

**Overview of the Revised National Occupational Standards and  
Qualifications for Health and Social Care**

**Prepared by LMG Associates Ltd**

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## LEVEL 2

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

**HSC231a** Prepare to provide first aid to individuals

**HSC231b** Provide first aid to individuals

### **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	
<b>UNIT HSC31</b>	<b>Promote effective communication for and about individuals (Communication, level 3, core)</b>
<b>HSC31a</b>	Identify ways to communicate effectively
<b>HSC31b</b>	Communicate effectively on difficult, complex and sensitive issues
<b>HSC31c</b>	Support individuals to communicate
<b>HSC31d</b>	Update and maintain records and reports
<b>UNIT HSC32</b>	<b>Promote, monitor and maintain health, safety and security in the working environment (Health and Safety, level 3, core)</b>
<b>HSC32a</b>	Monitor and maintain the safety and security of the working environment
<b>HSC32b</b>	Promote health and safety in the working environment
<b>HSC32c</b>	Minimise risks arising from emergencies
<b>UNIT HSC33</b>	<b>Reflect on and develop your practice (Personal and Professional Development, level 3, core)</b>
<b>HSC33a</b>	Reflect on your practice
<b>HSC33b</b>	Take action to enhance your practice

#### Two qualification routes

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

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

<p><b>UNIT HSC348 Help individuals to access learning, training and development opportunities (level 3)</b></p> <p><b>HSC348a</b> Work with individuals to identify their needs and preferences about opportunities for them to learn and develop</p> <p><b>HSC348a</b> Support individuals to prepare for and undertake learning, training and development opportunities</p> <p><b>HSC348c</b> Support individuals to prepare for employment interviews and work</p>
<p><b>UNIT HSC349 Enable individuals to access housing and accommodation (level 3)</b></p> <p><b>HSC349a</b> Support individuals to identify and access housing and accommodation services</p> <p><b>HSC349b</b> Support housing and accommodation services to meet the needs of individuals</p>
<p><b>UNIT HSC350 Recognise, respect and support the spiritual well-being of individuals (level 3)</b></p> <p><b>HSC350a</b> Identify opportunities to support individuals' spiritual well-being</p> <p><b>HSC350b</b> Provide opportunities that facilitate and support spiritual well-being</p> <p><b>HSC350c</b> Evaluate and report on work that relates to spiritual well-being</p>
<p><b>UNIT HSC351 Plan, agree and implement development activities to meet individual needs (level 3)</b></p> <p><b>HSC351a</b> Identify and agree development activities to meet individual needs</p> <p><b>HSC351b</b> Plan and implement development activities with individuals and others</p> <p><b>HSC351c</b> Evaluate and review the effectiveness of the development activities</p>
<p><b>UNIT HSC352 Support individuals to continue therapies (level 3)</b></p> <p><b>HSC352a</b> Identify the support and skills you need to enable individuals to continue therapies</p> <p><b>HSC352b</b> Encourage individuals to complete activities identified by therapist</p> <p><b>HSC352c</b> Observe and evaluate effects of therapies on individuals</p>
<p><b>UNIT HSC353 Interact with individuals using telecommunications (Imported Unit – DANOS AA5)</b></p> <p><b>HSC353a</b> Establish interactions with individuals using telecommunications</p> <p><b>HSC353b</b> Sustain interactions with individuals using telecommunications</p> <p><b>HSC353c</b> End interactions with individuals using telecommunications</p>
<p><b>UNIT HSC354 Counsel individuals about their substance use using recognised theoretical models (Imported Unit – DANOS AI 1)</b></p> <p><b>HSC354a</b> Establish and manage the counselling relationship</p> <p><b>HSC354b</b> Enable individuals to identify and explore concerns</p> <p><b>HSC354c</b> Review options and assist individuals to decide on a course of action</p>
<p><b>UNIT HSC355 Counsel groups of individuals about their substance use using recognised theoretical models (Imported Unit – DANOS AI 3)</b></p> <p><b>HSC355a</b> Plan and prepare therapeutic group activities</p> <p><b>HSC355b</b> Prepare and support individuals through therapeutic group activities</p> <p><b>HSC355c</b> Evaluate agreed therapeutic group activities</p>
<p><b>UNIT HSC356 Support individuals to deal with relationship problems (level 3)</b></p> <p><b>HSC356a</b> Support individuals to assess relationship problems</p> <p><b>HSC356b</b> Support individuals to overcome relationship problems</p> <p><b>HSC356c</b> Work with individuals to evaluate relationship issues, problems and support</p>
<p><b>UNIT HSC357 Carry out extended feeding techniques to ensure individuals nutritional and fluid intake (Imported unit – Health CHS17)</b></p> <p><b>HSC357a</b> Prepare equipment and individuals for extended feeding</p> <p><b>HSC357b</b> Carry out and report on extended feeding</p>
<p><b>UNIT HSC358 Identify the individual at risk of skin breakdown and undertake the appropriate risk assessment (Imported unit – Health CHS4)</b></p> <p><b>HSC358a</b> Identify individuals at risk of skin breakdown</p> <p><b>HSC358b</b> Prepare for and carry out risk assessment</p> <p><b>HSC358c</b> Report on, review and update the risk assessment</p>

