

Reviewed national occupational standards and qualifications
for
health and social care

December 2004

LEVEL 2

IN SOCIAL CARE: 4 CORE UNITS AND THE REMAINING 2 TO BE CHOSEN FROM THE OPTION SET.

IN HEALTH: 2 CORE UNITS, 2 OPTIONAL UNITS AND THE 2 REMAINING UNITS TO BE TAKEN FROM EITHER THE CORE GROUP OR OPTION SET

HEALTH AND SOCIAL CARE LEVEL 2 CORE UNITS	
UNIT HSC21	Communicate with, and complete records for individuals (Communication, level 2, core)
HSC21a	Work with individuals and others to identify the best forms of communication
HSC21b	Listen and respond to individuals' questions and concerns
HSC21c	Communicate with individuals
HSC21d	Access and update records and reports
UNIT HSC22	Support the health and safety of yourself and individuals (Health and Safety level 2 core)
HSC22a	Carry out health and safety checks before you begin work activities
HSC22b	Ensure your actions support health and safety in the place you work
HSC22c	Take action to deal with emergencies
UNIT HSC23	Develop your knowledge and practice (Personal and Professional Development, level 2, core)
HSC23a	Evaluate your work
HSC23b	Use new and improved skills and knowledge in your work
UNIT HSC24	Ensure your own actions support the care, protection and well-being of individuals (Principles of Care, level 2, core)
HSC24a	Relate to and support individuals in the way they choose
HSC24b	Treat people with respect and dignity
HSC24c	Assist in the protection of individuals
HEALTH AND SOCIAL CARE LEVEL 2 OPTIONAL UNITS	
UNIT HSC25	Carry out and provide feedback on specific plan of care activities
HSC25a	Carry out specific plan of care activities
HSC25b	Provide feedback on specific plan of care activities
HSC25c	Contribute to revisions of specific plan of care activities
UNIT HSC26	Support individuals to access and use information (level 2)
HSC26a	Support individuals to identify information to meet their needs
HSC26b	Enable individuals to access, select and use information
HSC26c	Enable individuals to evaluate the information
UNIT HSC27	Support individuals in their daily living (level 2)
HSC27a	Agree with individuals the support they require for their daily living
HSC27b	Assist individuals in activities to promote their well being
HSC27c	Help individuals access other support to promote their well being
UNIT HSC28	Support individuals to make journeys (level 2)
HSC28a	Support individuals to plan journeys
HSC28b	Accompany individuals on journeys
UNIT HSC29	Support individuals to meet their domestic and personal needs (level 2)
HSC29a	Support individuals to obtain, prepare and store food that meets their nutritional and dietary requirements
HSC29b	Support individuals to identify and obtain household and personal goods
HSC29c	Support individuals to keep their home healthy, safe and secure

HEALTH AND SOCIAL CARE LEVEL 2 OPTIONAL UNITS

UNIT HSC210 Support individuals to access and participate in recreational activities (level 2)

HSC210a Support individuals to identify their recreational interests and preferences

HSC210b Encourage and support individuals to participate in recreational activities

HSC210c Encourage and support individuals to review the value of the recreational activities

UNIT HSC211 Support individuals to take part in development activities (level 2)

HSC211a Prepare individuals and the environment for development activities

HSC211b Support individuals to take part in development activities

HSC211c Contribute to the evaluation of agreed development activities

UNIT HSC212 Support individuals during therapy sessions (level 2)

HSC212a Prepare and maintain environments, equipment and materials prior to, during and after therapy sessions

HSC212b Support individuals prior to and within therapy sessions

HSC212c Observe and provide feedback on therapy sessions

UNIT HSC213 Provide food and drink for individuals (Level 2)

HSC213a Support individuals to communicate what they want to eat and drink

HSC213b Prepare and serve food and drink

HSC213c Clear away when individuals have finished eating and drinking

UNIT HSC214 Help individuals to eat and drink (level 2 - excluded combination HSC213)

HSC214a Make preparations to support individuals to eat and drink

HSC214b Support individuals to get ready to eat and drink

HSC214c Help individuals consume food and drink

UNIT HSC215 Help individuals to keep mobile (level 2)

HSC215a Support individuals to keep mobile

HSC215b Observe any changes in the individual's mobility and provide feedback to the appropriate people

UNIT HSC216 Help address the physical comfort needs of individuals (level 2)

HSC216a Assist in minimising individuals' pain or discomfort

HSC216b Assist in providing conditions to meet individuals' need for rest

UNIT HSC217 Undertake agreed pressure area care (Imported unit – Health CHS5)

HSC217a Prepare to carry out pressure area care

HSC217b Carry out pressure area care

UNIT HSC218 Support individuals with their personal care needs (level 2 - excluded combination with HSC219)

HSC218a Support individuals to go to the toilet

HSC218b Enable individuals to maintain their personal hygiene

HSC218c Support individuals in personal grooming and dressing

UNIT HSC219 Support individuals to manage continence (level 2 - excluded combination with HSC218)

HSC219a Support individuals to maintain continence

HSC219b Support individuals to use equipment to manage continence

UNIT HSC220 Maintain the feet of individuals who have been assessed as requiring help with general foot care (Imported unit – Health AHP15)

HSC220a Contribute to the care and maintenance of individuals' feet

HSC220b Apply dressing and medicaments to individual's feet

UNIT HSC221 Assist in the administration of medication (Imported unit – Health CHS2)

HSC221a Prepare for the administration of medication to individuals

HSC221b Assist in and record the administration of medications

HEALTH AND SOCIAL CARE LEVEL 2 OPTIONAL UNITS

UNIT HSC222 Support individuals prior to, during and after clinical procedures (Imported unit – Health GEN4/GEN5)

HSC222a Prepare individuals for clinical activities

HSC222b Support individuals during and following clinical activities

UNIT HSC223 Contribute to moving and handling individuals (level 2)

HSC223a Prepare individuals, environments and equipment for moving and handling

HSC223b Enable individuals to move from one position to another

UNIT HSC224 Observe, monitor and record the conditions of individuals (level 2)

HSC224a Observe and monitor individuals' conditions

HSC224b Record and report changes to the appropriate people

HSC224c Carry out instructions to meet individuals' changing conditions

UNIT HSC225 Support individuals to undertake and monitor their own health care (level 2)

HSC225a Support individuals when undertaking procedures, treatments and dressings

HSC225b Support individuals when obtaining specimens and taking physical measurements

UNIT HSC226 Support individuals who are distressed (level 2)

HSC226a Identify aspects of individuals lives that may cause distress

HSC226b Work with individuals and others to deal with their distress

HSC226c Support individuals through periods of stress and distress

UNIT HSC227 Contribute to working in collaboration with carers in the caring role (level 2)

HSC227a Contribute to working in collaboration with carers to identify their needs and preferences

HSC227b Contribute to working with carers to access and use resources, services, facilities and support groups

HSC227c Contribute to the review of services and facilities for carers

UNIT HSC228 Contribute to effective group care (level 2)

HSC228a Contribute to group care that supports the physical, social and emotional needs of the group and its members

HSC228b Contribute to the implementation of group care programmes and activities

HSC228c Contribute to the assessment of group care

UNIT HSC229 Gain access to, and ensure individuals' homes are secure (level 2)

HSC229a Follow procedures to access and secure individuals' homes

HSC229b Take appropriate action when you cannot access individuals' homes

HSC229c Review procedures for accessing and securing individuals' homes

UNIT HSC230 Manage environments and resources during clinical activities (Imported units – Health GEN6/GEN7)

HSC230a Prepare environments and resources for use during clinical activities

HSC230b Monitor and manage the environment and resources during and after clinical activities

UNIT HSC231 DELETED

UNIT HSC232 Protect yourself from the risk of violence at work (Imported unit – ENTO W7)

HSC232a Help to de-escalate a potentially violent situation

HSC232b Review the incident for recording and monitoring purposes

HEALTH AND SOCIAL CARE LEVEL 2 ADDITIONAL UNITS**UNIT HSC233 Relate to, and interact with, individuals (level 2)****HSC233a** Identify individuals' relationship needs**HSC233b** Develop effective relationships**HSC233c** Monitor and alter relationships to meet changing needs**UNIT HSC234 Ensure your own actions support the equality, diversity, rights and responsibilities of individuals (level 2)****HSC234a** Respect the rights and interests of individuals**HSC234b** Treat everyone equally and in ways that respects diversities and differences**HSC234c** Act in ways that promote the individuals' confidence in you and your organisation**UNIT HSC235 Enable individuals to negotiate specific environments (level 2)****HSC235a** Support individuals to assess their ability to negotiate specific environments**HSC235b** Support individuals to negotiate specific environments**HSC235c** Observe and contribute to the evaluation of programmes**UNIT HSC236 Receive, and store medication and products (Imported unit – Health CHS1)****HSC236a** Receive medication and products**HSC236b** Store medication and products**UNIT HSC237 Obtain and test capillary blood samples (Imported unit – Health BDS)****HSC237a** Obtain capillary blood**HSC237b** Test, record and report on capillary blood sample results

HEALTH AND SOCIAL CARE LEVEL 2 ADDITIONAL UNITS

UNIT HSC238 Obtain and test specimens from individuals (Imported unit – Health CHS7)

HSC238a Obtain specimens from individuals

HSC238b Test, record and report on specimens

UNIT HSC239 Contribute to the care of a deceased person (level 2)

HSC239a Contribute to preparing the deceased person to be moved

HSC239b Contribute to moving the deceased person

UNIT HSC240 Contribute to the identification of the risk of danger to individuals and others (level 2)

HSC240a Contribute to recognising risks of harm and abuse

HSC240b Take action to deal with risks of harm and abuse

HSC240c Contribute to reviewing the effectiveness of actions taken to deal with risks of harm and abuse

UNIT HSC241 Contribute to the effectiveness of teams (level 2)

HSC241a Agree and carry out your role and responsibilities within the team

HSC241b Participate effectively as a team member

UNIT HSC242 Receive and pass on messages and information (level 2)

HSC242a Receive, process and record messages

HSC242b Pass on messages

HSC242c Respond to requests for information

UNIT HSC243 Monitor, handle and maintain materials and equipment (level 2)

HSC243a Identify and move materials and equipment

HSC243b Monitor the receipt and use of materials and equipment

HSC243c Help maintain materials and equipment

UNIT HSC244 Manage and organise time and activities to support individuals in the community (level 2)

HSC244a Identify and organise time to enable you to complete work for individuals

HSC244b Balance your own duties and responsibilities with the individuals' needs and preferences

HSC244c Identify and report risks and changes in individuals' needs and preferences

UNIT HSC245 Receive and monitor visitors (level 2)

HSC245a Receive visitors according to organisational requirements and procedures

HSC245b Support visitors and individuals during the visit

HSC245c Monitor the activities of visitors and take action to control where necessary

UNIT HSC246 Maintain a safe and clean environment (level 2)

HSC246a Clean rooms, work areas, equipment and surfaces

HSC246b Monitor and maintain the cleanliness of environments

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)
HSC31a	Identify ways to communicate effectively
HSC31b	Communicate effectively on difficult, complex and sensitive issues
HSC31c	Support individuals to communicate
HSC31d	Update and maintain records and reports
UNIT HSC32	Promote, monitor and maintain health, safety and security in the working environment (Health and Safety, level 3, core)
HSC32a	Monitor and maintain the safety and security of the working environment
HSC32b	Promote health and safety in the working environment
HSC32c	Minimise risks arising from emergencies
UNIT HSC33	Reflect on and develop your practice (Personal and Professional Development, level 3, core)
HSC33a	Reflect on your practice
HSC33b	Take action to enhance your practice

Two qualification routes

HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE)	HEALTH AND SOCIAL CARE (ADULTS)
UNIT HSC34 Promote the well-being and protection of children and young people (Children and Young People, Principles of Care, level 3, core) HSC34a Work with children and young people in ways that promote their rights and responsibilities HSC34b Support children and young people to express their views and preferences about their health and well-being HSC34c Contribute to the protection of children and young people	UNIT HSC35 Promote choice, well-being and the protection of all individuals (Adult, Principles of Care, level 3, core) HSC35a Develop supportive relationships that promote choice and independence HSC35b Respect the diversity and difference of individuals and key people HSC35c Contribute to the protection of all individuals

**HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3
OPTIONAL UNITS**

UNIT HSC36 Contribute to the assessment of children and young peoples' needs and the development of care plans (level 3)

HSC36a Contribute to the assessment of children and young people's needs, wishes and preferences

HSC36b Support the development and implementation of care plans

HSC36c Contribute to reviewing care plans for children and young people

UNIT HSC37 Care for and protect babies (level 3)

HSC37a Care for, the physical and nutritional needs of babies

HSC37b Provide a safe and secure environment in which babies can grow and develop

HSC37c Stimulate babies to assist their social, emotional, intellectual and language development

HSC37d Assist in the evaluation of the babies' growth and development

UNIT HSC38 Support children and young people to manage their lives (level 3)

HSC38a Work with, and provide advice for, children and young people about their clothes, appearance, environment and pocket money

HSC38b Support children and young people to identify and develop their talents, interests and abilities

HSC38c Support children and young people to participate in recreational activities

UNIT HSC39 Support children and young people to achieve their educational potential (level 3)

HSC39a Support children and young people to identify and develop their educational aspirations

HSC39b Help children and young people to identify, plan and access educational opportunities and activities

HSC39c Encourage and support children and young people to carry out educational activities

UNIT HSC310 Work with children and young people to prepare them for adulthood, citizenship and independence (level 3)

HSC310a Support children and young people to access support, advice and information about adulthood, citizenship and independence

HSC310b Identify, with children and young people, the skills and abilities to become adults and effective citizens

HSC310c Prepare children and young people to move on and become independent

UNIT HSC311 Support children and young people to develop and maintain supportive relationships (level 3)

HSC311a Support children and young people to identify their own contact and relationship needs

HSC311b Work with children and young people to maintain appropriate contact and relationships

HSC311c Support children and young people to develop appropriate and supportive relationships

UNIT HSC312 Support the social, emotional and identity development of children and young people (level 3)

HSC312a Identify, and help children and young people to assess their social, emotional and identity needs

HSC312b Support children and young people to develop a positive self image, enhance their self esteem and improve self reliance

HSC312c Observe, assess and take action to promote children and young people's social, emotional and identity development

**HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3
OPTIONAL UNITS**

UNIT HSC313 Work with children and young people to promote their own physical and mental health needs (level 3)

- HSC313a** Work with children and young people to identify factors that will enable them to grow and develop healthily
- HSC313b** Contribute to providing health care to meet children and young people's physical and mental health care needs
- HSC313c** Respond appropriately to the physical and health care needs of children and young people

UNIT HSC314 Care for a newly born baby when the mother is unable to do so (level 3)

- HSC314a** Feed babies
- HSC314b** Clothe babies and keep them clean
- HSC314c** Ensure babies are safe, secure and free from danger, harm and abuse

UNIT HSC 315 Work with children and young people with additional requirements to meet their personal support needs (Level 3)

- HSC315a** Support children and young people with additional requirements to identify and develop plans to meet their personal support needs
- HSC315c** Support children and young people to address their personal support needs
- HSC315d** Contribute to evaluating the effectiveness of activities to meet children and young people's personal support needs

UNIT HSC316 Support the needs of children and young people with additional requirements (level 3)

- HSC316a** Contribute to the assessment of children and young people's specific developmental levels and support needs
- HSC316b** Support the implementation of programmes and support activities to meet the needs of children and young people with additional needs
- HSC316c** Contribute to evaluating children and young people's participation in programmes and support activities

UNIT HSC317 Prepare your family and networks to provide a home for children and young people (level 3)

- HSC317a** Access, obtain and share information with your family and networks about providing a home for children and young people
- HSC317b** Evaluate your own home situation and the care you are able to offer to children and young people
- HSC317c** Identify and acquire the skills and knowledge to provide a home for children and young people

UNIT HSC318 Provide a home for children and young people (level 3)

- HSC318a** Identify the needs, background and experiences of the children and young people for whom you are providing a home
- HSC318b** Help children and young people to adjust to, and ensure they are safe and protected in your home
- HSC318c** Support own family and other key people to accept, support and adjust to family life with the children and young people

UNIT HSC319 Support families in their own home (level 3)

- HSC319a** Prepare to visit families in their own home
- HSC319b** Liaise with families and others to identify and support the families' needs
- HSC319c** Support individuals and the family to function more effectively as a family unit

**HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3
OPTIONAL UNITS**

UNIT HSC320 Support professional advice to help parents to interact with and take care of their newly born baby(ies) (level 3)

HSC320a Support parents and reinforce actions and advice that keep babies safe, secure and free from danger, harm and abuse

HSC320b Support parents and reinforce actions and advice for feeding and keeping babies clean

HSC320c Support parents and reinforce actions and advice to help them bond with, relate to and understand the needs of their babies

UNIT HSC321 Support and encourage parents and guardians to care for babies during the first year of their lives (level 3)

HSC321a Support and encourage parents and guardians to feed, clothe and keep babies clean, safe, secure and free from danger, harm and abuse

HSC321b Support and encourage parents and guardians to look after the health needs of their babies

HSC321c Support and encourage parents and guardians to bond with, relate to, interact with and provide a stimulating environment for babies

UNIT HSC322 Prepare, implement and evaluate group activities to address the offending behaviour of children and young people (Imported unit – Youth Justice A404)

HSC322a Plan and prepare agreed group activities to address the offending behaviour of children and young people

HSC322b Prepare and support children and young people through group activities

HSC322c Evaluate agreed group activities with other members of the team

UNIT HSC323 Contribute to child care practice in group living (level 3)

HSC323a Contribute to planning, implementing and reviewing daily living programmes for children and young people

HSC323b Work with groups to promote individual growth and development

HSC323c Contribute to promoting group care as a positive experience

UNIT HSC324 Process information relating to children and young people's offending behaviour (Imported Unit – Youth Justice A101)

HSC324a Receive and evaluate information relating to children and young people's offending behaviour

HSC324b Obtain and verify information from children and young people about their offending behaviour

HSC324c Obtain and verify information from others about children and young people's offending behaviour

HSC324d Record information relating to children and young people's offending behaviour

UNIT HSC325 Contribute to protecting children and young people from danger, harm and abuse (level 3)

HSC325a Respond to your own and other people's suspicion of danger, harm and abuse

HSC325b Respond to disclosure of danger, harm and abuse

HSC325c Support children and young people who have been abused

UNIT HSC326 Contribute to the prevention and management of challenging behaviour in children and young people (level 3)

HSC326a Work with children and young people to identify goals and boundaries for acceptable behaviour

HSC326b Support children and young people to manage challenging behaviour

HSC326c Enable children and young people to recognise and understand their behaviour and its consequences

**HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3
OPTIONAL UNITS**

**UNIT HSC327 Model behaviour and relationships with children and young people
which recognises the impact of crime on victims and communities
(Imported unit – Youth Justice A410)**

HSC327a Develop relationships with children and young people that reinforce positive behaviour and recognise the impact of crime and anti-social behaviour

HSC327b Establish and maintain effective relationships with children and young people that reinforce positive behaviour

HEALTH AND SOCIAL CARE (ADULTS) SPECIFIC LEVEL 3 OPTIONAL UNITS**UNIT HSC328 Contribute to care planning and review (level 3)****HSC328a** Contribute to assessing the needs and preferences of individuals**HSC328b** Support the development and implementation of care plans**HSC328c** Contribute to reviewing care plans**UNIT HSC329 Contribute to planning, monitoring and reviewing the delivery of service for individuals (level 3)****HSC329a** Contribute to planning the delivery of service for individuals**HSC329b** Contribute to monitoring the delivery of service for individuals**HSC329c** Contribute to reviewing the delivery of service for individuals**Unit HSC330 Support individuals to access and use services and facilities (Level 3)****HSC330a** Support individuals to identify services and facilities they need**HSC330b** Enable individuals to select, access and use services and facilities**HSC330c** Enable individuals to evaluate services and facilities used**UNIT HSC331 Support individuals to develop and maintain social networks and relationships (level 3)****HSC331a** Support individuals to identify their needs for, and from, contacts, social networks and relationships**HSC331b** Support individuals to maintain supportive relationships**HSC331c** Support individuals to develop new social networks and relationships**UNIT HSC332 Support the social, emotional and identity needs of individuals (level 3)****HSC332a** Work with individuals to identify their social, emotional and identity needs**HSC332b** Support individuals to develop and maintain self-esteem and a positive self-image**HSC332c** Support individuals to address changing social, emotional and developmental needs**UNIT HSC333 Prepare your family and networks to support individuals requiring care (level 3)****HSC333a** Access, obtain and share information with your family and networks about providing a home for individuals**HSC333b** Evaluate your own home situation and the care you are able to offer to individuals**HSC333c** Identify and acquire the skills and knowledge to provide a home for individuals**UNIT HSC334 Provide a home and family environment for individuals (level 3)****HSC334a** Identify the needs, background and experiences of the individuals for whom you are providing a home**HSC334b** Help individuals to adjust to, and ensure they are safe and protected in your home**HSC334c** Support own family and other key people to accept, support and adjust to family life with the individuals**UNIT HSC335 Contribute to the protection of individuals from harm and abuse (level 3)****HSC335a** Recognise and report on factors that may cause danger, harm and abuse**HSC335b** Contribute to minimising the effects of dangerous, harmful and abusive behaviour and practices**HSC335c** Respond to and report on suspicions of harm and abuse**UNIT HSC336 Contribute to the prevention and management of abusive and aggressive behaviour (Imported unit – COMMUNITY JUSTICE CJ E203, DANOS AB3)****HSC336a** Contribute to preventing abusive and aggressive behaviour**HSC336b** Deal with incidents of abusive and aggressive behaviour**HSC336c** Contribute to reviewing incidents of abusive and aggressive behaviour**UNIT HSC337 Provide frameworks to help individuals to manage challenging behaviour (level 3)****HSC337a** Support individuals to identify the reasons and causes for, and the consequences of, their behaviour**HSC337b** Work with individuals to agree ways to manage their behaviour**HSC337c** Support individuals to evaluate actions to manage behaviour

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS

UNIT HSC338 Carry out screening and referral assessment (Imported Unit – DANOS AF1)

HSC338a Identify substance misuse and related or co-existent problems

HSC338b Refer individuals to substance misuse and/or other services

UNIT HSC339 Carry out assessment to identify and prioritise needs (Imported Unit – DANOS AF2)

HSC339a Assess the individual's substance misuse problem and their understanding of services available

