

LEVEL 3

4 CORE UNITS AND 4 OPTIONAL UNITS TO BE TAKEN

HUMAN SERVICES PROFESSIONAL LEVEL 3 CORE UNITS	
UNIT 31	Promote effective communication for and about individuals (Communication, level 3, core)
31a	Identify ways to communicate effectively
31b	Communicate effectively on difficult, complex and sensitive issues
31c	Support individuals to communicate
31d	Update and maintain records and reports
UNIT 32	Promote, monitor and maintain health, safety and security in the working environment (Health and Safety, level 3, core)
32a	Monitor and maintain the safety and security of the working environment
32b	Promote health and safety in the working environment
32c	Minimize risks arising from emergencies
UNIT 33	Reflect on and develop your practice (Personal and Professional Development, level 3, core)
33a	Reflect on your practice
33b	Take action to enhance your practice

Two qualification routes

CHILDREN AND YOUNG PEOPLE	ADULTS
UNIT 34 Promote the well-being and protection of children and young people (Children and Young People, Principles of Care, level 3, core) 34a Work with children and young people in ways that promote their rights and responsibilities 34b Support children and young people to express their views and preferences about their health and well-being 34c Contribute to the protection of children and young people	UNIT 35 Promote choice, well-being and the protection of all individuals (Adult, Principles of Care, level 3, core) 35a Develop supportive relationships that promote choice and independence 35b Respect the diversity and difference of individuals and key people 35c Contribute to the protection of all individuals

**HUMAN SERVICES PROFESSIONAL (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3
OPTIONAL UNITS**

UNIT 36 Contribute to the assessment of children and young peoples' needs and the development of care plans (level 3)

- 36a** Contribute to the assessment of children and young people's needs, wishes and preferences
- 36b** Support the development and implementation of care plans
- 36c** Contribute to reviewing care plans for children and young people

UNIT 37 Care for and protect babies (level 3)

- 37a** Care for, the physical and nutritional needs of babies
- 37b** Provide a safe and secure environment in which babies can grow and develop
- 37c** Stimulate babies to assist their social, emotional, intellectual and language development
- 37d** Assist in the evaluation of the babies' growth and development

UNIT 38 Support children and young people to manage their lives (level 3)

- 38a** Work with, and provide advice for, children and young people about their clothes, appearance, environment and pocket money
- 38b** Support children and young people to identify and develop their talents, interests and abilities
- 38c** Support children and young people to participate in recreational activities

UNIT 39 Support children and young people to achieve their educational potential (level 3)

- 39a** Support children and young people to identify and develop their educational aspirations
- 39b** Help children and young people identify, plan and access educational opportunities and activities
- 39c** Encourage and support children and young people to carry out educational activities

UNIT 310 Work with children and young people to prepare them for adulthood, citizenship and independence (level 3)

- 310a** Support children and young people to access support, advice and information about adulthood, citizenship and independence
- 310b** Identify, with children and young people, the skills and abilities to become adults and effective citizens
- 310c** Prepare children and young people to move on and become independent

UNIT 311 Support children and young people to develop and maintain supportive relationships (level 3)

- 311a** Support children and young people to identify their own contact and relationship needs
- 311b** Work with children and young people to maintain appropriate contact and relationships
- 311c** Support children and young people to develop appropriate and supportive relationships

