



National Center for
Professional Certification

Human Services Practitioner 2

Question Bank

Units 21, 22, 23, 24

Unit 21: Communicate with, and complete records for individuals

Question Bank

1. What are three ways that you can provide active support to a client to communicate their needs, views and preferences?	K2
2. Give one example for each category of how you would communicate: <ul style="list-style-type: none"> ▪ Support of equality and diversity ▪ Support for the rights of people to communicate in the format they feel most comfortable ▪ How you communicate and deal with someone that is being discriminating 	K1, K3
3. Give two examples of your legal responsibilities within your role when communicating or documenting information about individuals.	K4
4. What is your agency's policy on the following topics: <ul style="list-style-type: none"> ▪ How to access information about an individual's communication and language needs and preferences ▪ How to record, report, and share confidential information ▪ Protection of confidential data ▪ Communication with individuals 	K5
5. What actions should you take when you notice a change in an individual's ability to communicate?	K6
6. What are three factors that can affect communication skills, abilities and development of the individuals that you are working with?	K7
7. What are some ways that you can learn about an individual's communication style, preferences, needs and wishes?	K8
8. Give two examples of the importance of the following: <ul style="list-style-type: none"> ▪ To focus on the individual ▪ Listening actively ▪ What space and position has to do with communication ▪ Body language and eye contact ▪ Giving time for the individual to communicate ▪ Knowing and using the individual's preferred means of communication ▪ Checking to make sure that you understand what the individual is trying to communicate to you ▪ Adapting your style of communication 	K9
9. What is your agency's policy for the recording and reporting of individuals?	K10
10. Where, why and how do you get permission to access records and reports?	K11
11. Why is it important to record all information in a way that is comprehensive and can be understood by others?	K12
12. What are three reasons why we need to protect the confidentiality of the individual's information?	K13
13. When, why and how would you share information with individuals, key people and others?	K14

Unit 22: Support the health and safety of yourself and individuals (level 2 core) Question Bank

1. What are some of the agency requirements on assuring equality, diversity, discrimination and rights when dealing with individuals in emergency situations?	K1
2. What are some ways you can provide active support and promote individual rights to someone experiencing an emergency situation? List ways you can also ensure healthy and safe work practices while you are dealing with emergency situations.	K2
3. Discuss your roles, responsibilities and accountability as it relates to the roles of others and the overall agency code of practice for dealing with health and safety emergencies.	K3 K4
4. What are your agency's policies on the following topics: <ul style="list-style-type: none"> ▪ How to complete records for accidents and emergencies ▪ Data protection and confidentiality ▪ Sharing information ▪ Protecting individuals from danger, harm and abuse ▪ Use and storage of hazardous and non-hazardous substances, materials and equipment ▪ Infection control 	K4
5. Explain how you would gain access to and use records and information relating to health and safety to contribute to the protection of safety in the workplace.	K5
6. What are three key changes that could happen in the injured individuals condition and discuss how you would take action to deal with each of these changes as you observe them.	K6
7. Discuss the proper use of equipment and materials you use regularly in the workplace and provide examples including chemicals and other hazardous substances.	K7
8. How do you assure the proper storage of different equipment and materials safely and securely?	K8
9. What are three ways of minimizing the risk of contamination and infection to yourself and others?	K9
10. List three hazardous materials and three non-hazardous materials you work with and discuss the steps you take to minimize the risk of exposure, contamination and danger to yourself and others. Discuss the different types of equipment and waste and the steps you take with these items to minimize the danger to yourself and others.	K10
11. List five pieces of equipment and / or materials you use in the workplace and discuss the proper storage to maintain safety at all times.	K11
12. Discuss different ways of moving, handling and transporting people, items and objects safely.	K12
13. Why is it important to use protective gear in your work? What types of protective gear (clothing and equipment) are used for different safety situations?	K13
14. Discuss your own health and hygiene and any aspects of it that might pose a potential threat to individuals, key people and the workplace.	K14
15. List five risks and hazards that might cause the individual, you and others to have an accident, fall, become injured or become ill.	K15
16. Provide three examples of common reasons why accidents happen in the care environment and with individuals you care for and work alongside.	K16
17. Discuss why certain groups of people are more susceptible to falls, spillages and breaking items and the reasons behind this increased susceptibility.	K17
18. What are the different kinds of emergency situations that may occur in your work environment and with the individuals for whom you are responsible?	K18

Unit 23: Develop your own knowledge and practice (level 2)

Question Bank

1. What are some legal or organizational requirements on improving your own knowledge and practice? 2. How does this relate to legal/organizational requirements on equality, diversity, discrimination and rights when working with clients and others?	K1
3. What is your role in developing your skills/knowledge and improving your practice? 4. What are the duties/role of other people in developing your skills/knowledge and improving your practice?	K2
5. What are the requirements of your state and organization regarding training? 6. What are their requirements for personal and professional development activities and how do you access them?	K3
7. What is the purpose of having supervision and evaluation of your practice? 8. What kind of arrangement do you have for supervision and evaluation?	K4
9. What is the purpose of professional development activities? 10. How do you access these opportunities?	K5
11. How do you keep your skills and knowledge up to date?	K6
12. What are some different organizations that offer development opportunities and trainings to meet the needs of someone in your position and how do you access them?	K7
13. How do you plan training and development opportunities in order to develop your own skills and knowledge?	K8
14. How do you learn from your own practice? 15. How do you learn from other people's practice? 16. How do you learn from other sources of information?	K9
17. Give an example of when you have studied or gathered information about a new skill or knowledge and then explain how you applied it to your practice and how you evaluated its effectiveness.	K10
18. How do you evaluate your own values, skills and knowledge?	K11
19. How do you get feedback from other people to evaluate your own practice and improve your skills and knowledge? What questions do you ask? Who are some of the people you approach?	K12

Unit 24: Ensure your own actions support the care, protection and well-being of individuals (level 2 core)

Question Bank

1. What are your legal and organizational requirements on equality, diversity, and discrimination when working with individuals?	K13
2. Give an example of how you respect the right an individual has to: <ul style="list-style-type: none"> • Be respected • Be treated equally and not be discriminated against • Be treated as an individual • Be treated in a dignified way • Privacy • Be protected from danger and harm • Be cared for in a way that meets his/her needs, takes account of his/her choices, and also protects him/her • Access information about him/herself Communicate using his/her preferred methods of communication and language	K14
3. How have you seen individuals take responsibility for their own care and protection?	K15
4. How do your values differ from those of the individuals with whom you work?	K16
5. How do you find out about an individual's needs, rights, preferences, and well-being? 6. What do you do to actively support those needs, rights, preferences and well-being?	K17 K18
7. How do you promote equality and diversity in your work environment? 8. What are effective ways to deal with and challenge conflict or discrimination in your work environment?	K19 K32
9. What are your organizational policies on best practice related to valuing and respecting individuals? 10. How are you accountable for the way others value and respect individuals? 11. How do you recognize individuals' views and preference while protecting them from danger, harm and abuse?	K20 K28
12. What are the legal and organizational policies for: <ul style="list-style-type: none"> • Accessing records and information • Recording, reporting, and sharing information • Protecting the safety of yourself, individuals, key people and others • Reporting compliments, comments, and complaints • Dealing with suspicion and disclosure of danger, harm, and abuse 	K21 K30 K33
13. How does your organization arrange for your supervision when dealing with abuse and protection? Why would your organization make these arrangements?	K22
14. Where can you access information to improve your practices related to how you care for and protect individuals from danger, harm, or abuse?	K23 K31
15. What factors could affect an individual's behavior, skills, abilities, and development?	K24
16. What are some signs and symptoms of danger, harm, and abuse? 17. What actions do you take when you observe changes in the condition or behavior of an individual?	K25 K29
18. How do you encourage individuals to use their strengths and potential? 19. How do you encourage individuals to take as much control over their lives as possible?	K26
20. What are some factors that could lead to danger, harm, or abuse?	K27