

About this Unit

This standard covers the provision of refreshments and distribution of donor information. This includes the preparation and dismantling of the refreshment area together with preparing and serving refreshments to donors and their accompanying friends or relatives. It also covers monitoring donors in the refreshment area, and dealing with adverse reactions/events.

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

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, the process you use in setting up a refreshment area to ensure all refreshments are safe to use and the area is hazard free. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, discuss with your assessor/expert witness what health and safety legislation and local policies impact on your practice when you are managing the refreshment area.
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.

FN9Y 04 (BDS5) Manage the Refreshment Area at Donation Sessions

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 managing the refreshment area at donation sessions.	
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 The importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence.	
5 The importance of applying standard precautions to preparing the refreshment area and serving refreshments at donation sessions and the potential consequences of poor practice.	
6 The level of cleanliness needed in areas used to prepare and serve refreshments.	
7 Why it is important to check all refreshment expiry dates, to report any discrepancies and remove from use.	
8 How to dispose of waste material safely.	
9 The sorts of problems that might be found in materials and equipment — and which of these you should be able to resolve, and which should be reported to others	
10 How to check that electrical equipment is functioning safely and efficiently.	
11 The items which should be available for donors to help themselves to and how and where to make them available.	
12 The particular refreshments which are needed by donors who have had an adverse reaction — and why their needs are different.	
13 Why is it important to monitor donor's wellbeing post donation.	
14 The common adverse reactions to giving blood or blood components, how to recognise them and what action to take.	
15 The extent of the action you can take — including the information which you may give and or record.	

FN9Y 04 (BDS5) Manage the Refreshment Area at Donation Sessions

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
16 The use of current and up to date donor information impacts on how donors view the organisation and the staff.	
17 The importance of valuing and thanking donors for attending the session.	

FN9Y 04 (BDS5) Manage the Refreshment Area at Donation Sessions

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Apply standard precautions for infection prevention and control and other relevant health and safety measures.							
2	Identify the most appropriate, accessible and safe location in which to set up the refreshment area.							
3	Set up the area to be used in accordance with health and safety legislation and organisational policy.							
4	Ensure that the area used for preparing and serving refreshments is kept clean, tidy and as free from hazards as possible.							
5	Prepare sufficient materials and equipment ready for use at appropriate times.							
6	Use electrical equipment safely and correctly in accordance with manufacturer's instructions and health and safety requirement.							
7	Identify and report any problems with materials and equipment correctly and take appropriate action to resolve the problem, or remove the item from use.							
8	Display current donor information in the designated sites.							
9	Give accurate information about the refreshments available to donors and others.							
10	Take requests for refreshment promptly and politely and serve the refreshments as quickly as possible.							
11	Prepare drinks safely and correctly and ensure they are served at the appropriate temperature.							
12	Maintain sufficient supplies of self-service items and ensure that they are easily accessible to donors and others.							
13	Respond to donor's questions as appropriate and refer questions beyond your role and responsibility to the appropriate member of staff.							
14	Monitor donors or others for any sign of adverse reaction/event and take prompt and appropriate action, ensuring that appropriate records are made and/or updated.							

FN9Y 04 (BDS5) Manage the Refreshment Area at Donation Sessions

Performance Criteria	DO	RA	EW	Q	P	WT	PD
15 Give appropriate help/assistance to transfer an unwell donor to a rest bed using safe handling techniques, and/or make them comfortable, ensuring that privacy and dignity are maintained.							

DO = Direct Observation

Q = Questions

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

EW = Expert Witness

WT = Witness Testimony

FN9Y 04 (BDS5) Manage the Refreshment Area at Donation Sessions

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: