

About this Unit

This standard is about providing information and advice to help individuals resume occupational, educational, domestic, leisure or rehabilitation activities, or to identify new activities which will enhance the individual's health and wellbeing. It includes working with the individual, their family and/or carers to agree realistic goals and taking action to achieve the desired activities.

Users of this unit 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 standard 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 standard 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

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit. ◆ The following forms of evidence ARE mandatory: ◆ 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 communication with an individual in a manner and at a level and pace that is appropriate to their needs. ◆ 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, using an example from practice, how you ensure you maintain the confidentiality of information consistent with legislation and your employer’s policies.
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.

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
1 The current European and National legislation, national guidelines, organisational policies and protocols in accordance with Clinical/Corporate Governance which affect your work practice in relation to supporting individuals in undertaking their desired activities.	
2 Your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and Clinical/Corporate Governance.	
3 The duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer.	
4 Of insurance requirements.	
5 The policies and guidance which clarify your scope of practice and the relationship between yourself and the practitioner in terms of delegation and supervision.	
6 How to ask questions, listen carefully and summarise back.	
7 How to adapt communication styles in ways which are appropriate to different people (eg culture, language or special needs).	
8 How to establish an understanding of an individual’s values, beliefs and interests.	
9 How to ensure the health and safety of individuals undertaking desired activities.	
10 How to set goals that are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).	
11 How to identify the physical, psychological and social demands of the individual’s desired activities.	
12 The contribution that meaningful occupation/activity can make to an individual’s sense of wellbeing.	
13 How to help individuals identify coping strategies.	
14 The range of motivations people may have for changing their behaviour and lifestyle, and how to discover their motivations.	
15 How to obtain and interpret assessments of individuals’ needs.	
16 How to identify any resources or adaptations that will be required for the individual to undertake desired activities.	
17 The availability and resource implications of local services.	

F07A 04 (GEN15) Support individuals in undertaking their desired activities

18	How to identify exercises to help individuals develop the ability to undertake desired activities.	
19	Basic counselling techniques.	
20	The bio-psycho-social model of health.	

F07A 04 (GEN15) Support individuals in undertaking their desired activities

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Refer to any previous assessments of the individual's needs.					
2	Talk with the individual, family members, carers and others to establish an understanding of their values, beliefs and interests.							
3	Actively listen to the individual and respond to their individual needs, adapting your communication style according to the needs and abilities of the individual.							
4	Familiarise yourself with the physical, psychological and social demands of the individual's desired activities.							
5	Agree action to develop the individual's ability to undertake desired activities.							
6	Negotiate steps towards achievement of the individual's desired activities.							
7	Encourage and motivate the individual to help them achieve realistic objectives.							
8	Help the individual recognise coping strategies, including those that have helped them in the past.							
9	Liaise with other agencies and services to ensure information gathered for the individual is current, accurate and appropriate.							
10	Organise activities and identify any resources that will be required for the individual to undertake the activities.							
11	Agree arrangements for any home or workplace visits.							
12	Identify any aids and adaptations that will be required for the individual to undertake desired activities.							
13	Provide the individual with useful contacts and make referrals to other agencies where required.							
14	Ensure the health and safety of individuals undertaking desired activities.							
15	Review the effectiveness of actions and adapt interventions as necessary, in negotiation with the individual, family and carers.							
16	Maintain clear and accurate records of advice and support given to individuals and any agreed actions.							

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

RA = Reflective Account
 P = Product (Work)

Q = Questions
 WT = Witness Testimony

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: