

About this Unit

This standard is relevant to those people who are responsible for ensuring that physical resources are available to meet actual and anticipated demand. 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 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 agree appropriate amendments with the relevant people where physical resources needed cannot be obtained in full. ◆ 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 analyse work activities to identify required supplies.
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 Relevant planned objectives and measures for resource usage.	
2 How to establish effective agreements with suppliers and the legal, ethical and organisational requirements which govern these.	
3 How to analyse work activities to identify required supplies.	
4 How to select from a range of suppliers to ensure value for money, consistency, quality and continuity of supply within organisational and legal requirements.	
5 How to monitor the provision of supplies to ensure ongoing quality, quantity, delivery and time requirements are being met.	
6 The legal and organisational requirements which govern the selection of suppliers, how to interpret these and identify their implications.	
7 Standing financial instructions and requirements for keeping records.	
8 The importance of continuity of supplies to maintaining the quality of products and services and your role and responsibility in relation to this.	
9 The range of problems which may occur with supplies and suppliers and effective correction action to take in response to these.	
10 The principles of confidentiality regarding the use of physical resources, which types of information may be made available to whom.	
11 How to encourage and empower team members to take responsibility for the efficient use of physical resources.	
12 The importance of effective monitoring of resource use to organisational efficiency and your role and responsibility in relation to this	
13 How to monitor and control resource usage to maintain consistency and quality in the provision of products and services.	
14 The organisational and legal requirements regarding the impact of resource usage on the environment and how to minimise adverse effects	
15 The organisation’s requirements for controlling resource usage.	

FN9C 04 (GEN 64) Ensure the availability of physical resources

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Identify the specific physical resources needed to meet service delivery needs.					
2	Select or recommend appropriate suppliers, ensuring adequate competition where possible and the continuity of suppliers.							
3	Negotiate with suppliers in a manner which maintains good relations with them.							
4	Reach agreements with suppliers that provide good value and comply with organisational and legal requirements.							
5	Obtain sufficient physical resources to support all activities.							
6	Monitor resource use and supplies at appropriate intervals, to ensure that the physical resources obtained consistently meet the organisation's requirement for quality, quantity and delivery.							
7	Agree appropriate amendments with the relevant people where physical resources needed cannot be obtained in full.							

DO = Direct Observation

RA = Reflective Account

Q = Questions

EW = Expert Witness

P = Product (Work)

WT = Witness Testimony

PD = Professional Discussion

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: