



Modern Apprenticeship

Core Skills Mapping and Guidance

Health and Social Care

SVQ2

Appendix A

Scottish Social Services Council

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1. Introduction

This document provides information and guidance to support students to achieve the core skills Level 4 tasks when working through Health and Social Care (HSC) Level 2 National Occupational Standards (NOS).

Section 2 outlines where the mandatory units meet or do not meet the core skill requirements.

Sections 3 (Table 2) outlines where the core skills tasks (or part of a task) can be met within individual NOS. Where a NOS can meet all but one task within a specific core skill Guidance Notes (GN) have been compiled to enable students to carry out the remaining core skill task using evidence associated with the particular NOS.

Section 4 provides Guidance Notes and exemplars to enable candidates to meet the whole of the core skills tasks where one task has not been met within the NOS.

2. Mapping the core skills against the mandatory NOS

The five core skills were mapped against the mandatory and optional units of the SVQs in Health and Social Care.

At level 2 the following core skills could be obtained from the mandatory NOS. Candidates, if deemed competent for the core skills units would not be required to achieve them at this level again.

Table 1 Mapping of core skills against level 4 Mandatory units

SVQ Mandatory Units	Communication	Working with others	Problem Solving	Numeracy	ICT
Health and Social Care level 2					

Key:

Fully covered	
Not fully covered	

3. Mapping of the core skills with the Health and Social Care level 2 NOS

As can be seen from Table 2:

Communication

Communication is wholly met by NOS HSC21.

With additional evidence provided by Guidance Note Comms4GN1 the following NOS can be met: HSC23; HSC24; HSC25; HSC27; HSC28; HSC29; HSC210; HSC211; HSC212; HSC213; HSC214; HSC215; HSC216; HSC217; HSC218; HSC219; HSC220; HSC221; HSC222; HSC223; HSC224; HSC225; HSC226; HSC227; HSC228; HSC229; HSC230; HSC232.

Working with others

With additional evidence provided by Guidance Note WWO4GN1 the following HSC level 2 NOS can meet the core skill: HSC21; HSC22; HSC23; HSC24; HSC25; HSC26; HSC27; HSC28; HSC29; HSC210; HSC211; HSC212; HSC213; HSC214; HSC215; HSC216; HSC217; HSC218; HSC219; HSC223; HSC226; HSC227; HSC232.

Problem solving

Problem solving is wholly met by NOS HSC23.

With additional evidence provided by Guidance Note PS4GN1 the following NOS can meet the core skill: HSC21; HSC22; HSC26; HSC210; HSC211; HSC212.

Numeracy and ICT

Cannot be met by the HSC level 2 NOS.

Table 2 HSC Level 2 Core Skills Mapping

Unit title	Communication			Working with others		Problem Solving			Numeracy				ICT			
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	4	1	2	3	4
HSC Level 2																
HSC21 Communicate with, and complete records for individuals	X	X	X	X	WWO 4GN1	X	X	PS4 GN1								
HSC22 Support the health and safety of yourself and individuals	X		1/2/3	X	WWO 4GN1	X	X	PS4 GN1								
HSC23 Develop your knowledge and practice	X	Comms 4GN1	X	X	WWO 4GN1	X	X	X								
HSC24 Ensure your own actions support the care, protection and well-being of individuals	X	Comms 4GN1	X	X	WWO 4GN1	X	1/2									
HSC25 Carry out and provide feedback on specific plan of care plan of care activities	X	Comms 4GN1	X	X	WWO 4GN1	X	1/2									
HSC26 Support individuals to access and use information	X		5/6/7/8	X	WWO 4GN1	X	X	PS4 GN1								

Unit title	Communication			Working with others		Problem Solving			Numeracy				ICT			
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	4	1	2	3	4
HSC Level 2																
HSC27 Support individuals in their daily living	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC28 Support individuals to make journeys	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC29 Support individuals to meet their domestic and personal needs	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC210 Support individuals to access and participate in recreational activities	X	Comms 4GN1	X	X	WWO 4GN1	X	X	PS4 GN1								
HSC211 Support individuals to take part in development activities	X	Comms 4GN1	X	X	WWO 4GN1	X	X	PS4 GN1								
HSC212 Support individuals during therapy sessions	X	Comms 4GN1	X	X	WWO 4GN1	X	X	PS4 GN1								

Unit title	Communication			Working with others		Problem Solving			Numeracy				ICT			
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	4	1	2	3	4
HSC Level 2																
HSC213 Provide food and drink for individuals	X	Comms 4GN1	X	X	WWO 4GN1	X	1/2									
HSC214 Help individual to eat and drink	X	Comms 4GN1	X	X	WWO 4GN1	X	2									
HSC215 Help individuals to keep mobile	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC216 Help address the physical comfort needs of individuals	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC217 Undertake agreed pressure area care	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC218 Support individuals with their personal care needs	X	Comms 4GN1	X	X	WWO 4GN1	X				X						
HSC219 Support individuals to manage continence	X	Comms 4GN1	X	X	WWO 4GN1	X										

Unit title	Communication			Working with others		Problem Solving			Numeracy				ICT			
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	4	1	2	3	4
HSC Level 2																
HSC220 Maintain the feet of individuals who have been assessed as requiring help with general foot care	X	Comms 4GN1	X	1/3/4/5												
HSC221 Assist in the administration of medication	X	Comms 4GN1	X	1-4		X										
HSC222 Support individuals prior to, during and after clinical procedures	X	Comms 4GN1	X	1/2/3/5		X										
HSC223 Contribute to moving and handling individuals	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC224 Observe, monitor and record the conditions of individuals	X	Comms 4GN1	X	1/2/3		X										
HSC225 Support individuals to undertake and monitor their own health care	X	Comms 4GN1	X	1/2/3/5		X				X						

Unit title	Communication			Working with others		Problem Solving			Numeracy				ICT			
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	4	1	2	3	4
HSC Level 2																
HSC226 Support individuals who are distressed	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC227 Contribute to working with carers in the caring role	X	Comms 4GN1	X	X	WWO 4GN1	X										
HSC228 Contribute to effective group care	X	Comms 4GN1	X	1/2/3		X										
HSC229 Gain access to, and ensure individuals home are secure	X	Comms 4GN1	X	1/3		X										
HSC230 Manage environments and resources during clinical activities	X	Comms 4GN1	X			X										
HSC232 Protect yourself from risk of violence at work	X	Comms 4GN1	X	X	WWO 4GN1	X										






4. Level 2 HSC Core Skills Guidance

Note that if your qualification includes NOS that met the whole of the core skill then you do not need to undertake the further guidance for that particular core skill. For example, if you complete HSC21 you would achieve communication without undertaking any further activities.

4.1. Communication

Guidance Note: Comms4GN1



To complete core skill for Communication where tasks 1 and 3 have been met within the NOS you would need to:

1. Select one of the individuals with whom you are working for which you could provide a written statement/email/letter describing their needs (within confidentiality agreements) in relation to the topic of the NOS
2. Identify their needs in relation to the NOS
3. Identify an appropriate person for the statement/email/letter e.g. a carer, your manager, another worker, your supervisor, your assessor, the person
4. Select an appropriate format and layout for your statement /letter /email
5. Organise and decide how you will order the information within statement /letter/email, making sure that you:
 -  order your words correctly
 -  use appropriate words for the reader and ensure that you have spelled them correctly
 -  use graphics, where appropriate
 -  use the appropriate level of detail so the reader can understand the points you are making
 -  use appropriate vocabulary, sentence structure and punctuation so the reader can understand the points you are making

An example from level 2 HSC

Example 1: HSC24 Ensure your own actions support the care, protection and well being of individuals





For this NOS you could:

-  identify one of the individuals you work with
-  write an appropriately formatted and detailed email to your supervisor about the individual's needs and wishes and how you will meet their needs and wishes when carrying out your activities

4.2. Working with others

Guidance Note: WWO4GN1

To complete core skill for Working with Others where task 1 has been met within the NOS you would need to:

1. Select one instance related to the NOS where you consider you have worked with others (e.g. individuals; colleagues {within and outside your organisation}, your manager, your assessor)
2. Decide on appropriate criteria to help you judge how well you co-operated with others, for example:
 -  did you use interpersonal skills well
 -  did you complete all your activities
 -  did you adapt your role to suit any changing circumstances
 -  did you seek support from others

- ✚ did you help, support and encourage other people
 - ✚ did you respond sensitively to others' needs
 - ✚ did you achieve what you set out to do?
3. Ask the people you have worked with how well they think you co-operated in the activity(ies)
 4. Use your chosen criteria and feedback to make a decision on how well you co-operated with others, and how well the co-operative working arrangements operated overall, for example:
 - ✚ what did you do particularly well
 - ✚ how you dealt with any difficulties
 - ✚ how did you and others interact with one another
 - ✚ was the goal you set out to achieve, achieved effectively?
 5. Identify where you could improve and list these as objectives for working with others in the future

An example from level 2 HSC

Example 1: HSC21 Ensure your own actions support the care, protection and well being of individuals

For this NOS you could:

- ✚ identify one instance where you have worked co-operatively with an individual and/or carer to meet the individual's needs and wishes
- ✚ identify a set of criteria that will allow you to judge how effective working relationship was
- ✚ ask the individual and/or carer for feedback on how effective they felt the working relationship was
- ✚ use the feedback and your criteria to make an overall judgement about what you did well, how well you coped with difficulties, how well you interacted with the individual and/or the carer and whether the co-operative working helped to meet the individual's needs and wishes
- ✚ identify anything that you did not do as well and list a set of objectives to help you improve your working relationships in the future

4.3 Problem solving

Guidance Note: PS4GN1

To complete core skill for Problem Solving where tasks 1 and 2 have been met within the NOS you would need to:

1. Decide on an appropriate problem solving activity you have carried out
2. Identify the strengths and weaknesses of your problem solving activity
3. Suggest ways of solving similar problems in future based on your experience of this problem solving activity

An example from level 2 HSC

Example 1: HSC21 Communicate with, and complete records for individuals

For this NOS you could:

- ✚ identify one instance where you have identified and solved a problem when communicating and/or completing records for individuals e.g. where you had difficulty communicating with individuals, where the individual's health or well being has changed, any conflicts between individuals and carers, where the records were incomplete

- ✚ identify the things that you did well in terms of the problem solving activity and any areas where you felt you needed to improve
- ✚ suggest how you could better have solved the problem
- ✚ identify how you would address a similar problem in the future