

## DK5H 04 (HSC3103) Contribute to raising awareness of health issues

### About this Unit

This competence covers contributing to raising awareness of health issues. This involves working with others to identify health issues which affect individuals, assist in the planning and implementing activities to raise awareness of health issues and evaluate, with others, the effectiveness and impact of the awareness raising.

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, your assessor may observe you consulting with others to determine the overall interest in and demand for awareness raising.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, your assessor may ask you to explain how and why you would offer constructive feedback on the awareness raising activities.</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>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <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 your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</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.</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 Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

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### 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>
1 A working knowledge of legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when raising awareness of health issues and how to deal with and challenge discrimination.	
2 A working knowledge of codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when raising awareness of health issues.	
3 A working knowledge of current local, National and European legislation and organisational requirements, procedures and practices for: (a) data protection, including recording, reporting, storage, security and sharing of information (b) awareness raising on specific health issues	
4 A working knowledge of working with others to provide integrated services.	
5 A factual knowledge of the current European and National legislation, national guidelines and local policies and protocols which affect your work practice in relation to contributing to raising awareness of health issues, including: (a) equality, diversity, discrimination and rights, confidentiality and sharing of information when raising awareness of health issues and how to deal with and challenge discrimination (b) data protection, including recording, reporting, storage, security and sharing of information (c) awareness raising on specific health issues (d) working with others to provide integrated services	
6 A working knowledge of your responsibilities and accountability in relation to the current European and National legislation, national guidelines, and local policies and protocols.	
7 A factual knowledge of the importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence.	
8 A working knowledge of how and where to access information and support that can inform your practice on awareness raising.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
9 A working knowledge of how to access, review and evaluate information about awareness raising generally, and for specific health issues.	
10 A working knowledge of government reports, inquiries and research relevant to raising awareness on health issues.	
11 A working knowledge of how to work in partnership with individuals, key people and those within and outside your organisation to raise awareness of health issues.	
12 A working knowledge of factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people and how to assess the needs for the awareness raising of specific health issues.	
13 A working knowledge of theories and methods of: (a) awareness raising for different purposes and different audiences (b) communication	
14 A working knowledge of why the views of those who are the target of the awareness raising are important.	
15 A working knowledge of different options for awareness raising, their costs and benefits to the target audiences and how to select the best available options.	
16 A working knowledge of methods of: (a) consulting with different groups (b) communicating with interest groups (c) collecting, analysing and interpreting feedback to enable decisions to be made about the awareness raising strategies (d) evaluating evidence presented by interest groups to influence awareness raising (e) dissemination and how the awareness raising subject will affect the methods used	
17 A working knowledge of the purpose of effective planning for awareness raising.	
18 A working knowledge of how to work with, and resolve conflicts that you are likely to meet.	

## DK5H 04 (HSC3103) Contribute to raising awareness of health issues

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Identify and discuss health issues, needs and risks that are relevant to individuals and key people or their representatives in your area of work.					
2	Alert those within and outside your organisation to any health issues where awareness needs to be raised.							
3	Identify, with those within and outside your organisation, potential sources of information and support that can be used to help raise awareness of health issues.							
4	Consult with others to determine the overall interest in and demand for awareness raising.							
5	Collate and analyse the information obtained and present the information and results to relevant people.							
6	Discuss, identify and agree your role and responsibilities within the team who are planning the awareness raising.							
7	Discuss and agree the aims, objectives, outcomes and target audience for the awareness raising.							
8	Identify, with those within the planning team, opportunities and constraints of different forms and media for awareness raising that could meet the objectives and attract the interest of the target audiences.							
9	Identify and recommend options that are most likely to meet the aims and objectives of the awareness raising.							
10	Discuss and agree the most appropriate option with the planning team.							
11	Develop a plan that outlines how these will be put into action, monitored and evaluated.							
12	Encourage people to give constructive feedback about the awareness raising and your part in it.							
13	Gather and collate data and information on the processes, outcomes and impact the awareness raising has had on the target audience.							
14	Evaluate your contribution to the awareness raising against agreed objectives, targets and outcomes.							

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Performance Criteria	DO	RA	EW	Q	P	WT	PD
15 Offer constructive feedback on the awareness raising activities and programme overall.							
16 Identify and recommend ways in which the awareness raising activities and programme could be improved.							
17 Record and report on the impact of the awareness raising overall, specific activities within the programme and your contribution to it, within confidentiality agreements and according to legal and organisational requirements.							

*DO = Direct Observation*

*RA = Reflective Account*

*Q = Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

*PD = Professional Discussion*

**DK5H 04 (HSC3103) Contribute to raising awareness of health issues**

*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: .....