H5ST 04 (SCDHSC0370) — Support the Use of Technological Aids to Promote Independence

Overview

This standard identifies the requirements when you support individuals to use technological aids to promote their own independence. This includes working with individuals to identify appropriate technological aids, supporting them to use specific aids and contributing to the evaluation and review of their effectiveness.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non-verbal forms of communication, human and technological aids to communication.

The **individual** is the adult, child or young person you support or care for in your work.

Key people are those 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.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

Scope/range related to Knowledge and Understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include: adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

♦ to be treated as an individual
♦ to be treated equally and not be discriminated against
♦ to be respected
♦ to have privacy
♦ to be treated in a dignified way
♦ to be protected from danger and harm
♦ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
♦ to communicate using their preferred methods of communication and language
♦ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 27 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Support individuals to identify technological aids that will help promote their independence

	Performance Criteria	Evidence Number where this criteria has been met
1	Support the **individual** to identify aspects of their daily living where technological aids could help to promote their independence.	
2	Support the individual to **communicate** their preferences and needs about technological aids to independence.	
3	Access information about types of technological aids that could suit the individual's preferences and needs.	
4	Support the individual to understand the purpose of relevant types of technology and how each can be used.	
5	Work with the individual to evaluate which options best meet their preferences and needs and comply with health and safety requirements.	
6	Support the individual to identify the option they prefer.	
7	Seek specialist support and advice to respond to questions about technological aids that are outside your competence to deal with.	

Support the use of technological aids

	Performance Criteria	Evidence Number where this criteria has been met
8	Work with the individual at a pace that best suits their preferences and needs and in ways that promote **active participation**.	
9	Ensure that the selected technology is correctly installed and complies with health and safety requirements.	
10	Ensure that technological aids are used in ways and in places that maintain the individual's privacy and dignity.	
11	Support the individual to understand the technology and how it works.	
12	Check that the individual understands how the technology should be used and can put this into practice.	
13	Support the individual to communicate any issues, queries or concerns they have about using the technology.	
14	Clarify any misunderstandings about the purpose and use of the technology, seeking additional help where necessary.	
15	Give encouragement and constructive feedback to motivate the individual to use the technology and continue to do so over time.	
16	Work with the individual to identify any aspects of the technology that **key people** and **others** need to understand and/or use.	
17	Support key people and others to understand the nature and purpose of the technology and how to use it in ways that help promote the individual's independence.	

Support the use of technological aids (cont)

	Performance Criteria	Evidence Number where this criteria has been met
18	Support the individual, key people and others to address any difficulties encountered, seeking specialist support and advice where necessary.	
19	Support the individual to take appropriate and immediate action to deal with faulty equipment, in accordance with work setting requirements and any manufacturer's instructions and guidance.	

Contribute to evaluating the use of technological aids

20	Observe the effectiveness of technological aids in helping to promote the individual's independence over time.	
21	Agree with the individual, key people and others how the use of technology will be evaluated.	
22	Seek feedback from the individual, key people and others on the use and effectiveness of the technology.	
23	Work with the individual, key people and others to evaluate the technology, its use and the support provided.	
24	Agree any changes needed to improve the use and operation of the technology, including changing the technology where necessary.	
25	Ensure that you, key people and others carry out your agreed roles in making changes.	
26	Access specialist support where the scope of the technology or any difficulties encountered are outside your competence to deal with.	
27	Complete records and reports on actions, processes and outcomes according to legal and work setting requirements.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 46 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number 'box after each point.

Rights

	Knowledge and Understanding *You need to know and understand:*	**Evidence Number where this knowledge point has been met**
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	
3	Your duty to report any acts or omissions that could infringe the rights of individuals.	
4	How to deal with and challenge discrimination.	
5	The rights that individuals have to make complaints and be supported to do so.	

Your practice

	Knowledge and Understanding *You need to know and understand:*	Evidence Number where this knowledge point has been met
6	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual.	
12	The prime importance of the interests and wellbeing of the individual.	
13	The individual's cultural and language context.	
14	How to build trust and rapport in a relationship.	
15	How your power and influence as a worker can impact on relationships.	
16	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
17	How to work in partnership with individuals, key people and others.	
18	How to manage ethical conflicts and dilemmas in your work.	
19	How to challenge poor practice.	

Your practice (cont)

	Knowledge and Understanding *You need to know and understand:*	Evidence Number where this knowledge point has been met
20	How and when to seek support in situations beyond your experience and expertise.	

Theory

21	The nature and impact of **factors that may affect the health wellbeing and development** of individuals you care for or support.	
22	Theories underpinning our understanding of human development and factors that affect it.	

Personal and professional development

23	Principles of reflective practice and why it is important.	

Communication

24	Factors that can affect communication and language skills and their development in children, young people and adults.	
25	Methods to promote effective to communicate their needs, views and preferences.	

Health and Safety

26	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
27	Practices for the prevention and control of infection in the context of this standard.	

Safe-guarding

	Knowledge and Understanding *You need to know and understand:*	**Evidence Number where this knowledge point has been met**
28	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
29	Indicators of potential harm or abuse.	
30	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
31	What to do if you have reported concerns but no action is taken to address them.	

Handling information

32	Legal requirements, policies and procedures for the security and confidentiality of information.	
33	Legal and work setting requirements for recording information and producing reports.	
34	Principles of confidentiality and when to pass on otherwise confidential information.	

Knowledge specific to this NOS

	Knowledge and Understanding *You need to know and understand:*	**Evidence Number where this knowledge point has been met**
35	How and where to access information and support that can inform your practice when supporting individuals using technology.	
36	How to access, review and evaluate resources, information and services about technological aids to promote independence generally, and the specific technological needs of the individuals with whom you work.	
37	Theories relevant to the individuals with whom you work about motivation and how to encourage people to use technological aids, including the use of positive reinforcement.	
38	How difficulties with independence can affect the identity, self-esteem and self-image of the individuals with whom you work.	
39	The types and range of technological aids that can be used to promote individuals' independence and how they work.	
40	Health and safety requirements when setting up and using technological aids.	
41	Risk assessment and risk management for setting up and using technological aids.	
42	When to call in specialist help in relation to technological aids.	
43	Sources of further information and technological advice.	
44	The range of methods for finding and diagnosing faults with technology and what action to take to remedy them.	
45	Environmental factors that might affect the functioning and efficiency of technological aids.	

Knowledge specific to this NOS (cont)

	Knowledge and Understanding *You need to know and understand:*	**Evidence Number where this knowledge point has been met**
46	How to support individuals to evaluate the effectiveness of technology in meeting their preferences and needs.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	