<p>UNIT 312 Support the social, emotional and identity development of children and young people (level 3)</p> <p>312a Identify, and help children and young people to assess their social, emotional and identity needs</p> <p>312b Support children and young people to develop a positive self image, enhance their self esteem and improve self reliance</p> <p>312c Observe, assess and take action to promote children and young people’s social, emotional and identity development</p>
<p>HUMAN SERVICES PROFESSIONAL (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3 OPTIONAL UNITS</p>
<p>UNIT 313 Work with children and young people to promote their own physical and mental health needs (level 3)</p> <p>313a Work with children and young people to identify factors that will enable them to grow and develop healthily</p> <p>313b Contribute to providing health care to meet children and young people’s physical and mental health care needs</p> <p>313c Respond appropriately to the physical and health care needs of children and young people</p>
<p>UNIT 314 Care for a newly born baby when the mother is unable to do so (level 3)</p> <p>314a Feed babies</p> <p>314b Clothe babies and keep them clean</p> <p>314c Ensure babies are safe, secure and free from danger, harm and abuse</p>
<p>UNIT 315 Work with children and young people with additional requirements to meet their personal support needs (Level 3)</p> <p>315a Support children and young people with additional requirements to identify and develop plans to meet their personal support needs</p> <p>315c Support children and young people to address their personal support needs</p> <p>315d Contribute to evaluating the effectiveness of activities to meet children and young people’s personal support needs</p>
<p>UNIT 316 Support the needs of children and young people with additional requirements (level 3)</p> <p>316a Contribute to the assessment of children and young people’s specific developmental levels and support needs</p> <p>316b Support the implementation of programs and support activities to meet the needs of children and young people with additional needs</p> <p>316c Contribute to evaluating children and young people’s participation in programs and support activities</p>
<p>UNIT 317 Prepare your family and networks to provide a home for children and young people (level 3)</p> <p>317a Access, obtain and share information with your family and networks about providing a home for children and young people</p> <p>317b Evaluate your own home situation and the care you are able to offer to children and young people</p> <p>317c Identify and acquire the skills and knowledge to provide a home for children and young people</p>

<p>UNIT 318 Provide a home for children and young people (level 3)</p> <p>318a Identify the needs, background and experiences of the children and young people for whom you are providing a home</p> <p>318b Help children and young people to adjust to, and ensure they are safe and protected in your home</p> <p>318c Support own family and other key people to accept, support and adjust to family life with the children and young people</p>
<p>UNIT 319 Support families in their own home (level 3)</p> <p>319a Prepare to visit families in their own home</p> <p>319b Liaise with families and others to identify and support the families' needs</p> <p>319c Support individuals and the family to function more effectively as a family unit</p>

<p>HUMAN SERVICES PROFESSIONAL (CHILDREN AND YOUNG PEOPLE) SPECIFIC LEVEL 3 OPTIONAL UNITS</p>
<p>UNIT 320 Support professional advice to help parents to interact with and take care of their newly born baby(ies) (level 3)</p> <p>320a Support parents and reinforce actions and advice that keep babies safe, secure and free from danger, harm and abuse</p> <p>320b Support parents and reinforce actions and advice for feeding and keeping babies clean</p> <p>320c Support parents and reinforce actions and advice to help them bond with, relate to and understand the needs of their babies</p>
<p>UNIT 321 Support and encourage parents and guardians to care for babies during the first year of their lives (level 3)</p> <p>321a Support and encourage parents and guardians to feed, clothe and keep babies clean, safe, secure and free from danger, harm and abuse</p> <p>321b Support and encourage parents and guardians to look after the health needs of their babies</p> <p>321c Support and encourage parents and guardians to bond with, relate to, interact with and provide a stimulating environment for babies</p>
<p>UNIT 322 Prepare, implement and evaluate group activities to address the offending behavior of children and young people (Imported unit – Youth Justice A404)</p> <p>322a Plan and prepare agreed group activities to address the offending behavior of children and young people</p> <p>322b Prepare and support children and young people through group activities</p> <p>322c Evaluate agreed group activities with other members of the team</p>
<p>UNIT 323 Contribute to child care practice in group living (level 3)</p> <p>323a Contribute to planning, implementing and reviewing daily living programs for children and young people</p> <p>323b Work with groups to promote individual growth and development</p> <p>323c Contribute to promoting group care as a positive experience</p>

<p>UNIT 324 Process information relating to children and young people's offending behavior (Imported Unit – Youth Justice A101)</p> <p>324a Receive and evaluate information relating to children and young people's offending behavior</p> <p>324b Obtain and verify information from children and young people about their offending behavior</p> <p>324c Obtain and verify information from others about children and young people's offending behavior</p> <p>324d Record information relating to children and young people's offending behavior</p>
<p>UNIT 325 Contribute to protecting children and young people from danger, harm and abuse (level 3)</p> <p>325a Respond to your own and other people's suspicion of danger, harm and abuse</p> <p>325b Respond to disclosure of danger, harm and abuse</p> <p>325c Support children and young people who have been abused</p>
<p>UNIT 326 Contribute to the prevention and management of challenging behavior in children and young people (level 3)</p> <p>326a Work with children and young people to identify goals and boundaries for acceptable behavior</p> <p>326b Support children and young people to manage challenging behavior</p> <p>326c Enable children and young people to recognize and understand their behavior and its consequences</p>

<p>UNIT 327 Model behavior and relationships with children and young people which recognizes the impact of crime on victims and communities (Imported unit – Youth Justice A410)</p> <p>327a Develop relationships with children and young people that reinforce positive behavior and recognize the impact of crime and anti-social behavior</p> <p>327b Establish and maintain effective relationships with children and young people that reinforce positive behavior</p>

HUMAN SERVICES PROFESSIONAL (ADULTS) SPECIFIC LEVEL 3 OPTIONAL UNITS

<p>UNIT 328 Contribute to care planning and review (level 3)</p> <p>328a Contribute to assessing the needs and preferences of individuals</p> <p>328b Support the development and implementation of care plans</p> <p>328c Contribute to reviewing care plans</p>
<p>UNIT 329 Contribute to planning, monitoring and reviewing the delivery of service for individuals (level 3)</p> <p>329a Contribute to planning the delivery of service for individuals</p> <p>329b Contribute to monitoring the delivery of service for individuals</p> <p>329c Contribute to reviewing the delivery of service for individuals</p>
<p>Unit 330 Support individuals to access and use services and facilities (Level 3)</p> <p>330a Support individuals to identify services and facilities they need</p> <p>330b Enable individuals to select, access and use services and facilities</p> <p>330c Enable individuals to evaluate services and facilities used</p>
<p>UNIT 331 Support individuals to develop and maintain social networks and relationships (level 3)</p> <p>331a Support individuals to identify their needs for, and from, contacts, social networks and relationships</p> <p>331b Support individuals to maintain supportive relationships</p> <p>331c Support individuals to develop new social networks and relationships</p>

<p>UNIT 332 Support the social, emotional and identity needs of individuals (level 3)</p> <p>332a Work with individuals to identify their social, emotional and identity needs</p> <p>332b Support individuals to develop and maintain self-esteem and a positive self-image</p> <p>332c Support individuals to address changing social, emotional and developmental needs</p>
<p>UNIT 333 Prepare your family and networks to support individuals requiring care (level 3)</p> <p>333a Access, obtain and share information with your family and networks about providing a home for individuals</p> <p>333b Evaluate your own home situation and the care you are able to offer to individuals</p> <p>333c Identify and acquire the skills and knowledge to provide a home for individuals</p>
<p>UNIT 334 Provide a home and family environment for individuals (level 3)</p> <p>334a Identify the needs, background and experiences of the individuals for whom you are providing a home</p> <p>334b Help individuals to adjust to, and ensure they are safe and protected in your home</p> <p>334c Support own family and other key people to accept, support and adjust to family life with the individuals</p>
<p>UNIT 335 Contribute to the protection of individuals from harm and abuse (level 3)</p> <p>335a Recognize and report on factors that may cause danger, harm and abuse</p> <p>335b Contribute to minimizing the effects of dangerous, harmful and abusive behavior and practices</p> <p>335c Respond to and report on suspicions of harm and abuse</p>
<p>UNIT 336 Contribute to the prevention and management of abusive and aggressive behavior (Imported unit – COMMUNITY JUSTICE CJ E203, DANOS AB3)</p> <p>336a Contribute to preventing abusive and aggressive behavior</p> <p>336b Deal with incidents of abusive and aggressive behavior</p> <p>336c Contribute to reviewing incidents of abusive and aggressive behavior</p>
<p>UNIT 337 Provide frameworks to help individuals to manage challenging behavior (level 3)</p> <p>337a Support individuals to identify the reasons and causes for, and the consequences of, their behavior</p> <p>337b Work with individuals to agree ways to manage their behavior</p> <p>337c Support individuals to evaluate actions to manage behavior</p>
<p>HUMAN SERVICES PROFESSIONAL GENERIC LEVEL 3 OPTIONAL UNITS</p>
<p>UNIT 338 Carry out screening and referral assessment</p> <p>338a Identify substance misuse and related or co-existent problems</p> <p>338b Refer individuals to substance misuse and/or other services</p>
<p>UNIT 339 Carry out assessment to identify and priorities needs (Imported Unit – DANOS AF2)</p> <p>339a Assess the individual's substance misuse problem and their understanding of services available</p> <p>339b Assess the need for referral to substance misuse services or to a comprehensive substance misuse assessment</p> <p>339c Make referral to a substance misuse service or comprehensive substance misuse assessment</p>

<p>UNIT 340 Carry out comprehensive substance misuse assessment (Imported Unit – DANOS AF3)</p> <p>340a Prepare for a comprehensive substance misuse assessment</p> <p>340b Assess possible risks and the individual’s understanding of services available</p> <p>340c Assess the individual’s substance misuse and related problems</p>
<p>UNIT 341 Help individuals address their substance use through an action plan (Imported Unit – DANOS AI2)</p> <p>341a Develop an action plan with individuals</p> <p>341b Review the action plan and conclude the counseling process</p>
<p>UNIT 342 Assess and act upon immediate risk of danger to substance users (Imported Unit – DANOS AB5)</p> <p>342a Assess the immediate risk of danger to the individual</p> <p>342b Act upon the immediate risk of danger to the individual</p> <p>342c Support the individual after the immediate risk of danger has passed</p>
<p>UNIT 343 Support individuals to live at home (level 3)</p> <p>343a Support individuals to identify their personal, physical and safety needs to enable them to live at home</p> <p>343b Work with individuals to identify and access additional support and resources</p> <p>343c Support individuals to review their needs and identify changes necessary to enable them to live at home</p>
<p>UNIT 344 Support individuals to retain, regain and develop the skills to manage their lives and environment (level 3)</p> <p>344a Support individuals to identify the skills they need to manage their lives and environment</p> <p>344b Support individuals to retain, regain and develop the identified skills</p> <p>344c Support individuals to evaluate the use of the skills in managing their lives and environment</p>
<p>UNIT 345 Support individuals to manage their financial affairs (level 3 - excluded combination with 346)</p> <p>345a Work with individuals to access information and advice about their financial affairs</p> <p>345b Support individuals to manage and monitor their financial affairs</p>
<p>UNIT 346 Support individuals to manage direct payments (level 3 - excluded combination with 345)</p> <p>346a Work with individuals to access information and advice about direct payments</p> <p>346b Help individuals to manage and monitor their use of direct payments</p>
<p>UNIT 347 Help individuals to access employment (level 3)</p> <p>347a Work with individuals to identify their needs and preferences about employment</p> <p>347b Help individuals to identify and seek employment opportunities</p> <p>347c Support individuals to prepare for employment interviews and work</p>

HUMAN SERVICES PROFESSIONAL GENERIC LEVEL 3 OPTIONAL UNITS

UNIT 348 Help individuals to access learning, training and development opportunities (level 3)

- 348a** Work with individuals to identify their needs and preferences about opportunities for them to learn and develop
- 348a** Support individuals to prepare for and undertake learning, training and development opportunities
- 348c** Support individuals to prepare for employment interviews and work

UNIT 349 Enable individuals to access housing and accommodation (level 3)

- 349a** Support individuals to identify and access housing and accommodation services
- 349b** Support housing and accommodation services to meet the needs of individuals

UNIT 350 Recognize, respect and support the spiritual well-being of individuals (level 3)

- 350a** Identify opportunities to support individuals' spiritual well-being
- 350b** Provide opportunities that facilitate and support spiritual well-being
- 350c** Evaluate and report on work that relates to spiritual well-being

UNIT 351 Plan, agree and implement development activities to meet individual needs (level 3)

