

## DK5R 04 (HSC241) Contribute to the effectiveness of teams

### Elements of Competence

- HSC241a Agree and carry out your role and responsibilities within the team
- HSC241b Participate effectively as a team member

### About this Unit

For this Unit you need to be able to participate effectively as a member of a team. 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>, how you participate as a team member and how you carry out your role and responsibilities within the team.</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 give an example of how you dealt constructively with differences of opinion and conflicts and in ways which respect other team members' points of view.</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>

## DK5R 04 (HSC241) Contribute to the effectiveness of teams

### 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.**

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
<b>Values</b>	
1 Legal and organisational requirements on equality, diversity, discrimination and rights when working in teams.	
<b>Legislation and organisational policy and procedures</b>	
2 Codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working in teams to support individuals.	
3 Current local, UK legislation and organisational requirements, procedures and practices for: (a) accessing records (b) recording, reporting, confidentiality and sharing information, including data protection (c) team working	
4 How to access up to date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working.	
<b>Theory and practice</b>	
5 Principles that underpin effective team working.	
6 Individuals' styles of interaction and how these can affect team working.	
7 Barriers to developing relationships within the team and how these can be overcome.	
8 Problems which may be encountered when relating to and interacting with other team members and how these can best be handled.	
9 Your own strengths and weaknesses as an individual worker and as a team member.	
10 Development and learning opportunities available to support you in team working and activities.	

**DK5R 04 (HSC241) Contribute to the effectiveness of teams**

**Element HSC241a Agree and carry out your role and responsibilities within the team**

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Review information and seek advice about the team, its objectives and its purpose.					
2	Work with others within the team to identify, agree and clarify: (a) your role and responsibilities (b) the roles and responsibilities of others (c) how your role and responsibilities contribute to the overall objectives and purpose of the team (d) how you can and should contribute to team activities, objectives and purposes							
3	Carry out your agreed role and responsibilities within the team.							
4	Evaluate and use feedback from others constructively, to enable you to carry out your role and responsibilities within the team more effectively.							
5	Agree, seek support and take responsibility for any development and learning that will enable you to carry out your role and responsibilities within the team more effectively.							

*DO = Direct Observation*  
*EW = Expert Witness*  
*PD = Professional Discussion*

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

*Q = Questions*  
*WT = Witness Testimony*

## DK5R 04 (HSC241) Contribute to the effectiveness of teams

### Element HSC241b Participate effectively as a team member

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Inform other members of the team of your activities.							
2	Ensure your behaviour to others in the team supports the effective functioning of the team.							
3	Accept and use suggestions and information offered by others constructively to improve your practice within the team.							
4	Offer supportive and constructive assistance to team members.							
5	Complete your commitments to other team members effectively and according to overall work priorities.							
6	When you cannot complete any commitments with timescales specified immediately inform appropriate team members.							
7	present suggestions and offer ideas and information to benefit team members and improve team working							
8	Deal with differences of opinion and conflicts constructively and in ways which respects other team members' points of view.							
9	Where you experience problems in working effectively with other team members, seek appropriate advice and guidance.							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

**DK5R 04 (HSC241) Contribute to the effectiveness of teams**

*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: .....