HSC339b Assess the need for referral to substance misuse services or to a comprehensive substance misuse assessment

HSC339c Make referral to a substance misuse service or comprehensive substance misuse assessment

UNIT HSC340 Carry out comprehensive substance misuse assessment (Imported Unit – DANOS AF3)

HSC340a Prepare for a comprehensive substance misuse assessment

HSC340b Assess possible risks and the individual's understanding of services available

HSC340c Assess the individual's substance misuse and related problems

UNIT HSC341 Help individuals address their substance use through an action plan (Imported Unit – DANOS AI2)

HSC341a Develop an action plan with individuals

HSC341b Review the action plan and conclude the counselling process

UNIT HSC342 Assess and act upon immediate risk of danger to substance users (Imported Unit – DANOS AB5)

HSC342a Assess the immediate risk of danger to the individual

HSC342b Act upon the immediate risk of danger to the individual

HSC342c Support the individual after the immediate risk of danger has passed

UNIT HSC343 Support individuals to live at home (level 3)

HSC343a Support individuals to identify their personal, physical and safety needs to enable them to live at home

HSC343b Work with individuals to identify and access additional support and resources

HSC343c Support individuals to review their needs and identify changes necessary to enable them to live at home

UNIT HSC344 Support individuals to retain, regain and develop the skills to manage their lives and environment (level 3)

HSC344a Support individuals to identify the skills they need to manage their lives and environment

HSC344b Support individuals to retain, regain and develop the identified skills

HSC344c Support individuals to evaluate the use of the skills in managing their lives and environment

UNIT HSC345 Support individuals to manage their financial affairs (level 3 - excluded combination with HSC346)

HSC345a Work with individuals to access information and advice about their financial affairs

HSC345b Support individuals to manage and monitor their financial affairs

UNIT HSC346 Support individuals to manage direct payments (level 3 - excluded combination with HSC345)

HSC346a Work with individuals to access information and advice about direct payments

HSC346b Help individuals to manage and monitor their use of direct payments

UNIT HSC347 Help individuals to access employment (level 3)

HSC347a Work with individuals to identify their needs and preferences about employment

HSC347b Help individuals to identify and seek employment opportunities

HSC347c Support individuals to prepare for employment interviews and work

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS

UNIT HSC348 Help individuals to access learning, training and development opportunities (level 3)

HSC348a Work with individuals to identify their needs and preferences about opportunities for them to learn and develop

HSC348a Support individuals to prepare for and undertake learning, training and development opportunities

HSC348c Support individuals to prepare for employment interviews and work

UNIT HSC349 Enable individuals to access housing and accommodation (level 3)

HSC349a Support individuals to identify and access housing and accommodation services

HSC349b Support housing and accommodation services to meet the needs of individuals

UNIT HSC350 Recognise, respect and support the spiritual well-being of individuals (level 3)

HSC350a Identify opportunities to support individuals' spiritual well-being

HSC350b Provide opportunities that facilitate and support spiritual well-being

HSC350c Evaluate and report on work that relates to spiritual well-being

UNIT HSC351 Plan, agree and implement development activities to meet individual needs (level 3)

HSC351a Identify and agree development activities to meet individual needs

HSC351b Plan and implement development activities with individuals and others

HSC351c Evaluate and review the effectiveness of the development activities

UNIT HSC352 Support individuals to continue therapies (level 3)

HSC352a Identify the support and skills you need to enable individuals to continue therapies

HSC352b Encourage individuals to complete activities identified by therapist

HSC352c Observe and evaluate effects of therapies on individuals

UNIT HSC353 Interact with individuals using telecommunications (Imported Unit – DANOS AA5)

HSC353a Establish interactions with individuals using telecommunications

HSC353b Sustain interactions with individuals using telecommunications

HSC353c End interactions with individuals using telecommunications

UNIT HSC354 Counsel individuals about their substance use using recognised theoretical models (Imported Unit – DANOS AI1)

HSC354a Establish and manage the counselling relationship

HSC354b Enable individuals to identify and explore concerns

HSC354c Review options and assist individuals to decide on a course of action

UNIT HSC355 Counsel groups of individuals about their substance use using recognised theoretical models (Imported Unit – DANOS AI3)

HSC355a Plan and prepare therapeutic group activities

HSC355b Prepare and support individuals through therapeutic group activities

HSC355c Evaluate agreed therapeutic group activities

UNIT HSC356 Support individuals to deal with relationship problems (level 3)

HSC356a Support individuals to assess relationship problems

HSC356b Support individuals to overcome relationship problems

HSC356c Work with individuals to evaluate relationship issues, problems and support

UNIT HSC357 Carry out extended feeding techniques to ensure individuals nutritional and fluid intake (Imported unit – Health CHS17)

HSC357a Prepare equipment and individuals for extended feeding

HSC357b Carry out and report on extended feeding

UNIT HSC358 Identify the individual at risk of skin breakdown and undertake the appropriate risk assessment (Imported unit – Health CHS4)

HSC358a Identify individuals at risk of skin breakdown

HSC358b Prepare for and carry out risk assessment

HSC358c Report on, review and update the risk assessment

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS**UNIT HSC359 DELETED****UNIT HSC360 Move and position individuals (Imported unit – Health CHS6)****HSC360a** Prepare the equipment, the environment and the individual for moving and positioning**HSC360b** Move and position the individual**UNIT HSC361 Prepare for, and undertake physiological measurements (Imported unit – Health GEN6/CHS19)****HSC361a** Prepare the environments and resources for use when taking physiological measurements**HSC361b** Undertake physiological measurements**UNIT HSC362 Recognise indications of substance misuse and refer individuals to specialists (Imported unit – DANOS AA1)****HSC362a** Recognise indications of substance misuse**HSC362b** Refer individuals with indications of substance misuse to specialists**UNIT HSC363 Test for substance use (Imported unit – DANOS AE1)****HSC363a** Prepare to test for substance use**HSC363b** Take samples for testing**HSC363c** Communicate and record the results of testing**UNIT HSC364 Identify the physical health needs of individuals with mental health needs (Imported unit – MENTAL HEALTH D5)****HSC364a** Determine the physical health needs of people with mental health needs**HSC364b** Agree courses of action with individuals to promote their physical health**UNIT HSC365 Raise awareness about substances, their use and effects (Imported unit – DANOS AD1)****HSC365a** Identify individuals' knowledge and values about substances, their use and effects**HSC365b** Increase individuals' knowledge and understanding of substances, their use and effects**UNIT HSC366 Support individuals to represent their own needs and wishes at decision making forums (level 3)****HSC366a** Support individuals to identify and access information to enable them to represent their own needs and wishes**HSC366b** Support individuals to plan, prepare and present their needs and wishes**HSC366c** Support individuals to review their experiences and the outcomes**UNIT HSC367 Help individuals identify and access independent representation and advocacy (level 3) (Excluded combination HSC366)****HSC367a** Support individuals to identify their representational needs**HSC367b** Support individuals to identify and access independent representation and advocacy**HSC367c** Support individuals to evaluate the independent representation and advocacy**UNIT HSC368 Present individuals' needs and preferences (level 3 - excluded combination HSC367 and HSC368)****HSC368a** Identify, with individuals, the needs and preferences they want you to present**HSC368b** Act with and on behalf of individuals, according to their needs and wishes**HSC368c** Support individuals to review the effectiveness of the representation**UNIT HSC369 Support individuals with specific communication needs (level 3) (Excluded combination with HSC370 and HSC371)****HSC369a** Identify specific communication needs and methods**HSC369b** Support individuals, key people and others to communicate**HSC369c** Observe and evaluate individual communications needs

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS

UNIT HSC370 Support individuals to communicate using technology (level 3 - excluded combination with HSC369)

HSC370a Identify technological communication needs

HSC370b Support individuals to communicate with others using technology

HSC370c Help other people to interact with the individual using the technology

HSC370d Observe and evaluate the use of the technology

UNIT HSC371 Support individuals to communicate using interpreting and translation services (level 3 - excluded combination with HSC369)

HSC371a Arrange interpreting and translation services for individuals

HSC371b Communicate with others through interpreters

HSC371c Support those involved to evaluate the quality of the outcomes and the effectiveness of the service

UNIT HSC372 Plan and implement programmes to enable individuals to find their way around familiar environments (level 3)

HSC372a Assess the individuals ability to find their way around familiar environments

HSC372b Develop and implement programmes to support individuals to find their way around familiar environments

HSC372c Evaluate the effectiveness of programmes to meet planned outcomes

UNIT HSC373 Plan and implement programmes to enable individuals to find their way around unfamiliar environments (level 3)

HSC373a Assess the individual's ability to find their way around unfamiliar and different environments

HSC373b Develop and implement programmes to support individuals to find their way around unfamiliar and different environments

HSC373c Evaluate the effectiveness of programmes to meet planned outcomes

UNIT HSC375 Administer medication to individuals (Imported unit – Health CHS3)

HSC375a Prepare to administer medication to individuals

HSC375b Administer, report on and monitor individual's medication

UNIT HSC376 Obtain venous blood samples (Imported unit – Health BDS11)

HSC376a Obtain venous blood from individuals

HSC376b Label and prepare blood for transportation

UNIT HSC377 Encourage and support individuals undergoing dialysis therapy at home (Imported unit – Health CHS27)

HSC377a Support renal dialysis individuals and key people to prepare for renal dialysis

HSC377b Enable renal dialysis individuals and key people to carry out dialysis procedures at home

UNIT HSC378 Insert and secure urethral catheters and monitor and respond to the effects of urethral catheterisation (Imported unit – Health CHS8)

HSC378a Insert and secure urethral catheters

HSC378b Monitor and record on urethral catheterisation of individuals

UNIT HSC379 Support individuals who are substance users (Imported Unit – DANOS AB2)

HSC379a Enable individuals to adopt safe practices associated with substance use

HSC379b Support individuals when they have used substances

HSC379c Support individuals in reducing substance use

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC380	Supply and exchange injecting equipment for individuals (Imported unit – DANOS AH3)
HSC380a	Conduct initial assessment and provide advice
HSC380b	Supply and exchange injecting equipment
UNIT HSC381	Support individuals through detoxification programmes (Imported unit – DANOS AH7)
HSC381a	Induct individuals to detoxification programmes
HSC381b	Develop and review detoxification treatment and care plans
HSC381c	Manage closure of individuals' detoxification programmes
UNIT HSC382	Support individuals to prepare for, adapt to and manage change (level 3 - excluded combination with HSC383)
HSC382a	Support individuals to prepare for change
HSC382b	Support individuals and key people to cope with and manage change
HSC382c	Support individuals to review the methods they have used to manage change
UNIT HSC383	Prepare and support individuals to move and settle into new living environments (level 3) (Excluded combination with HSC382)
HSC383a	Support individuals to prepare to move into new living environments
HSC383b	Support individuals to settle into their new living environment
HSC383c	Support individuals to review the impact of the new environment on their well being
UNIT HSC384	Support individuals through bereavement (level 3)
HSC384a	Prepare individuals to cope with bereavement
HSC384b	Support individuals through their bereavement
HSC384c	Support individuals to manage changes due to bereavement
UNIT HSC385	Support individuals through the process of dying (level 3)
HSC385a	Support individuals to prepare for death
HSC385b	Support individuals through the process of dying
UNIT HSC386	Assist in the transfer of individuals between agencies and services (Imported unit – DANOS AG3)
HSC386a	Support individuals as they prepare for transfer
HSC386b	Make agency preparations for individuals' transfer
HSC386c	Supervise individuals during transfer
UNIT HSC387	Work in collaboration with carers in the caring role (level 3)
HSC387a	Work with carers to identify their needs and preferences
HSC387b	Work with carers to access resources, services, facilities and support groups
HSC387c	Work with carers to review how well the services and facilities meet their needs
UNIT HSC388	Relate to families, parents and carers (level 3)
HSC388a	Develop relationships with families, parents and carers
HSC388b	Exchange information with families, parents and carers
HSC388c	Share the care and support of individuals and children and young people
UNIT HSC389	Work with carers, families and key people to maintain contact with individuals (level 3)
HSC389a	Work with carers, families and key people to identify key relationships to be maintained and developed
HSC389b	Work with carers, families and key people to support individuals
HSC389c	Observe and support carers, families and key people when in contact with the individual
Unit HSC390	Support families in maintaining relationships in their wider social structures and environments (Genericised imported Unit – MENTAL HEALTH C9)
HSC390a	Support families in using services within the community
HSC390b	Support families in maintaining relationships with social contacts

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS

UNIT HSC391 Provide services to those affected by someone else's substance use (Imported unit – DANOS AB7)

- HSC391a** Enable those affected by someone else's substance use to explore and select options
HSC391b Support those affected by someone else's substance use to put selected options into practice
HSC391c Empower those affected by someone else's substance use to review the effectiveness of selected options

Unit HSC392 Work with families, carers and individuals during times of crisis (Imported Unit – MENTAL HEALTH C10)

- HSC392a** Identify and agree risk management strategies with individuals, families and carers
HSC392b Assess the urgency of requests for action
HSC392c Agree and implement actions to meet immediate needs
HSC392d Review outcomes with the individuals, families and carers

UNIT HSC393 Prepare, implement and evaluate agreed therapeutic group activities (level 3)

- HSC393a** Plan and prepare agreed therapeutic group activities
HSC393b Prepare and support people through therapeutic group activities
HSC393c Contribute to the evaluation of agreed therapeutic group activities

UNIT HSC394 Contribute to the development and running of support groups (level 3)

- HSC394a** Contribute to identifying and forming groups to support individual needs
HSC394b Support individuals and groups to develop their own networks
HSC394c Contribute to the running and evaluation of support groups

UNIT HSC395 Contribute to assessing and act upon risk of danger, harm and abuse (level 3)

- HSC395a** Contribute to assessing the risk of danger, harm and abuse
HSC395b Contribute to minimising the effects of immediate danger, harm and abuse
HSC395c Support individuals to review situations and actions after the immediate risk has passed

UNIT HSC396 Enable people with mental health needs to develop coping strategies (Imported unit – MENTAL HEALTH H3)

- HSC396a** Support people with mental health needs to recognise the impact of their behaviour on others
HSC396b Work with people to develop alternative coping strategies
HSC396c Work with people to review the effectiveness of their coping strategies

UNIT HSC397 Reinforce positive behavioural goals during relationships with individuals (Imported Unit – COMMUNITY JUSTICE CJ D306, MENTAL HEALTH F5)

- HSC397a** Establish working relationships with individuals which reinforce positive behavioural goals
HSC397b Develop and sustain working relationships with individuals which reinforce positive behavioural goals

UNIT HSC398 Contribute to assessing the needs of individuals for therapeutic programmes to enable them to manage their behaviour (level 3)

- HSC398a** Contribute to assessing the needs of individuals for therapeutic programmes to enable them to manage their behaviour
HSC398b Provide support during therapeutic programmes
HSC398c Contribute to evaluating the effectiveness of the therapeutic programmes on their behaviour

UNIT HSC399 Develop and sustain effective working relationships with staff in other agencies (Imported unit – MENTAL HEALTH N3)

- HSC399a** Develop effective working relationships with staff in other agencies
HSC399b Sustain effective working relationships with staff in other agencies

HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT HSC3100 Participate in inter-disciplinary team working to support individuals (level 3)	
HSC3100a	Participate in inter-disciplinary team working to support individuals and others to assess individuals' needs
HSC3100b	Participate in inter-disciplinary team working to support individuals and others to plan and implement individualised care packages
HSC3100c	Participate in inter-disciplinary team working to support individuals and others to evaluate individualised care packages
UNIT HSC3101 Help develop community networks and partnerships (level 3)	
HSC3101a	Identify areas where community networks and partnerships could inform and support practice
HSC3101b	Bring together relevant people and organisations to be involved in community networks and partnerships
HSC3101c	Contribute to running and evaluating community networks and partnerships
UNIT HSC3102 Work with community networks and partnerships (level 3)	
HSC3102a	Identify the potential for being involved in community networks
HSC3102b	Participate effectively as a member of community networks
HSC3102c	Provide information to inform practice
UNIT HSC3103 Contribute to raising awareness of health issues (level 3)	
HSC3103a	Work with others to identify health issues which affect individuals
HSC3103b	Assist in the planning and implementing activities to raise awareness of health issues
HSC3103c	Evaluate, with others, the effectiveness and impact of the awareness raising
UNIT HSC3104 Support the development of networks to meet assessed needs and planned outcomes (Imported Unit – SOCIAL WORK 7)	
HSC3104a	Examine with individuals, families, carers, groups, communities and others support networks which can be accessed and developed
HSC3104b	Work with individuals, families, carers, groups, communities and others to initiate and sustain support networks
HSC3104c	Contribute to the development and evaluation of support networks
UNIT HSC3105 Contribute to the recruitment and placement of volunteers (Imported unit – VOLUNTARY SECTOR C2)	
HSC3105a	Help to identify the need for volunteers
HSC3105b	Discuss volunteer roles with volunteers and help to assess their suitability
UNIT HSC3106 Plan, organise and monitor the work of volunteers (Imported Unit – VOLUNTARY SECTOR D1)	
HSC3106a	Plan work to meet requirements
HSC3106a	Organise volunteers and other resources
HSC3106a	Monitor work and make sure requirements have been met
UNIT HSC3107 Lead and motivate volunteers (Imported Unit – VOLUNTARY SECTOR D2)	
HSC3107a	Brief volunteers on work requirements and responsibilities
HSC3107b	Help volunteers to solve problems during volunteering activities
HSC3107c	Debrief and give feedback to volunteers on their work
UNIT HSC3108 Facilitate learning through presentation and activities (Imported Unit – DANOS AA1)	
HSC3108a	Make effective presentations
HSC3108b	Produce follow-up activities after presentations
UNIT HSC3109 Facilitate group learning (Imported unit – DANOS AD3)	
HSC3109a	Manage group dynamics
HSC3109b	Facilitate collaborative learning
UNIT HSC3110 Support colleagues to relate to individuals (level 3)	
HSC3110a	Assess relationship needs and issues
HSC3110b	Develop and monitor relationships
HSC3110c	Evaluate and report on progress and outcomes

HEALTH AND SOCIAL CARE LEVEL 3 ADDITIONAL UNITS ACROSS BOTH ROUTES

Unit 374 Provide first aid to an individual needing emergency assistance (Imported unit – Health CHS35)

HSC374a Prepare to provide first aid to individuals

HSC374b Provide first aid to individuals

UNIT HSC3111 Promote the equality, diversity, rights and responsibilities of individuals (level 3)

HSC3111a Promote the rights and interests of individuals

HSC3111b Promote the equal treatment of individuals

HSC3111c Promote the individuals' confidence in you and your organisation

UNIT HSC3112 Support individuals to identify and promote their own health and social well being (level 3)

HSC3112a Support individuals to identify aspects of their lives and environment that can affect their health and social well being

HSC3112b Support individuals to select positive options to promote their own health and social well being

HSC3112c Support individuals to review their selected options

UNIT HSC3113 Support and enable individuals undergoing renal dialysis to contribute to their own health and well-being (Imported unit – Health CHS28/CHS29)

HSC3113a Support and enable individuals undergoing dialysis and their carers to obtain and maintain dialysis equipment and materials

HSC3113b Support and enable individuals undergoing dialysis and their carers to carry out dialysis procedures at home

UNIT HSC3114 Promote the needs, rights, interests and responsibilities of individuals within the community (level 3)

HSC3114a Work with individuals to identify their needs, rights, interests and responsibilities within the community

HSC3114b Promote the individual's needs and rights within the community

HSC3114c Support individuals to balance and represent their needs, rights, interests and responsibilities within the community

UNIT HSC3115 Receive, analyse, process, use and store information (level 3)

HSC3115a Analyse, prioritise and process information

HSC3115b Access and use information to make decisions

HSC3115c Record, store and share information

UNIT HSC3116 Contribute to promoting a culture that values and respects the diversity of individuals (level 3)

HSC3116a Contribute to identifying methods and processes that ensure each individual is valued and respected

HSC3116b Contribute to implementing methods and processes that encourage individuals to value and respect each other

HSC2116c Identify and use the life experiences of individuals as a resource to promote a culture that values and respects everyone

UNIT HSC3117 Conduct an assessment of risks in the workplace (Imported Unit – ENTO UNIT G)

HSC3117a Identify hazards in the workplace

HSC3117b Assess the level of risk and recommend action

HSC3117c Review your workplace assessment of risks

UNIT HSC3118 Respond to work-related violent incidents (Imported Unit – ENTO W8)

HSC3118a Resolve a violent situation

HSC3118b Follow procedures for evaluating violent incidents

HEALTH AND SOCIAL CARE LEVEL 3 ADDITIONAL UNITS ACROSS BOTH ROUTES**UNIT HSC3119 Promote the values and principles underpinning best practice
(Genericised Imported Unit – MENTAL HEALTH A3)**

HSC3119a Review and update your knowledge of the values, policy and procedural frameworks underpinning best practice

HSC3119b Work within the principles and values underpinning best practice

HSC3119c Challenge poor practice and be open to challenge by others

**UNIT HSC3120 Support competence achieved in the workplace (Imported Unit –
LEARNING AND DEVELOPMENT L20)**

HSC3120a Assess performance in the workplace against agreed standards

HSC3120b Give staff members support in the workplace and feedback on their performance

UNIT HSC3121 Contribute to promoting the effectiveness of teams (level 3)

HSC3121a Contribute to developing effective team practice

HSC3121b Support team members to contribute to and fully participate in the team activities

HSC3121c Work within the team to promote its effectiveness

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)
HSC41a	Identify methods and systems to promote effective communication and engagement with individuals and key people
HSC41b	Develop and use communication methods and systems to promote effective communication
HSC41c	Evaluate communication methods and systems
HSC41d	Maintain and share evidence based records and reports
UNIT HSC42	Contribute to the development and maintenance of healthy and safe practices in the working environment (Health and Safety, level 4, core)
HSC42a	Contribute to monitoring compliance with health, safety and security regulations and requirements
HSC42b	Contribute to the development of systems to manage risk to self, staff and others
HSC42c	Contribute to the development of health, safety and security policies, procedures and practices
UNIT HSC43	Take responsibility for the continuing professional development of self and others (Personal and Professional Development, level 4, core)
HSC43a	Take responsibility for own personal and professional development
HSC43b	Contribute to the personal and professional development of others

Two qualification routes

HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE)	HEALTH AND SOCIAL CARE (ADULTS)
UNIT HSC44 Develop practice which promotes the involvement, well-being and protection of children and young people (Children and Young People, Principles of Care, level 4, core) HSC44a Develop and support practice that value and respect children and young people's rights and responsibilities HSC44b Develop and support practice that enables children and young people to express their views and preferences HSC44c Promote the protection of children and young people from harm and abuse	UNIT HSC45 Develop practices which promote choice, well-being and protection of all individuals (Adult, Principles of Care, level 4, core) HSC45a Develop and maintain effective relationships to promote the individual's choice about their care HSC45b Promote the individual's rights to expect and receive respect for their diversity, difference and preferences HSC45c Promote the protection of all individuals

**HEALTH AND SOCIAL CARE (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 4
OPTIONAL UNITS**

UNIT HSC46 Independently represent and advocate with, and on behalf of, children and young people (level 4)

- HSC46a** Work with the children and young people to identify how and by whom they wish to be represented
- HSC46b** Work with children and young people to represent their needs and wishes
- HSC46c** Help children and young people understand the procedures and outcomes from the representation
- HSC46d** Support children and young people to evaluate their experiences of the advocacy support and the systems they have encountered

UNIT HSC47 Help parents and carers to acquire and use skills to protect and take care of children and young people (level 4)

- HSC47a** Identify with parents and carers, the skills they require to protect and take care of their children and young people
- HSC47b** Help parents and carers develop, use and evaluate their interactions, behaviour and parenting skills
- HSC47c** Observe and evaluate parents and carers inter-acting with children and young people

UNIT HSC48 Demonstrate a style of leadership that ensures an organisational culture of open and participatory management and practice (Imported Unit – CHILD CARE RESIDENTIAL MANAGER 1)

- HSC48a** Develop leadership practice which promotes the well-being of individuals through group care
- HSC48b** Develop and demonstrate a leadership style that promotes a culture of openness and participation
- HSC48c** Manage practice issues, conflicts and dilemmas
- HSC48d** Promote a positive image of residential care as a part of the overall service

UNIT HSC49 Develop and maintain an environment which safeguards and protects children and young people (Imported unit – CHILD CARE RESIDENTIAL MANAGER 6)

- HSC49a** Develop and maintain an open and safe environment
- HSC49b** Assess risk and minimise harm to individual children and young people and the group
- HSC49c** Protect children and young people from emotional, physical and sexual abuse, neglect and bullying
- HSC49d** Create and maintain an environment which promotes acceptable behaviour

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)

HSC410a Assess whether you should act as an advocate for the individual, family, carer, group and community

HSC410b Assist individuals, families, carers, groups and communities to access independent advocacy

HSC410c Advocate for, and with, individuals, families, carers, groups and communities

UNIT HSC411 Manage a service which achieves the best possible outcomes for the individual (Imported unit – REGISTERED MANAGERS ADULT RM1)

HSC411a Ensure services are designed and reviewed to promote and maximise the achievement of the best possible outcomes for individual individuals

HSC411b Ensure the promotion of participation and independence in order to facilitate the achievement of the best possible outcomes

HSC411c Manage and monitor systems for the assessment of risk of abuse, failure to protect and harm to self and others

HSC411d Manage and monitor systems for the administration of medication

UNIT HSC412 Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions (Imported Unit – REGISTERED MANAGERS ADULT RM2)

HSC412a Design and implement a service which addresses the needs of individuals experiencing significant life events

HSC412b Ensure the service responds effectively to individuals experiencing major life changes or losses

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS

UNIT HSC413 Manage requests for health and care services (level 4)

HSC413a Promote the health and care services offered by your organisation

HSC413b Evaluate your organisation's ability and willingness to provide health and care services for individuals

HSC413c Process successful requests for health and care services

UNIT HSC414 Assess individual needs and preferences (level 4)

HSC414a Work with individuals to assess their needs and preferences

HSC414b Support staff, individuals and key people to identify changes in the care needs of individuals

HSC414c Revise assessments to meet the changing needs and preferences

UNIT HSC415 Produce, evaluate and amend service delivery plans to meet individual needs and preferences (level 4)

HSC415a Develop service delivery plans

HSC415b Monitor service delivery plans

HSC415c Evaluate and make adjustments to service delivery plans

UNIT HSC416 Develop, implement and review care plans with individuals (level 4)

HSC416a Develop care plans to meet individual needs and preferences

HSC416b Implement care plans

HSC416c Review and revise care plans to meet changing needs, preferences and circumstances

UNIT HSC417 Assess individuals' mental health and related needs (Imported Unit – MENTAL HEALTH D3)

HSC417a Determine the appropriateness and priority of referrals

HSC417b Agree the nature and purpose of assessments with individuals

HSC417c Assess the nature and extent of individuals' mental health and related needs in accordance with relevant legislation

HSC417d Agree courses of action with individuals following assessment

UNIT HSC418 Work with individuals with mental health needs to negotiate and agree plans for addressing those needs (Imported unit – MENTAL HEALTH E6)

HSC418a Obtain information about individuals' mental health needs

HSC418b Identify and review the preferred options of individuals for addressing their mental health needs

HSC418c Review needs, risks and options taking into account legal and other requirements

HSC418d Agree a course of action to meet individual's mental health needs

UNIT HSC419 Provide advice and information to those who enquire about mental health needs and related services (Imported unit – MENTAL HEALTH B1)

HSC419a Determine individual's requirements for advice and information about mental health needs and related services

HSC419b Provide advice and information about mental health needs and related services

UNIT HSC420 Promote leisure opportunities and activities for individuals (level 4)

HSC420a Raise awareness of the value of leisure opportunities and activities for individuals

HSC420b Negotiate and agree leisure opportunities and activities for individuals

UNIT HSC421 Promote employment, training and education opportunities for individuals (level 4)

HSC421a Raise awareness of the value of employment, training and education for individuals

HSC421b Negotiate employment, training and education opportunities for individuals

UNIT HSC422 Promote housing opportunities for individuals (level 4)

HSC422a Raise awareness of the housing needs of individuals

HSC422b Negotiate and agree housing for individuals

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS**UNIT HSC423 Assist individuals at formal hearings (level 4)****HSC423a** Support individuals to understand the format and proceedings of the formal hearing**HSC423b** Work with individuals to identify and understand papers, documents and likely outcomes from the hearing**HSC423c** Assist individuals to present their case at the hearing**HSC423d** Support individuals to evaluate and understand the outcomes and assess the implications of the outcomes on themselves and others**UNIT HSC424 Supervise methadone consumption (Imported unit – DANOS AH9)****HSC424a** Establish and maintain contact with methadone prescribers and individuals**HSC424b** Dispense methadone prescriptions for individuals**HSC424c** Supervise methadone consumption by individuals**UNIT HSC425 Support people who are providing homes for individuals and/or children and young people (level 4)****HSC425a** Provide information and support for those providing homes for individuals and/or children and young people**HSC425b** Support those who are providing homes for individuals and/or children and young people**HSC425c** Review the care being provided for individuals and/or children and young people**Unit HSC426 Empower families, carers and others to support individuals (Genericised imported unit – MENTAL HEALTH C6)****HSC426a** Promote the contribution of families, carers and others to supporting individuals**HSC426b** Work with families, carers and others to achieve positive goals for individuals**HSC426c** Enable families, carers and others to review the effectiveness of the support they provide**UNIT HSC427 Assess the needs of carers and families (Genericised imported unit – MENTAL HEALTH C1)****HSC427a** Identify the needs, vulnerabilities and circumstances of carers and families**HSC427b** Evaluate and review the needs, vulnerabilities and circumstances of carers and families**HSC427c** Make and present assessments of the needs, vulnerabilities and circumstances of carers and families**Unit HSC428 Develop, implement and review programmes of support for carers and families (Genericised imported unit – MENTAL HEALTH C2)****HSC428a** Obtain information about the needs of carers and families**HSC428b** Develop programmes of support for carers and families**HSC428c** Implement programmes of support for carers and families**HSC428d** Review the effectiveness of support programmes with carers and families**UNIT HSC429 Work with groups to promote individual growth, development and independence (Imported unit – SOCIAL WORK 8)****HSC429a** Identify opportunities to form and support groups**HSC429b** Use group programmes, processes and dynamics to promote individual growth, development and independence, and to foster interpersonal skills**HSC429c** Help groups to achieve planned outcomes for their members and to evaluate the appropriateness of their work**HSC429d** Disengage from groups appropriately**UNIT HSC430 Support the protection of individuals, key people and others (level 4)****HSC430a** Support individuals to identify and take action to deal with situations, events and behaviour that may result in danger, harm and abuse**HSC430b** Support individuals to evaluate and provide feedback on actions to manage the risk of danger, harm and abuse**HSC430c** Monitor and evaluate systems to protect individuals**UNIT HSC431 Support individuals where abuse has been disclosed (level 4)****HSC431a** Support individuals who disclose abuse**HSC431b** Support individuals who have been abused