- 351a** Identify and agree development activities to meet individual needs
- 351b** Plan and implement development activities with individuals and others
- 351c** Evaluate and review the effectiveness of the development activities

UNIT 352 Support individuals to continue therapies (level 3)

- 352a** Identify the support and skills you need to enable individuals to continue therapies
- 352b** Encourage individuals to complete activities identified by therapist
- 352c** Observe and evaluate effects of therapies on individuals

UNIT 353 Interact with individuals using telecommunications (Imported Unit – DANOS AA5)

- 353a** Establish interactions with individuals using telecommunications
- 353b** Sustain interactions with individuals using telecommunications
- 353c** End interactions with individuals using telecommunications

UNIT 354 Counsel individuals about their substance use using recognized theoretical models (Imported Unit – DANOS AI 1)

- 354a** Establish and manage the counseling relationship
- 354b** Enable individuals to identify and explore concerns
- 354c** Review options and assist individuals to decide on a course of action

UNIT 355 Counsel groups of individuals about their substance use using recognized theoretical models (Imported Unit – DANOS AI 3)

- 355a** Plan and prepare therapeutic group activities
- 355b** Prepare and support individuals through therapeutic group activities
- 355c** Evaluate agreed therapeutic group activities

UNIT 356 Support individuals to deal with relationship problems (level 3)

- 356a** Support individuals to assess relationship problems
- 356b** Support individuals to overcome relationship problems
- 356c** Work with individuals to evaluate relationship issues, problems and support

UNIT 362 Recognize indications of substance misuse and refer individuals to specialists (Imported unit – DANOS AA1)

- 362a** Recognize indications of substance misuse
- 362b** Refer individuals with indications of substance misuse to specialists

<p>UNIT 363 Test for substance use (Imported unit – DANOS AE1) 363a Prepare to test for substance use 363b Take samples for testing 363c Communicate and record the results of testing</p>
<p>UNIT 364 Identify the physical health needs of individuals with mental health needs (Imported unit – MENTAL HEALTH D5) 364a Determine the physical health needs of people with mental health needs 364b Agree courses of action with individuals to promote their physical health</p>
<p>UNIT 365 Raise awareness about substances, their use and effects (Imported unit – DANOS AD1) 365a Identify individuals' knowledge and values about substances, their use and effects 365b Increase individuals' knowledge and understanding of substances, their use and effects</p>
<p>UNIT 366 Support individuals to represent their own needs and wishes at decision making forums (level 3) 366a Support individuals to identify and access information to enable them to represent their own needs and wishes 366b Support individuals to plan, prepare and present their needs and wishes 366c Support individuals to review their experiences and the outcomes</p>
<p>UNIT 367 Help individuals identify and access independent representation and advocacy (level 3) (Excluded combination 366) 367a Support individuals to identify their representational needs 367b Support individuals to identify and access independent representation and advocacy 367c Support individuals to evaluate the independent representation and advocacy</p>
<p>UNIT 368 Present individuals' needs and preferences (level 3 - excluded combination 367 and 368) 368a Identify, with individuals, the needs and preferences they want you to present 368b Act with and on behalf of individuals, according to their needs and wishes 368c Support individuals to review the effectiveness of the representation</p>
<p>UNIT 369 Support individuals with specific communication needs (level 3) (Excluded combination with 370 and 371) 369a Identify specific communication needs and methods 369b Support individuals, key people and others to communicate 369c Observe and evaluate individual communications needs</p>
<p>HUMAN SERVICES PROFESSIONAL GENERIC LEVEL 3 OPTIONAL UNITS</p>
<p>UNIT 370 Support individuals to communicate using technology (level 3 - excluded combination with 369) 370a Identify technological communication needs 370b Support individuals to communicate with others using technology 370c Help other people to interact with the individual using the technology 370d Observe and evaluate the use of the technology</p>
<p>UNIT 371 Support individuals to communicate using interpreting and translation services (level 3 - excluded combination with 369) 371a Arrange interpreting and translation services for individuals 371b Communicate with others through interpreters 371c Support those involved to evaluate the quality of the outcomes and the effectiveness of the service</p>

