

National Unit Specification: General Information

UNIT Workplace Practice for Care Support Workers (Intermediate 1)

NUMBER 7140408

COURSE

SUMMARY

This unit is aimed at developing and demonstrating competencies required to fulfil the role of an assistant to a professional care worker. Candidates undertaking this unit must be in relevant employment or have access to a placement that will support learning and is essential to the assessment procedure.

OUTCOMES

- 1 Contribute to the maintenance of a safe working environment.
- 2 Demonstrate safe moving and handling techniques.
- 3 Respond to emergency situations.
- 4 Demonstrate values appropriate to a care setting.

RECOMMENDED ENTRY

Relevant work experience as an assistant to a health care professional.

CREDIT VALUE

1 Credit at Intermediate 1.

CORE SKILLS

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

Administrative Information

Superclass: PN

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National unit specification: statement of standards

UNIT Workplace Practice for Care Support Workers (Intermediate 1)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Contribute to the maintenance of a safe working environment.

Performance Criteria

- a) Identification of relevant health and safety legislation is comprehensive.
- b) Identification of relevant organisational policies and procedures is correct and comprehensive.
- c) Performance in activities and tasks is consistent with organisational policy and the candidate's role.
- d) Personal presentation and behaviour are consistent with working norms and organisational guidelines.

Evidence Requirements

Written and/or oral evidence to show that the candidate has met the requirements for performance criteria (a) and (b).

Performance evidence that the candidate has met the requirements for performance criteria (c) and (d) including a minimum of two pieces of key legislation and two policies.

OUTCOME 2

Demonstrate safe moving and handling techniques.

Performance Criteria

- a) Demonstration of techniques for moving and handling clients is correct and in accordance with current good practice.
- b) Demonstration of techniques for moving and handling objects is correct and in accordance with current good practice.

Evidence Requirements

Performance evidence that the candidate has met the requirements of all performance criteria including current relevant legislation and organisational policies.

National unit specification: statement of standards (cont)

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OUTCOME 3

Respond to emergency situations.

Performance Criteria

- a) Response to emergency situations/alarm activation is prompt and in accordance with organisational safety procedures.
- b) Appraisal of a medical emergency is correct in terms of accepted first aid procedures.
- c) Demonstration of procedures used in a medical emergency is correct in terms of current first aid guidelines.
- d) Reporting procedures are correct in terms of organisational policy and Health and Safety guidelines.

Note on range for the outcome

Emergency: fire; flood.

Medical: resuscitation procedures adult and child; control of bleeding; unconsciousness.

Evidence Requirements

Written and/or oral evidence and performance evidence, which may be generated through simulated situations to show that the candidate has met all of the performance criteria across the range.

Evidence should include at least two emergencies and three medical emergencies.

OUTCOME 4

Demonstrate values appropriate to a care setting.

Performance Criteria

- a) Support for the client is appropriate in terms of respect for his/her beliefs, rights and preferences and within the resources available.
- b) Demonstration of anti-discriminatory practice is comprehensive.
- c) Communication skills are used effectively to promote independence, equal opportunities and positive working relationships.
- d) Maintenance of confidentiality is consistent with organisational policies and procedures, statutory requirements and the candidate's role.

Evidence Requirements

Performance and/or written evidence that the candidate has met the requirements across all of the performance criteria.

National unit specification: support notes

UNIT Workplace Practice for Care Support Workers (Intermediate 1)

This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

This unit is a component unit of the Professional Development Award: Certificate in Care Support Practice.

GUIDANCE ON CONTENT AND CONTEXT

Content throughout this unit is intended to reflect current good working practice and should be directed towards the candidate's current employment or placement situation. Therefore close liaison between the tutor and the candidate's workplace supervisor is necessary. Throughout the unit candidates must be aware of working within the limitations of their role.

Outcome 1

The candidate will require to demonstrate a knowledge of Health and Safety legislation relevant to his or her workplace. This could include The Health and Safety at Work Act, Manual Handling, COSHH and RIDDOR Regulations. Candidates should maintain Health and Safety standards with regard to clothing, personal hygiene and practice.

Actions taken by the candidate should contribute to the health and safety of the client, colleagues and the environment. Therefore compliance with legal and organisational policies and procedures with regard to health and safety is necessary to achieve this outcome.

