

DK9L 04 (HSC 244) Manage and organise time and activities to support individuals in the community

Elements of competence

- HSC 244.1 Identify and organise time to enable you to complete work for individuals
- HSC 244.2 Balance your own duties and responsibilities with the individual's needs and preferences
- HSC 244.3 Identify and report risks and changes in individuals' needs and preferences

About this Unit

For this Unit you need to work with individuals and key people to manage and organise your time in ways that enable you to carry out your duties and responsibilities effectively.

Users of this standard will need to ensure practice reflects up to the 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.**

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Specific Evidence Requirements for the Unit

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

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit.
<ul style="list-style-type: none"> ◆ The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> ◆ Direct Observation: 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. For example, your assessor may observe you working with individuals, key people and others to identify any special requirements you need to take account of when working with individuals. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, your assessor may ask you to explain why it is important to report on any difficulties you have had in completing your work activities within the allotted timescales and according to the individuals needs and preferences.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: 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. ◆ Questioning/professional discussion: 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. ◆ Expert Witness: 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. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: 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. ◆ Prior Learning: 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. ◆ Simulation: 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.
GENERAL GUIDANCE
<ul style="list-style-type: none"> ◆ 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. ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge. ◆ 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. ◆ All evidence must relate to your own work practice.

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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.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Legal and organisational requirements on equality, diversity, discrimination and rights when managing and organising time and activities to support individuals in the community.	
2 The individual's rights to refuse access to their homes and actions to take when this happens.	
3 How to balance your work activities with the needs and preferences of individuals and key people.	
4 How to provide active support and promote the individual's rights, choices and well-being when managing and organising time and activities to support individuals in the community.	
Legislation and organisational policy and procedures	
5 Codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when managing and organising time and activities to support individuals in the community.	
6 Current local, UK legislation, and organisational requirements, procedures and practices for: (a) accessing records and information about individuals and key people (b) recording, reporting, confidentiality and sharing information, including data protection (c) health, safety, assessing and managing risks associated with managing and organising time and activities to support individuals in the community (d) the protection of individuals from danger and harm (e) keeping yourself and others safe (f) gaining access to the individuals' property (g) managing and organising time and activities to support individuals in the community	
7 Frameworks and guidance on standards of services and practice, relevant to gaining access to and working within individuals' homes and in the community	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Theory and practice	
8 Where to go to access information that will inform you of practice activities.	
9 Actions to take when you observe key changes in the condition and circumstances of individuals.	
10 The best ways to work with individuals and key people so that they have confidence in you.	
11 How to manage and organise your time to enable you carry out your work activities.	
12 Where and how to access information about individuals, key people and others.	
13 Why you need to keep the appropriate people informed of your whereabouts at all times.	
14 The type of requests you get from individuals that you are unable to fulfil and how to deal with such requests.	
15 The type of activities that individuals might do that could be injurious to their health and well-being; why these differ for different individuals and the actions to take when you observe such activities.	

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Element DK9L 04.1 Identify and organise time to enable you to complete work for individuals

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Agree with appropriate people: (a) the activities to be undertaken (b) how often, and when you are required to carry out your work activities (c) the time that has been allowed for the work activities							
2	Work with individuals, key people and others to identify any special requirements you need to take account of when working with individuals.							
3	Ensure that you have access to, and understand information about any potential risks and health and safety issues associated with: (a) working with individuals in the community (b) the work activities you are carrying out							
4	Ensure that: (a) you have contact information for individuals and your organisation (b) the organisation has contact information for you and knows where you are at all times							
5	Organise your time to enable you to complete work activities in a way that meets individuals' needs and preferences and are according to legal and organisational requirements.							
6	Report on any difficulties you have had in completing your work activities within the allotted timescales and according to individuals needs and preferences.							
7	Complete records and reports within confidentiality agreements and according to legal and organisational requirements.							

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

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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Element DK9L 04.2 Balance your own duties and responsibilities with the individual's needs and preferences

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Work with individuals to identify the preferences they have for the way you carry out your work activities, ensuring that you respect their experiences, expertise and their cultural and religious requirements.					
2	Carry out your work activities in ways that respect, value and are responsive to the contribution of key people within individuals' lives.							
3	Ensure that: (a) you work within legal and organisational health and safety policies and procedures (b) you do not put yourself, individuals, key people and other people at unnecessary risk (c) you behave in ways that gives individuals' confidence in the organisation for whom you work							
4	Taking account of the individual's preferences, you agree with them: (a) what needs to be done (b) how you are should do it (c) the time you have been allocated to complete your work (d) any health, safety or other issues that you have to take into account when carrying out your work activities							
5	Follow organisational procedures when: (a) you cannot complete the work activities to time (b) you are requested to carry out additional work activities (c) individuals want you to carry out your work activities in ways that differ to those set out by your organisation							

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Element DK9L04.3 Identify and report risks and changes in individuals' needs and preferences

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Follow organisational policies and procedures in an emergency that requires immediate action.					
2	Observe and report changes to: (a) the individual's environment (b) their needs and preferences (c) the support they have been receiving							
3	Observe individuals' behaviour and their physical and emotional state to identify any signs and symptoms of change.							
4	Work with individuals, key people and others to examine possible reasons for the changes and any actions that may be necessary.							
5	Take action to address immediate concerns.							
6	Identify and inform the appropriate people when the individual, key people, you or others are likely to be put at unnecessary risk.							
7	Report to appropriate organisations any changes in individuals that might require further action, within confidentiality agreements and according to legal and organisational requirements.							

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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: