



National Center for
Professional Certification

Human Services Practitioner 2

Planning Worksheets

Units 21, 22, 23, 24

Unit 21 Communicate with, and complete records for individuals

Element 21.1 Work with individuals and others to identify the best forms of communication

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You seek information and advice about the individuals' specific communication and language needs and preferences .							
2. You confirm with individuals their preferred methods of communication and language and any changes in their needs.							
3. You review your communication skills to see if they are suitable to meet the needs and preferences of individuals.							
4. Where necessary, you seek extra support to ensure that: <ul style="list-style-type: none"> a. You are able to communicate with, and understand the individuals views and wishes b. The individual is able to communicate with and understand you 							
5. You record, report and share information about the individuals communication and language needs and preferences, within confidentiality agreements and according to legal and agency requirements.							

Unit 21 Communicate with, and complete records for individuals

Element 21.2 Listen and respond to individuals questions and concerns

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You check and take appropriate action to ensure that individuals have the support they need to communicate their views, wishes and preferences.							
2. You position yourself so that: <ul style="list-style-type: none"> a. You can understand what individuals and key people are trying to convey b. Individuals and key people can understand what you have communicated 							
3. You use appropriate body language, eye contact, and methods of listening that actively encourage individuals and key people to communicate.							
4. You give individuals sufficient time to communicate without interrupting or finishing off their communication.							
5. You concentrate, listen and respond appropriately when you are communicating with the individuals and key people.							
6. You respond appropriately to any questions and concerns that individuals and key people have.							
7. You seek additional advice and support for individuals and key peoples questions and concerns that are beyond your competence to deal with.							

Unit 21 Communicate with, and complete records for individuals

Element 21.3 Communicate with individuals

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You support individuals to use their preferred means of communication and language.							
2. You communicate with individuals and key people at a pace, in a manner, and at a level appropriate to the individuals understanding, needs and preferences.							
3. You provide active support to enable individuals to communicate and participate in communications.							
4. You ensure the focus of the communication is with the individual while acknowledging the input from others.							
5. You adapt your communications: <ul style="list-style-type: none"> a. To meet the individuals changing needs and preferences b. When individuals and key people have difficulty understanding what you want to communicate 							
6. At the appropriate times within the communication, you: <ul style="list-style-type: none"> a. Clarify points and check that you understand what is being communicated b. Confirm / check that individuals and key people understand what you are saying 							
7. You take appropriate action to address any misunderstandings.							
8. You respect the individuals and key peoples rights to confidentiality of information, within legal and Agency procedures.							
9. You record what you have done, any problems you have had and any outcomes arising from the communications, within confidentiality agreements and according to legal and Agency requirements.							

Unit 21 Communicate with, and complete records for individuals

Element 21.4 Access and update records and reports

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You seek permission from the appropriate people to access records where needed.							
2. You access and complete the correct records according to: <ol style="list-style-type: none"> a. Confidentiality agreements b. Legal requirements c. Agency procedures and practices d. The activities you have undertaken 							
3. You record or pass on information about the individuals' needs and preferences, including those about language and communication.							
4. You report accurate and sufficient information to the appropriate people, about: <ol style="list-style-type: none"> a. Any problems you had carrying out the care of individuals and what you did about these b. Any signs and symptoms that indicate changes in the individuals condition and care needs c. Any difficulties you have in accessing and updating records and reports 							
5. You support individuals to understand why and what you have reported and recorded							
6. You ensure the security of access to records and reports according to legal and Agency policies.							

Unit 22 Support the health and safety of yourself and individuals

Element 22.1 Carry out health and safety checks before you begin work activities

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You make sure that you are aware of, and follow, organizational health and safety and security procedures before you start work.							
2. Before you begin work activities you: <ol style="list-style-type: none"> a. Check and use any risk assessments b. Examine the areas in which you work and any equipment you have to use to ensure that they are safe, hazard free and conform to legal and organizational requirements for health and safety. c. Remove, where possible, hazards that might pose a health and safety risk to yourself and others. 							
3. You take account of individuals' needs, wishes, preferences and choices while ensuring your own and the safety of individuals, key people and others when carrying out your work activities.							
4. You operate within the limits of your own role and responsibilities, in relation to health and safety.							
5. Where necessary, you seek additional support to resolve health and safety problems.							
6. You report health and safety issues to the appropriate people and complete health, safety, and security records, according to legal and organizational requirements.							

Unit 22 Support the health and safety of yourself and individuals

Element 22.2 Ensure your actions support health and safety in the place you work

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You identify and work with others to minimize potential risks in the place where you are working.							
2. You ensure that your own health and hygiene does not pose a threat to others.							
3. You ensure that the appropriate people know where you are at all times.							
4. You check for hazards and health, safety and security risks while you are working, taking appropriate action if there is the likelihood of an accident , injury or harm.							
5. You check that people who are present have a right to be there.							
6. You use approved methods and procedures when undertaking potentially hazardous work activities, including: <ul style="list-style-type: none"> a. Using correct moving and handling techniques b. Wearing correct personal protective clothing appropriate to the situation, environment and activities c. Using and storing equipment and materials d. Dealing with spillages and disposal of waste 							
7. You report any health and safety issues in the place you are working that may put yourself and others at risk.							

Unit 22 Support the health and safety of yourself and individuals

Element 22.3 Take action to deal with emergencies

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You take appropriate and immediate action to deal with health and environmental emergencies, including: <ul style="list-style-type: none"> a. Fire b. Security c. Serious and minor accidents d. First aid 							
2. You summon assistance appropriate to the emergency.							
3. You support individuals during emergencies.							
4. You provide ongoing support and assistance within your own competence until someone who is qualified to deal with the emergency is available.							
5. You support others who may be affected by the emergency.							
6. You record and report on incidents and emergencies accurately, completely, within confidentiality agreements, and according to organizational and legal requirements.							

Unit 23 Develop your own knowledge and practice

Element 23.1 Evaluate your work

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You assess how well you carry out your work activities.							
2. You support individuals and key people to give you feedback on your work.							
3. You identify how your values, belief systems and experiences may affect your work with individuals.							
4. You identify any skills; knowledge and support that would help you carry out your work activities more effectively.							
5. You access and use appropriate support and information to improve your work.							

Unit 23 Develop your own knowledge and practice

Element 23.2 Use new and improved skills and knowledge in your work

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You use the evaluation of your skills and knowledge to improve your work activities.							
2. You work with others to: <ul style="list-style-type: none"> a. Identify new skills and knowledge relevant to, and which can improve your work activities b. Access any training you may need to gain the new and improved skills and knowledge 							
3. You discuss, develop and review, with appropriate people, the usefulness of the new and improved skills and knowledge to your work activities.							
4. You confirm with the appropriate people that it is safe and legal before applying new skills and knowledge.							
5. You use new and improved skills and knowledge that have been agreed are appropriate to your work activities.							
6. You evaluate, and support individuals and key people to evaluate if, and how your new and improved skills and knowledge have enhanced your work.							

Unit 24 Ensure your own actions support the care, protection and well being of individuals

Element 24.1 Relate to and support individuals in the way they choose

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You find out about the individuals needs, wishes and preferences.							
2. You develop appropriate relationships that enable you to carry out your work activities.							
3. You support individuals to identify how they want you to carry out your work activities.							
4. You provide active support that enables individuals to use their strengths and potential.							
5. You respect individuals' choices and desire to care for themselves.							
6. You work to resolve conflicts and if you cannot you seek extra support and advice to help you meet the individual's needs, wishes and preferences.							
7. You observe any changes that could affect the individuals care needs.							
8. You report any observed changes to the appropriate people .							

Unit 24 Ensure your own actions support the care, protection and well being of individuals

Element 24.2 Treat people with respect and dignity

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
1. You treat and value each person as an individual.							
2. You respect the dignity and privacy of individuals.							
3. You respect the individuals' diversity, culture and values.							
4. You work in ways that: <ul style="list-style-type: none"> a. Recognize the individuals beliefs and preferences b. Put the individuals preferences at the center of everything you do c. Do not discriminate against the individual d. Ensure that the service you provide is delivered equally and inclusively 							
5. You provide active support to enable individuals to participate as much as they are able.							
6. You identify and take appropriate action when behaviors and practice discriminate against individuals.							
7. You seek extra support and advice when you are having difficulty supporting equality and diversity.							
8. You ensure that individuals have the appropriate information about how to offer comments on their care.							

Unit 24 Ensure your own actions support the care, protection and well being of individuals

Element 24.3 Assist in the protection of individuals

Performance Criteria	OR	WP	WT	QR	RA	Scope	Notes
<p>You seek and acquire information about:</p> <ul style="list-style-type: none"> a. Assessment of individuals in relation to actual or likely danger, harm and abuse b. Any difference of views that affect the activities you are responsible for and how to deal with them c. The individuals preferences, abilities and support to cope with actual or likely danger, harm and abuse d. Your specific role in protecting the individuals from actual or likely danger, harm and abuse e. The procedures that you have to follow for working with the danger and harm to the individual or others 							
2. You clarify with individuals your responsibilities to disclose information about actual and likely danger, harm and abuse							
3. You develop trust with individuals and key people so that they are able to raise and communicate concerns about actual or likely danger, harm and abuse to themselves and others							
<p>4. You observe any signs or symptoms that indicate that individuals:</p> <ul style="list-style-type: none"> a. Have been harmed or abused b. Are being harmed or abused c. Are in danger of harm or abuse 							
5. You respond to situations and behavior in ways that avoid putting yourself and others at unnecessary risk							
6. You promptly alert appropriate people and organizations when you discover or suspect individuals and others who are in danger, within confidentiality agreements and according to legal and Agency requirements							
7. You record and report the specific activities that you have carried out to protect individuals and others from danger, harm or abuse within confidentiality agreements and according to legal and Agency requirements							