

WORK FORCE DEVELOPMENT AND ASSESSMENT

RG6	Take responsibility for your business performance and the continuing development of self and others
C10	Develop teams and individuals
CU8	Contribute to the development of the knowledge and practice of others
CU9	Contribute to the development and effectiveness of work teams
A1	Assesses candidates using a range of methods
A2	Assess candidates' performance through observation
V1	Conduct internal quality assurance of the assessment process
L1	Develop a strategy and plan for learning and development
L2	Identify the learning and development needs of the organisation
L3	Identify individual learning aims and programmes
L4	Design learning programmes
L5	Agree learning programmes with learners
L6	Develop training sessions
L7	Prepare and develop resources to support learning
L8	Manage the contribution of other people to the learning process
L9	Create a climate that promotes learning
L10	Enable learning through presentations
L11	Enable learning through demonstrations and instruction
L12	Enable individual learning through coaching
L13	Enable group learning
L14	Support learners by mentoring in the workplace
L15	Support and advise individual learners
L16	Monitor and review progress with learners
L17	Evaluate and improve learning and development programmes
L18	Respond to changes in learning and development
L19	Provide learning and development in international settings
L20	Support competence achieved in the workplace

BASIC SKILLS SUPPORT

LDL21	Plan and how to provide basic skills in the work place
LDL22	Introduce training for basic skills in the work place
LDL23	Support how basic skills are delivered in the work place
LDL24	Support people learning basic skills in the work place

SAFER WORKING

Employers will be aware of the national task force on violence against social care staff; there is useful information on this aspect of workforce management and competence on www.doh.gov.uk/violencetaskforce

- Z8 Support individuals when they are distressed
- SC17 Evaluate risk of abuse, failure to protect and harm to self and others
- NC11 Contribute to the planning, implementation and evaluation of therapeutic programmes to enable individuals to manage their behaviour.
- C11 Contribute to the planning, implementation, monitoring and evaluation of programmes to enable individuals to manage their behaviour.

The following are units developed by the Employment NTO and information about standards can be found from – www.ento.co.uk

- WRV1 Make sure your actions contribute to a positive and safe working culture
- WRV2 Protect yourself from the risk of violence at work
- WRV3 Identify, assess and review the risk of violence to workers
- WRV4 Develop effective policies and procedures for minimising the risk of violence to workers and review their effectiveness
- WRV5 Implement policy and procedures to reduce the risk of violence at work
- WRV6 Promote a safe and positive culture in the workplace
- WRV7 Resolve and evaluate work-related violent incidents
- WRV8 Support individuals involved in violent incidents at work
- WRV9 Investigate and evaluate incidents of violence at work
- WRV10 Make sure communication is effective following an incident of violence at work
- WRV11 Develop and maintain an effective management information system for incidents of violence at work
- WRV12 Managing aggressive communication within an organisation**
- WRV13 Make sure your own actions minimise the risks of aggressive communication
- WRV14 Managing lone working.

SERVICE MANAGEMENT

O3	Develop, maintain and evaluate systems and structures to promote the rights, responsibilities and diversity of people
RM1	Manage a service, which meets the best possible outcomes for the individual
RM2	Ensure individuals and groups are supported appropriately when experiencing significant life events
BDA2	Develop your plans for the business

WORKING IN PARTNERSHIP

SC15	Develop and sustain arrangements for joint working between workers and agencies
SC19	Co-ordinate, monitor and review service responses to meet individuals' identified needs and circumstances
B3	Manage the use of financial resources
C13	Manage the performance of team and individuals
A4	Contribute to improvements at work
SNH4U1	Develop programmes, projects and plans
SC20	Contribute to the provision of effective physical, social and emotional environments for group care.
SNH4U4 (MCI) C10	Promote the interests of client groups in the community Develop teams and individuals to enhance performance
HSCL4U9	Create, maintain and develop an effective working environment
C8	Select personnel for activities
(MCI) D4	Provide information to support decision-making
D2	Facilitate meetings
F3	Manage continuous quality improvement
F6	Monitor compliance with quality systems

REGISTERED MANAGERS LEVEL 4

O3	Develop, maintain and evaluate systems and structures to promote the rights, responsibilities and diversity of people.
RM1	Manage a service, which meets the best possible outcomes for the individual.
B3	Manage the use of financial resources.

C13	Manage the performance of team and individuals.
A2	Manage activities to meet requirements.
A4	Contribute to improvements at work.
SNH4U1	Develop programmes, projects and plans.
SC20	Contribute to the provision of effective physical, social and emotional environments for group care.
RM2	Ensure individuals and groups are supported appropriately when experiencing significant life events.
SNH4U4	Promote the interests of client groups in the community.
RG6	Take responsibility for your business performance and the continuing development of self and others.
C10	Develop teams and individuals.
HSCL4U9	Create, maintain and develop an effective working environment.
C8	Select personnel for activities.
SC15	Develop and sustain arrangements for joint working between workers and agencies.
BD A2	Develop your plans for the business.
F3	Manage continuous quality improvement.
F6	Monitor compliance with quality systems.

LISTING OF HEALTH AND SOCIAL CARE UNITS BY QUALIFICATION LEVEL 2

4 CORE UNITS AND 2 OPTIONAL UNITS TO BE TAKEN FOR SOCIAL CARE STAFF IN ENGLAND

HEALTH AND SOCIAL CARE LEVEL 2 CORE UNITS	
UNIT HSC21	Communicate with, and complete records for individuals (Communication, level 2, core)
UNIT HSC22	Support the health and safety of yourself and individuals (Health and Safety level 2 core)
UNIT HSC23	Develop your knowledge and practice (Personal and Professional Development, level 2, core)
UNIT HSC24	Ensure your own actions support the care, protection and well-being of individuals (Principles of Care, level 2, core)

HEALTH AND SOCIAL CARE LEVEL 2 OPTIONAL UNITS	
UNIT HSC25	Carry out and provide feedback on specific plan of care activities
UNIT HSC26	Support individuals to access and use information (level 2)
UNIT HSC27	Support individuals in their daily living (level 2)
UNIT HSC28	Support individuals to make journeys (level 2)

UNIT HSC29	Support individuals to meet their domestic and personal needs (level 2)
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HEALTH AND SOCIAL CARE LEVEL 2 OPTIONAL UNITS	
UNIT HSC210	Support individuals to access and participate in recreational activities (level 2)
UNIT HSC211	Support individuals to take part in development activities (level 2)
UNIT HSC212	Support individuals during therapy sessions (level 2)
UNIT HSC213	Provide food and drink for individuals (Level 2)
UNIT HSC214	Help individuals to eat and drink (level 2 – excluded combination HSC213)
UNIT HSC215	Help individuals to keep mobile (level 2)
UNIT HSC216	Help address the physical comfort needs of individuals (level 2)
UNIT HSC217	Undertake agreed pressure area care (Imported unit – Health CHS5)
UNIT HSC218	Support individuals with their personal care needs (level 2 – excluded combination with HSC219)
UNIT HSC219	Support individuals to manage continence (level 2 - excluded combination with HSC218)
UNIT HSC220	Maintain the feet of individuals who have been assessed as requiring help with general foot care (Imported unit – Health AHP15)
UNIT HSC221	Assist in the administration of medication (Imported unit – Health CHS2)
UNIT HSC222	Support individuals prior to, during and after clinical procedures (Imported unit – Health GEN4/GEN5)
UNIT HSC223	Contribute to moving and handling individuals (level 2)
UNIT HSC224	Observe, monitor and record the conditions of individuals (level2)
UNIT HSC225	Support individuals to undertake and monitor their own health care (level 2)
UNIT HSC226	Support individuals who are distressed (level 2)
UNIT HSC227	Contribute to working in collaboration with carers in the caring role (level 2)
UNIT HSC228	Contribute to effective group care (level 2)
UNIT HSC229	Gain access to, and ensure individuals' homes are secure (level 2)
UNIT HSC230	Manage environments and resources during clinical activities (Imported units – Health GEN6/GEN7)
UNIT HSC232	Protect yourself from the risk of violence at work (Imported unit – ENTO W7)

LEVEL 3

4 CORE UNITS AND 4 OPTIONAL UNITS TO BE TAKEN

HEALTH AND SOCIAL CARE LEVEL 3 CORE UNITS	
UNIT HSC31	Promote effective communication for and about individuals (Communication, level 3, core)
UNIT HSC32	Promote, monitor and maintain health, safety and security in the working environment (Health and Safety, level 3, core)
UNIT HSC33	Reflect on and develop your practice (Personal and Professional Development, level 3, core)
UNIT HSC35	Promote choice, well-being and the protection of all individuals (Adult, Principles of Care, level 3, core)

HEALTH AND SOCIAL CARE (ADULTS) SPECIFIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC328	Contribute to care planning and review (level 3)
UNIT HSC329	Contribute to planning, monitoring and reviewing the delivery of service for individuals (level 3)
UNIT HSC330	Support individuals to access and use services and facilities (Level 3)
UNIT HSC331	Support individuals to develop and maintain social networks and relationships (level 3)
UNIT HSC332	Support the social, emotional and identity needs of individuals (level 3)
UNIT HSC333	Prepare your family and networks to support individuals requiring care (level 3)
UNIT HSC334	Provide a home and family environment for individuals (level 3)
UNIT HSC335	Contribute to the protection of individuals from harm and abuse (level 3)
UNIT HSC336	Contribute to the prevention and management of abusive and aggressive behaviour (Imported unit – COMMUNITY JUSTICE CJ E203, DANOS AB3)
UNIT HSC337	Provide frameworks to help individuals to manage challenging behaviour (level 3)

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC338	Carry out screening and referral assessment (Imported Unit – DANOS AF1)
UNIT HSC339	Carry out assessment to identify and prioritise needs (Imported Unit - DANOS AF2)
UNIT HSC340	Carry out comprehensive substance misuse assessment (Imported Unit – DANOS AF3)
UNIT HSC341	Help individuals address their substance use through an action plan (Imported Unit – DANOS AI2)
UNIT HSC342	Assess and act upon immediate risk of danger to substance users (Imported Unit – DANOS AB5)
UNIT HSC343	Support individuals to live at home (level 3)
UNIT HSC344	Support individuals to retain, regain and develop the skills to manage their lives and environment (level 3)
UNIT HSC345	Support individuals to manage their financial affairs (level 3 - excluded combination with HSC346)
UNIT HSC346	Support individuals to manage direct payments (level 3 - excluded combination with HSC345)
UNIT HSC347	Help individuals to access employment (level 3)
UNIT HSC348	Help individuals to access learning, training and development opportunities (level 3)
UNIT HSC349	Enable individuals to access housing and accommodation (level 3)
UNIT HSC350	Recognise, respect and support the spiritual well-being of individuals (level 3)
UNIT HSC351	Plan, agree and implement development activities to meet individual needs (level 3)
UNIT HSC352	Support individuals to continue therapies (level 3)
UNIT HSC353	Interact with individuals using telecommunications (Imported Unit – DANOS AA5)
UNIT HSC354	Counsel individuals about their substance use using recognised theoretical models (Imported Unit – DANOS AI1)
UNIT HSC355	Counsel groups of individuals about their substance use using recognised theoretical models (Imported Unit – DANOS AI3)

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC356	Support individuals to deal with relationship problems (level 3)
UNIT HSC357	Carry out extended feeding techniques to ensure individuals nutritional and fluid intake (Imported unit – Health CHS17)
UNIT HSC358	Identify the individual at risk of skin breakdown and undertake the appropriate risk assessment (Imported unit – Health CHS4)
UNIT HSC360	Move and position individuals (Imported unit – Health CHS6)
UNIT HSC361	Prepare for, and undertake physiological measurements (Imported unit – Health GEN6/CHS19)
UNIT HSC362	Recognise indications of substance misuse and refer individuals to specialists (Imported unit – DANOS AA1)
UNIT HSC363	Test for substance use (Imported unit – DANOS AE1)
UNIT HSC364	Identify the physical health needs of individuals with mental health needs (Imported unit – MENTAL HEALTH D5)
UNIT HSC365	Raise awareness about substances, their use and effects (Imported unit – DANOS AD1)
UNIT HSC366	Support individuals to represent their own needs and wishes at decision making forums (level 3)
UNIT HSC367	Help individuals identify and access independent representation and advocacy (level 3) (Excluded combination
UNIT HSC368	Present individuals' needs and preferences (level 3 - excluded combination HSC364 and HSC365)
UNIT HSC369	Support individuals with specific communication needs (level 3) (Excluded combination with HSC370 and HSC371)
UNIT HSC370	Support individuals to communicate using technology (level 3 - excluded combination with HSC369)
UNIT HSC371	Support individuals to communicate using interpreting and translation services (level 3 - excluded combination with HSC369)
UNIT HSC372	Plan and implement programmes to enable individuals to find their way around familiar environments (level 3)
UNIT HSC373	Plan and implement programmes to enable individuals to find their way around unfamiliar environments (level 3)
UNIT HSC375	Administer medication to individuals (Imported unit – Health CHS3)
UNIT HSC376	Obtain venous blood samples (Imported unit – Health BDS11)

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC377	Encourage and support individuals undergoing dialysis therapy at home (Imported unit – Health CHS27)
UNIT HSC378	Insert and secure urethral catheters and monitor and respond to the effects of urethral catheterisation (Imported unit – Health CHS8)
UNIT HSC379	Support individuals who are substance users (Imported Unit – DANOS AB2)
UNIT HSC380	Supply and exchange injecting equipment for individuals (Imported unit – DANOS AH3)
UNIT HSC381	Support individuals through detoxification programmes (Imported unit – DANOS AH7)
UNIT HSC382	Support individuals to prepare for, adapt to and manage change (level 3 - excluded combination with HSC383)
UNIT HSC383	Prepare and support individuals to move and settle into new living environments (level 3) (Excluded combination with HSC382)
UNIT HSC384	Support individuals through bereavement (level 3)
UNIT HSC385	Support individuals through the process of dying (level 3)
UNIT HSC386	Assist in the transfer of individuals between agencies and services (Imported unit – DANOS AG3)
UNIT HSC387	Work in collaboration with carers in the caring role (level 3)
UNIT HSC388	Relate to families, parents and carers (level 3)
UNIT HSC389	Work with carers, families and key people to maintain contact with individuals (level 3)
UNIT HSC390	Support families in maintaining relationships in their wider social structures and environments (Genericised imported Unit – MENTAL HEALTH C9)
UNIT HSC391	Provide services to those affected by someone else's substance use (Imported unit – DANOS AB7)
UNIT HSC392	Work with families, carers and individuals during times of crisis (Imported Unit – MENTAL HEALTH C10)
UNIT HSC393	Prepare, implement and evaluate agreed therapeutic group activities (level 3)
UNIT HSC394	Contribute to the development and running of support groups (level 3)
UNIT HSC395	Contribute to assessing and act upon risk of danger, harm and abuse (level 3)

UNIT HSC396	Enable people with mental health needs to develop coping strategies (Imported unit – MENTAL HEALTH H3)
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HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC397	Reinforce positive behavioural goals during relationships with individuals (Imported Unit – COMMUNITY JUSTICE CJ D306, MENTAL HEALTH F5)
UNIT HSC398	Contribute to assessing the needs of individuals for therapeutic programmes to enable them to manage their behaviour (level 3)
UNIT HSC399	Develop and sustain effective working relationships with staff in other agencies (Imported unit – MENTAL HEALTH N3)
UNIT HSC3100	Participate in inter-disciplinary team working to support individuals (level 3)
UNIT HSC3101	Help develop community networks and partnerships (level 3)
UNIT HSC3102	Work with community networks and partnerships (level 3)
UNIT HSC3103	Contribute to raising awareness of health issues (level 3)
UNIT HSC3104	Support the development of networks to meet assessed needs and planned outcomes (Imported Unit – SOCIAL WORK 7)
UNIT HSC3105	Contribute to the recruitment and placement of volunteers (Imported unit – VOLUNTARY SECTOR C2)
UNIT HSC3106	Plan, organise and monitor the work of volunteers (Imported Unit – VOLUNTARY SECTOR D1)
UNIT HSC3107	Lead and motivate volunteers (Imported Unit – VOLUNTARY SECTOR D2)
UNIT HSC3108	Facilitate learning through presentation and activities (Imported Unit – DANOS AA1)
UNIT HSC3109	Facilitate group learning (Imported unit – DANOS AD3)
UNIT HSC3110	Support colleagues to relate to individuals (level 3)

LEVEL 4

4 CORE UNITS AND 4 OPTIONAL UNITS TO BE TAKEN

HEALTH AND SOCIAL CARE LEVEL 4 CORE UNITS	
UNIT HSC41	Use and develop methods and systems to communicate record and report (Communication, level 4, core)

UNIT HSC42	Contribute to the development and maintenance of healthy and safe practices in the working environment (Health and Safety, level 4, core)
UNIT HSC43	Take responsibility for the continuing professional development of self and others (Personal and Professional Development, level 4, core)
UNIT HSC45	Develop practices which promote choice, well-being and protection of all individuals (Adult, Principles of Care, level 4, core)

HEALTH AND SOCIAL CARE (ADULTS) SPECIFIC LEVEL 4 OPTIONAL UNITS	
UNIT HSC410	Advocate with, and on behalf of, individuals, families, carers, groups and communities (Imported Unit – SOCIAL WORK 10)
UNIT HSC411	Manage a service which achieves the best possible outcomes for the individual (Imported unit – REGISTERED MANAGERS ADULT RM1)
UNIT HSC412	Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions (Imported Unit – REGISTERED MANAGERS ADULT RM2)

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS	
UNIT HSC413	Manage requests for health and care services (level 4)
UNIT HSC414	Assess individual needs and preferences (level 4)
UNIT HSC415	Produce, evaluate and amend service delivery plans to meet individual needs and preferences (level 4)
UNIT HSC416	Develop, implement and review care plans with individuals (level 4)
UNIT HSC417	Assess individuals' mental health and related needs (Imported Unit – MENTAL HEALTH D3)
UNIT HSC418	Work with individuals with mental health needs to negotiate and agree plans for addressing those needs (Imported unit – MENTAL HEALTH E6)
UNIT HSC419	Provide advice and information to those who enquire about mental health needs and related services (Imported unit – MENTAL HEALTH B1)
UNIT HSC420	Promote leisure opportunities and activities for individuals (level 4)
UNIT HSC421	Promote employment, training and education opportunities for individuals (level 4)
UNIT HSC422	Promote housing opportunities for individuals (level 4)
UNIT HSC423	Assists individuals at formal hearings (level 4)
UNIT HSC424	Supervise methadone consumption (Imported unit – DANOS AH9)
UNIT HSC425	Support people who are providing homes for individuals and/or children and young people (level 4)
UNIT HSC426	Empower families, carers and others to support individuals (Genericised imported unit – MENTAL HEALTH C6)
UNIT HSC427	Assess the needs of carers and families (Genericised imported unit – MENTAL HEALTH C1)
UNIT HSC428	Develop, implement and review programmes of support for carers and families (Genericised imported unit – MENTAL HEALTH C2)

UNIT HSC429	Work with groups to promote individual growth, development and independence (Imported unit – SOCIAL WORK 8)
UNIT HSC430	Support the protection of individuals, key people and others (level 4)
UNIT HSC431	Support individuals where abuse has been disclosed (level 4)