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS**UNIT HSC32 Enable families to address issues with individuals' behaviour (Imported Unit – MENTAL HEALTH C8)**

HSC432a Negotiate and agree with families how they may help individuals address their behaviour

HSC432b Support families as they help individuals address their behaviour

HSC432c Enable families to review the effectiveness of addressing individuals' behaviour

UNIT HSC433 Develop joint working agreements and practices and review their effectiveness (level 4)

HSC433a Establish requirements for joint working

HSC433b Agree and review joint working agreements and practices

HSC433c Identify and work within the boundaries, roles and responsibilities of joint working agreements and practices

UNIT HSC434 Maintain and manage records and reports (Genericised Imported Unit – MENTAL HEALTH A7)

HSC434a Maintain records and reports

HSC434b Provide evidence for judgements and decisions

HSC434c Implement legal and policy framework and protocols for access to records and reports

HSC434d Share information with individuals, families, groups and communities

UNIT HSC435 Manage the development and direction of the provision (Imported Unit – CHILD CARE RESIDENTIAL MANAGER 2)

HSC435a Develop, implement and review a Statement of Purpose

HSC435b Manage time and resources to deliver a quality service

HSC435c Contribute to the strategic and business planning of the service

HSC435d Contribute to the management and monitoring of budgets

UNIT HSC436 Promote and manage a quality provision (Imported Unit – CHILD CARE RESIDENTIAL MANAGER 17)

HSC436a Develop systems to ensure that quality standards are implemented and achieved

HSC436b Implement policies to maximise quality of care, protection and appropriate control

HSC436c Ensure residents are involved in setting up and monitoring quality systems

HSC436d Monitor and review quality systems, policies and procedures

UNIT HSC437 Promote your organisation and its services to stakeholders (Imported Unit – DANOS BB1)

HSC437a Plan to promote your organisation and its services

HSC437b Communicate key messages to stakeholders

HSC437c Evaluate the effectiveness of promotional activities

UNIT HSC438 Develop and disseminate information and advice about substance use, health and social well-being (Imported Unit – DANOS AD4)

HSC438a Plan the production of information and advice materials

HSC438b Design and produce information and advice materials

HSC438c Disseminate information and advice materials

HSC438d Evaluate the production and dissemination of information and advice materials

UNIT HSC439 Contribute to the development of organisational policy and practice (Imported Unit – DANOS AB3)

HSC439a Contribute to identifying potential for organisational development

HSC439b Present information and ideas to contribute to organisational development

UNIT HSC440 Support effective governance (Imported Unit – DANOS AB5)

HSC440a Establish your organisation's legal, regulatory, social and ethical responsibilities

HSC440b Ensure compliance with legal, regulatory, social and ethical responsibilities

UNIT HSC441 Invite tenders and award contracts (Imported Unit – DANOS CB1)

HSC441a Invite and evaluate tenders

HSC441b Negotiate and award contracts for the provision of services

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS**UNIT HSC442 Monitor and evaluate the quality, outcomes and cost-effectiveness of substance misuse services (Imported Unit – DANOS CB2)****HSC442a** Manage the performance of providers of substance misuse services**HSC442b** Evaluate and improve the quality, outcomes and cost-effectiveness of services.**UNIT HSC443 Procure services for individuals (Imported Unit – DANOS CB3)****HSC443a** Specify services to meet the needs of individual service users**HSC443b** Negotiate and agree contracts for specific services**HSC443c** Monitor and evaluate the quality of services provided.**UNIT HSC444 Contribute to the selection, recruitment and retention of staff to develop a quality service (Imported Unit – CHILD CARE RESIDENTIAL MANAGER 10)****HSC444a** Identify requirements for staff selection**HSC444b** Contribute to the recruitment of staff in accordance with legal, regulatory and service guidance**HSC444c** Ensure recruitment of suitable staff to meet the needs of the service**HSC444d** Contribute to staff retention policies and practice**UNIT HSC445 Recruit and place volunteers (Imported Unit – VOLUNTARY SECTOR C3)****HSC445a** Specify volunteer roles and the knowledge, skills and experience required**HSC445b** Assess with volunteers their suitability for volunteer roles**HSC445c** Place volunteers**HSC445d** Enter into volunteering agreements with volunteers.**UNIT HSC446 Manage a dispersed workforce to meet the needs and preferences of individuals at home (level 4)****HSC446a** Manage the work of staff in an individual's home**HSC446b** Supervise and support staff to ensure that health and care services are meeting individual needs and preferences**HSC446c** Respond to day-to-day changes and emergencies**UNIT HSC447 Represent the agency in courts and formal hearings (Imported Unit – COMMUNITY JUSTICE CJ F 407, MENTAL HEALTH 010)****HSC447a** Exchange information at courts and formal hearings**HSC447b** Present reports at courts and formal hearings**UNIT HSC448 Provide and obtain information at courts and formal hearings (Imported Unit – COMMUNITY JUSTICE CJ F406, MENTAL HEALTH 011)****HSC448a** Provide and obtain written information at courts and formal hearings**HSC448b** Make oral contributions to courts and formal hearings**UNIT HSC449 Represent one's own agency at other agencies' meetings (Imported Unit – CRIMINAL JUSTICE F408)****HSC449a** Obtain information from other agencies' meetings**HSC449b** Make contributions to other agencies' meetings**UNIT HSC450 Develop risk management plans to support individual's independence and daily living within their home (level 4)****HSC450a** Prepare to carry out risk assessments**HSC450b** Carry out risk assessments**HSC450c** Develop, agree and regularly review risk management plans for individuals**UNIT HSC451 Lead teams to support a quality provision (level 4)****HSC451a** Establish effective working relationships with team members**HSC451b** Establish and support team members to carry out their work activities, roles and responsibilities**HSC451c** Assess and provide feedback on individual and team performance

HEALTH AND SOCIAL CARE LEVEL 4 ADDITIONAL UNIT ACROSS BOTH ROUTES

HEALTH AND SOCIAL CARE GENERIC LEVEL 4 ADDITIONAL UNIT

UNIT HSC452 **Contribute to the development, maintenance and evaluation of systems to promote the rights, responsibilities, equality and diversity of individuals (Level 4 value focussed unit)**

HSC452a Contribute to developing, maintaining and evaluating systems that respect the rights and interests of individuals

HSC452b Contribute to developing, maintaining and evaluating systems to ensure that everyone is treated equally

HSC452c Contribute to developing, maintaining and evaluating systems that promote confidence in you and your organisation