

**FN89 04 (GEN11) Assess and respond to accidents, breakdowns and incidents during the transportation of people, materials and/or equipment to meet health needs**

**About this Unit**

This workforce standard covers dealing with accidents, breakdowns and emergencies that may occur during the transportation of people, materials and equipment on public roads. The vehicles could include articulated vehicles, coaches, vans, minibuses or cars.

The workforce standard is not designed to assess basic driving skills and knowledge of the Highway Code. It is necessary that you have passed a driving test and hold a valid and appropriate Department of Transport Driving Licence, which must be produced as additional evidence. This workforce standard does not cover emergency driving skills ('blue light driving').

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**

<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> </ul>
<ul style="list-style-type: none"> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> </ul>
<ul style="list-style-type: none"> <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>, your assessor may observe you seeking appropriate support and assistance without delay in accordance with organisational procedure.</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 explain using an example from practice, the importance of communicating with third parties in an appropriate manner, level and pace and aiming to minimise tension and anger.</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>

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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
<b>Legislation, policy and good practice</b>	
1 A factual awareness of the current European and national legislation, national guidelines and local policies and protocols which affect your work practice in relation to assessing and responding to accidents, breakdowns and incidents.	
2 A working understanding of your responsibilities and accountability in relation to the current European and national legislation, national guidelines and local policies and protocols.	
3 A factual awareness of the importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence.	
4 <b><i>A working understanding of who needs to know if a hazardous load is involved in an accident or breakdown.</i></b>	
5 A factual awareness about what information to get from and give to others involved in accidents.	
6 <b><i>A factual awareness of what arrangements exist for the insurance for vehicles, including lease or contract hire vehicles.</i></b>	
<b>Materials and equipment</b>	
7 A factual awareness of the types of assistance and support in case of accident or incident are available and how to access them.	
8 A working understanding of the main sources and causes of hazards when driving.	
9 A working understanding of the factors that may constitute or contribute to hazards following a breakdown or accident, and the possible implications and consequences of a delay in the journey.	
10 A factual awareness of how to assess the seriousness of different hazards and prioritise those which should be dealt with first.	

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Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Assess promptly the nature and extent of actual and potential hazards caused by an <b>accident, breakdown or incident</b> and act accordingly.					
2	Take appropriate and immediate action to maximise the safety and security of your <b>passengers</b> , other road users and yourself, within the constraints of the situation.							
3	Make safe <b>hazardous loads</b> and give full and accurate information to all relevant people.							
4	Seek appropriate support and assistance without delay in accordance with organisational procedure.							
5	Provide accurate, complete and relevant details for insurance and claims purposes to any third parties involved.							
6	Seek relevant information for insurance and claims purposes from any third parties and record the information fully and accurately.							
7	Communicate with third parties in an appropriate manner, level and pace and aiming to minimise tension and anger.							
8	Record and report accidents, breakdowns and incidents fully and accurately at the appropriate time.							

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

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

*Q = Questions*  
*WT = Witness Testimony*

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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: .....