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS	
UNIT HSC432	Enable families to address issues with individuals' behaviour (Imported Unit – MENTAL HEALTH C8)
UNIT HSC433	Develop joint working agreements and practices and review their effectiveness (level 4)
UNIT HSC434	Maintain and manage records and reports (Genericised Imported Unit – MENTAL HEALTH A7)
UNIT HSC437	Promote your organisation and its services to stakeholders (Imported Unit – DANOS BB1)
UNIT HSC438	Develop and disseminate information and advice about substance use, health and social well-being (Imported Unit – DANOS AD4)
UNIT HSC439	Contribute to the development of organisational policy and practice (Imported Unit – DANOS AB3)
UNIT HSC440	Support effective governance (Imported Unit – DANOS AB5)
UNIT HSC441	Invite tenders and award contracts (Imported Unit – DANOS CB1)
UNIT HSC442	Monitor and evaluate the quality, outcomes and cost-effectiveness of substance misuse services (Imported Unit – DANOS CB2)
UNIT HSC443	Procure services for individuals (Imported Unit – DANOS CB3)
UNIT HSC445	Recruit and place volunteers (Imported Unit – VOLUNTARY SECTOR C3)
UNIT HSC446	Manage a dispersed workforce to meet the needs and preferences of individuals at home (level 4)
UNIT HSC447	Represent the agency in courts and formal hearings (Imported Unit – COMMUNITY JUSTICE CJ F 407, MENTAL HEALTH 010)
UNIT HSC448	Provide and obtain information at courts and formal hearings (Imported Unit – COMMUNITY JUSTICE CJ F406, MENTAL HEALTH 011)
UNIT HSC449	Represent one's own agency at other agencies' meetings (Imported Unit – CRIMINAL JUSTICE F408)
UNIT HSC450	Develop risk management plans to support individual's independence and daily living within their home (level 4)
UNIT HSC451	Lead teams to support a quality provision (level 4)

Leadership and Management for Care Services –

Unit and element titles S/NVQ Level 4

Four core units which must be taken by all candidates

LMC unit and element titles	
Unit LMC A1	Manage and develop yourself and your workforce within care services
Unit LMC B1	Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people
Unit LMC C1	Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements
Unit LMC E1	Lead and manage effective communication that promotes positive outcomes for people within care services

Four optional units to be selected from the remaining suite of Leadership and Management for Care Services National Occupational Standards

Unit LMC A2	Facilitate and manage change within care services through reflective, motivating and flexible leadership
Unit LMC A3	Actively engage in the safe selection and recruitment of workers and their retention in care services
Unit LMC A4 (HSC446)	Manage a dispersed workforce to meet the needs and preferences of individuals at home
Unit LMC A5 (MSC D6)	Allocate and monitor the progress and quality of work in your area of responsibility
Unit LMC B2	Lead and manage provision of care services that promotes the well being of people
Unit LMC B3	Manage provision of care services that deals effectively with transitions and significant life events
Unit LMC B4	Manage provision of care services that supports parents, families, carers and significant others to achieve positive outcomes
Unit LMC B5	Manage and evaluate systems, procedures and practices for assessments, plans and reviews within care services
Unit LMC B6	Lead and manage provision of care services that promotes the development of children and young people
Unit LMC B7	Lead and manage group living provision within care services
Unit LMC B8	Lead and manage provision of care services that promotes positive behaviour
Unit LMC C2 (HSC450)	Develop risk management plans to support individual's independence and daily living within their home
Unit LMC D1	Lead and manage work for care services with networks, communities, other professionals and organisations
Unit LMC D2	Manage workers within care services who are based in external multi-disciplinary teams

Unit LMC D3	Lead and manage inter-professional teams within care services
Unit LMC E2	Identify, implement and evaluate systems, procedures and practice within care services that measure performance
Unit LMC E3	Monitor and manage the quality of the provision of care services
Unit LMC E4	Lead and manage provision of care services that promotes opportunities, identifies constraints and manages risk
Unit LMC E5	Plan operations and manage resources to meet current and future demands on the provision of care services
Unit LMC E6	Contribute to the strategic policies of care services
Unit LMC E7	Develop, implement and review business plans and planning for the provision of care services
Unit LMC E8	Manage finance for your area of responsibility
Unit LMC E9	Manage procedures within care services for making, responding to and learning from comments and complaints
Unit LMC E10	Ensure policies, procedures and practice for the conduct of workers within care services are adhered to
Unit LMC E11	Manage a project
Unit LMC E12	Manage a programme of complementary projects
Unit LMC E13	Market, cost and contract to ensure the viability of the provision of care services