Outcome 2

Manual handling has been given a high priority in this unit to reflect its importance within the working environment. Tutor input on moving and handling should be provided by tutors with a sound knowledge of current legislation and trained in current accepted practice. Acknowledging there may be variations within different work areas centres should consult with relevant organisations to ensure that methods and philosophy meet their requirements.

A range of mobility aids and lifting devices will be required to simulate safe techniques when moving and handling both clients and objects.

Outcome 3

Candidates should identify policies and procedures designed to deal with emergency situations. For example, fire and evacuation procedures, intruder alert, summoning help in the event of a medical emergency.

Medical emergencies which may arise in the course of the candidate's work should be identified. For example, control of bleeding, heart attack, epileptic seizure, fainting and dizziness, choking.

National unit specification: support notes (cont)

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Procedures for dealing with each should be explored. This would include immediate action to alleviate the situation, while ensuring the safety of the client and the worker, summoning appropriate help and procedures for recording the incident.

Outcome 4

The candidate should be aware of his or her role in promoting anti-discriminatory practice and in upholding the rights of the individual with regard to health care, therefore a reflective approach to practice should be encouraged. The need for mutual respect and trust will draw upon the theoretical issues related to anti-discriminatory practice.

The importance of the selection of the appropriate mode of communication including level, tone and pace of verbal communication, together with non-verbal communication should be highlighted.

Issues surrounding confidentiality should be examined including reasons for maintaining confidentiality and for disclosure. It is essential that this includes relevant policies and procedures within the candidate's workplace.

GUIDANCE ON TEACHING AND LEARNING APPROACHES

Outcome 1

Tutor input will be required to identify relevant legislation. Case studies, either written or video, could be used to allow candidates the opportunity to apply criteria to a variety of work situations and circumstances, prior to considering their own workplace.

Class discussion will identify a variety of policies and procedures designed to meet the requirements of relevant legislation. Emphasis should be placed on the candidate's role and responsibilities within these procedures and a reflective approach to his/her practice encouraged.

When this unit forms part of the Professional Development Award – Certificate in Care Support Practice, teaching should be integrated with that of outcomes 1 and 3 “The Role of the Care Support Worker in Physiotherapy Programmes”.

Outcome 2

Tutor input will be required regarding necessity for safe moving and handling techniques. Demonstration of a variety of techniques to meet a range of circumstances should, ideally, be carried out in a workplace setting or a realistic simulation. Ample opportunity should be given for the candidate to gain confidence in using the techniques prior to their application in the workplace.

National unit specification: support notes (cont)

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Outcome 3

Tutor input should be reinforced by candidate participation in classroom simulations of a variety of emergency situations. The use of resuscitation manikins will be required for resuscitation procedures. However in other situations candidate's peer group may be used to simulate casualties. The simulations should include formal and informal reporting procedures.

Outcome 4

Attempts should be made to integrate the teaching of this outcome with that of "Communication Skills for Care Support Workers" in particular performance criteria (c).

The importance of the care core values should be discussed, together with the candidate's role in contributing to the empowerment of the client and good working relationships. Case studies and/or role play could be used as a reinforcement.

GUIDANCE ON APPROACHES TO ASSESSMENT

This unit is designed to relate to the workplace. Candidates are expected to demonstrate competencies, as far as possible, in a work situation. Therefore it is envisaged that assessment of the candidate's performance will be shared between the course team and the workplace supervisor.

The assessment could take the form of a log book used throughout the placement, in which the candidate records evidence of competence, which can be verified by the workplace supervisor.

Where necessary exercises or case studies, devised by the course team, may be used as supplementary evidence.

When taken as part of the Professional Development Award – Certificate in Care Support Practice, attempts should be made to integrate the assessment process with other relevant units, ie. Communication Skills for Care Workers and The Role of the Care Support Worker in Physiotherapy Programmes.

Outcome 2

It is envisaged that classroom simulation will be required to allow the candidate to show competence in some, if not all, of the performance criteria.

Appropriate simulation exercises with accompanying checklists should be devised by the course team.

National unit specification: support notes (cont)

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Outcome 4

Evidence for this outcome should be recorded in the candidate's log book. In order to encourage an integrated approach to the Professional Development Award: Certificate Care Support Practice, attempts should be made to use evidence generated by the unit "Communication Skills for Care Support Workers" to meet the performance criteria. This outcome will also provide evidence for the unit The Role of the Care Support Worker in Physiotherapy Programmes.

SPECIAL NEEDS

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements* (SQA, 1998).