						
4	You take action, with supervision and support, to access <b>development opportunities</b> that will enhance your knowledge and practice.						
5	You review: (a) how well the development opportunities meet your practice needs (b) in what ways your practice has been improved by the development opportunities						

DO = Direct Observation  
EW = Expert Witness

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

**DK57 04 (HSC33) Reflect on and develop your practice**

**HSC33.2 Take action to enhance your practice (cont)**

<b>Performance criteria</b>		<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>
6	You use supervision and support to continually assess the implications from any development opportunity on your continuing <b>personal and professional development</b> needs.						
7	You keep up-to-date records of your personal and professional development, within confidentiality agreements and according to legal and organisational requirements.						

*DO = Direct Observation*  
*EW = Expert Witness*

*RA = Reflective Account*  
*P = Product (Work)*

*Q = Questions*  
*WT = Witness Testimony*

*To be completed by the Candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the Assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal Verifier Feedback**

*To be completed by the Internal Verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the Internal Verifier***

Internal Verifier's name: .....

Internal Verifier's signature: .....

Date: .....