<p>UNIT 372 Plan and implement programs to enable individuals to find their way around familiar environments (level 3)</p> <p>372a Assess the individuals ability to find their way around familiar environments</p> <p>372b Develop and implement programs to support individuals to find their way around familiar environments</p> <p>372c Evaluate the effectiveness of programs to meet planned outcomes</p>
<p>UNIT 373 Plan and implement programs to enable individuals to find their way around unfamiliar environments (level 3)</p> <p>373a Assess the individual's ability to find their way around unfamiliar and different environments</p> <p>373b Develop and implement programs to support individuals to find their way around unfamiliar and different environments</p> <p>373c Evaluate the effectiveness of programs to meet planned outcomes</p>
<p>UNIT 375 Administer medication to individuals (Imported unit – Health CHS3)</p> <p>375a Prepare to administer medication to individuals</p> <p>375b Administer, report on and monitor individual's medication</p>
<p>UNIT 379 Support individuals who are substance users (Imported Unit – DANOS AB2)</p> <p>379a Enable individuals to adopt safe practices associated with substance use</p> <p>379b Support individuals when they have used substances</p> <p>379c Support individuals in reducing substance use</p>
<p>HUMAN SERVICES PROFESSIONAL GENERIC LEVEL 3 OPTIONAL UNITS</p>
<p>UNIT 382 Support individuals to prepare for, adapt to and manage change (level 3 - excluded combination with 383)</p> <p>382a Support individuals to prepare for change</p> <p>382b Support individuals and key people to cope with and manage change</p> <p>382c Support individuals to review the methods they have used to manage change</p>
<p>UNIT 383 Prepare and support individuals to move and settle into new living environments (level 3) (Excluded combination with 382)</p> <p>383a Support individuals to prepare to move into new living environments</p> <p>383b Support individuals to settle into their new living environment</p> <p>383c Support individuals to review the impact of the new environment on their well being</p>
<p>UNIT 384 Support individuals through bereavement (level 3)</p> <p>384a Prepare individuals to cope with bereavement</p> <p>384b Support individuals through their bereavement</p> <p>384c Support individuals to manage changes due to bereavement</p>
<p>UNIT 385 Support individuals through the process of dying (level 3)</p> <p>385a Support individuals to prepare for death</p> <p>385b Support individuals through the process of dying</p>
<p>UNIT 386 Assist in the transfer of individuals between agencies and services (Imported unit – DANOS AG3)</p> <p>386a Support individuals as they prepare for transfer</p> <p>386b Make agency preparations for individuals' transfer</p> <p>386c Supervise individuals during transfer</p>
<p>UNIT 387 Work in collaboration with carers in the caring role (level 3)</p> <p>387a Work with carers to identify their needs and preferences</p> <p>387b Work with carers to access resources, services, facilities and support groups</p> <p>387c Work with carers to review how well the services and facilities meet their needs</p>

<p>UNIT 388 Relate to families, parents and carers (level 3) 388a Develop relationships with families, parents and carers 388b Exchange information with families, parents and carers 388c Share the care and support of individuals and children and young people</p>
<p>UNIT 389 Work with carers, families and key people to maintain contact with individuals (level 3) 389a Work with carers, families and key people to identify key relationships to be maintained and developed 389b Work with carers, families and key people to support individuals 389c Observe and support carers, families and key people when in contact with the individual</p>
<p>Unit 390 Support families in maintaining relationships in their wider social structures and environments (Generalized imported Unit – MENTAL HEALTH C9) 390a Support families in using services within the community 390b Support families in maintaining relationships with social contacts</p>
<p>HUMAN SERVICES PROFESSIONAL GENERIC LEVEL 3 OPTIONAL UNITS</p>
<p>UNIT 391 Provide services to those affected by someone else’s substance use (Imported unit – DANOS AB7) 391a Enable those affected by someone else’s substance use to explore and select options 391b Support those affected by someone else’s substance use to put selected options into practice 391c Empower those affected by someone else’s substance use to review the effectiveness of selected options</p>
<p>Unit 392 Work with families, carers and individuals during times of crisis (Imported Unit – MENTAL HEALTH C10) 392a Identify and agree risk management strategies with individuals, families and carers 392b Assess the urgency of requests for action 392c Agree and implement actions to meet immediate needs 392d Review outcomes with the individuals, families and carers</p>
<p>UNIT 393 Prepare, implement and evaluate agreed therapeutic group activities (level 3) 393a Plan and prepare agreed therapeutic group activities 393b Prepare and support people through therapeutic group activities 393c Contribute to the evaluation of agreed therapeutic group activities</p>
<p>UNIT 394 Contribute to the development and running of support groups (level 3) 394a Contribute to identifying and forming groups to support individual needs 394b Support individuals and groups to develop their own networks 394c Contribute to the running and evaluation of support groups</p>
<p>UNIT 395 Contribute to assessing and act upon risk of danger, harm and abuse (level 3) 395a Contribute to assessing the risk of danger, harm and abuse 395b Contribute to minimizing the effects of immediate danger, harm and abuse 395c Support individuals to review situations and actions after the immediate risk has passed</p>
<p>UNIT 396 Enable people with mental health needs to develop coping strategies (Imported unit – MENTAL HEALTH H3) 396a Support people with mental health needs to recognize the impact of their behavior on others 396b Work with people to develop alternative coping strategies 396c Work with people to review the effectiveness of their coping strategies</p>

UNIT 397	Reinforce positive behavioral goals during relationships with individuals (Imported Unit – COMMUNITY JUSTICE CJ D306, MENTAL HEALTH F5)
397a	Establish working relationships with individuals which reinforce positive behavioral goals
397b	Develop and sustain working relationships with individuals which reinforce positive behavioral goals
UNIT 398	Contribute to assessing the needs of individuals for therapeutic programs to enable them to manage their behavior (level 3)
398a	Contribute to assessing the needs of individuals for therapeutic programs to enable them to manage their behavior
398b	Provide support during therapeutic programs
398c	Contribute to evaluating the effectiveness of the therapeutic programs on their behavior
UNIT 399	Develop and sustain effective working relationships with staff in other agencies (Imported unit – MENTAL HEALTH N3)
399a	Develop effective working relationships with staff in other agencies
399b	Sustain effective working relationships with staff in other agencies
HUMAN SERVICES PROFESSIONAL GENERIC LEVEL 3 OPTIONAL UNITS	
UNIT 3100	Participate in inter-disciplinary team working to support individuals (level 3)
3100a	Participate in inter-disciplinary team working to support individuals and others to assess individuals' needs
3100b	Participate in inter-disciplinary team working to support individuals and others to plan and implement individualized care packages
3100c	Participate in inter-disciplinary team working to support individuals and others to evaluate individualized care packages
UNIT 3101	Help develop community networks and partnerships (level 3)
3101a	Identify areas where community networks and partnerships could inform and support practice
3101b	Bring together relevant people and organizations to be involved in community networks and partnerships
3101c	Contribute to running and evaluating community networks and partnerships
UNIT 3102	Work with community networks and partnerships (level 3)
3102a	Identify the potential for being involved in community networks
3102b	Participate effectively as a member of community networks
3102c	Provide information to inform practice
UNIT 3103	Contribute to raising awareness of health issues (level 3)
3103a	Work with others to identify health issues which affect individuals
3103b	Assist in the planning and implementing activities to raise awareness of health issues
3103c	Evaluate, with others, the effectiveness and impact of the awareness raising
UNIT 3104	Support the development of networks to meet assessed needs and planned outcomes (Imported Unit – SOCIAL WORK 7)
3104a	Examine with individuals, families, carers, groups, communities and others support networks which can be accessed and developed
3104b	Work with individuals, families, carers, groups, communities and others to initiate and sustain support networks
3104c	Contribute to the development and evaluation of support networks

UNIT 3105	Contribute to the recruitment and placement of volunteers (Imported unit – VOLUNTARY SECTOR C2)
3105a	Help to identify the need for volunteers
3105b	Discuss volunteer roles with volunteers and help to assess their suitability
UNIT 3106	Plan, organize and monitor the work of volunteers (Imported Unit – VOLUNTARY SECTOR D1)
3106a	Plan work to meet requirements
3106a	Organize volunteers and other resources
3106a	Monitor work and make sure requirements have been met
UNIT 3107	Lead and motivate volunteers (Imported Unit – VOLUNTARY SECTOR D2)
3107a	Brief volunteers on work requirements and responsibilities
3107b	Help volunteers to solve problems during volunteering activities
3107c	Debrief and give feedback to volunteers on their work
UNIT 3108	Facilitate learning through presentation and activities (Imported Unit – DANOS AA1)
3108a	Make effective presentations
3108b	Produce follow-up activities after presentations
UNIT 3109	Facilitate group learning (Imported unit – DANOS AD3)
3109a	Manage group dynamics
3109b	Facilitate collaborative learning
UNIT 3110	Support colleagues to relate to individuals (level 3)
3110a	Assess relationship needs and issues
3110b	Develop and monitor relationships
3110c	Evaluate and report on progress and outcomes
HUMAN SERVICES PROFESSIONAL LEVEL 3 ADDITIONAL UNITS ACROSS BOTH ROUTES	
Unit 374	Provide first aid to an individual needing emergency assistance (Imported unit – Health CHS35)
374a	Prepare to provide first aid to individuals
374b	Provide first aid to individuals
UNIT 3111	Promote the equality, diversity, rights and responsibilities of individuals (level 3)
3111a	Promote the rights and interests of individuals
3111b	Promote the equal treatment of individuals
3111c	Promote the individuals' confidence in you and your organization
UNIT 3112	Support individuals to identify and promote their own health and social well being (level 3)
3112a	Support individuals to identify aspects of their lives and environment that can affect their health and social well being
3112b	Support individuals to select positive options to promote their own health and social well being
3112c	Support individuals to review their selected options
UNIT 3114	Promote the needs, rights, interests and responsibilities of individuals within the community (level 3)
3114a	Work with individuals to identify their needs, rights, interests and responsibilities within the community
3114b	Promote the individual's needs and rights within the community
3114c	Support individuals to balance and represent their needs, rights, interests and responsibilities within the community

UNIT 3115	Receive, analyze, process, use and store information (level 3)
3115a	Analyze, priorities and process information
3115b	Access and use information to make decisions
3115c	Record, store and share information
UNIT 3116	Contribute to promoting a culture that values and respects the diversity of individuals (level 3)
3116a	Contribute to identifying methods and processes that ensure each individual is valued and respected
3116b	Contribute to implementing methods and processes that encourage individuals to value and respect each other
2116c	Identify and use the life experiences of individuals as a resource to promote a culture that values and respects everyone
UNIT 3117	Conduct an assessment of risks in the workplace (Imported Unit – ENTO UNIT G)
3117a	Identify hazards in the workplace
3117b	Assess the level of risk and recommend action
3117c	Review your workplace assessment of risks
UNIT 3118	Respond to work-related violent incidents (Imported Unit – ENTO W8)
3118a	Resolve a violent situation
3118b	Follow procedures for evaluating violent incidents
HUMAN SERVICES PROFESSIONAL LEVEL 3 ADDITIONAL UNITS ACROSS BOTH ROUTES	
UNIT 3119	Promote the values and principles underpinning best practice (Generalized Imported Unit – MENTAL HEALTH A3)
3119a	Review and update your knowledge of the values, policy and procedural frameworks underpinning best practice
3119b	Work within the principles and values underpinning best practice
3119c	Challenge poor practice and be open to challenge by others
UNIT 3120	Support competence achieved in the workplace (Imported Unit – LEARNING AND DEVELOPMENT L20)
3120a	Assess performance in the workplace against agreed standards
3120b	Give staff members support in the workplace and feedback on their performance
UNIT 3121	Contribute to promoting the effectiveness of teams (level 3)
3121a	Contribute to developing effective team practice
3121b	Support team members to contribute to and fully participate in the team activities
3121c	Work within the team to promote its effectiveness