**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

<p><b>UNIT HSC391 Provide services to those affected by someone else's substance use (Imported unit – DANOS AB7)</b></p> <p><b>HSC391a</b> Enable those affected by someone else's substance use to explore and select options</p> <p><b>HSC391b</b> Support those affected by someone else's substance use to put selected options into practice</p> <p><b>HSC391c</b> Empower those affected by someone else's substance use to review the effectiveness of selected options</p>
<p><b>Unit HSC392 Work with families, carers and individuals during times of crisis (Imported Unit – MENTAL HEALTH C10)</b></p> <p><b>HSC392a</b> Identify and agree risk management strategies with individuals, families and carers</p> <p><b>HSC392b</b> Assess the urgency of requests for action</p> <p><b>HSC392c</b> Agree and implement actions to meet immediate needs</p> <p><b>HSC392d</b> Review outcomes with the individuals, families and carers</p>
<p><b>UNIT HSC393 Prepare, implement and evaluate agreed therapeutic group activities (level 3)</b></p> <p><b>HSC393a</b> Plan and prepare agreed therapeutic group activities</p> <p><b>HSC393b</b> Prepare and support people through therapeutic group activities</p> <p><b>HSC393c</b> Contribute to the evaluation of agreed therapeutic group activities</p>
<p><b>UNIT HSC394 Contribute to the development and running of support groups (level 3)</b></p> <p><b>HSC394a</b> Contribute to identifying and forming groups to support individual needs</p> <p><b>HSC394b</b> Support individuals and groups to develop their own networks</p> <p><b>HSC394c</b> Contribute to the running and evaluation of support groups</p>
<p><b>UNIT HSC395 Contribute to assessing and act upon risk of danger, harm and abuse (level 3)</b></p> <p><b>HSC395a</b> Contribute to assessing the risk of danger, harm and abuse</p> <p><b>HSC395b</b> Contribute to minimising the effects of immediate danger, harm and abuse</p> <p><b>HSC395c</b> Support individuals to review situations and actions after the immediate risk has passed</p>
<p><b>UNIT HSC396 Enable people with mental health needs to develop coping strategies (Imported unit – MENTAL HEALTH H3)</b></p> <p><b>HSC396a</b> Support people with mental health needs to recognise the impact of their behaviour on others</p> <p><b>HSC396b</b> Work with people to develop alternative coping strategies</p> <p><b>HSC396c</b> Work with people to review the effectiveness of their coping strategies</p>
<p><b>UNIT HSC397 Reinforce positive behavioural goals during relationships with individuals (Imported Unit – COMMUNITY JUSTICE CJ D306, MENTAL HEALTH F5)</b></p> <p><b>HSC397a</b> Establish working relationships with individuals which reinforce positive behavioural goals</p> <p><b>HSC397b</b> Develop and sustain working relationships with individuals which reinforce positive behavioural goals</p>
<p><b>UNIT HSC398 Contribute to assessing the needs of individuals for therapeutic programmes to enable them to manage their behaviour (level 3)</b></p> <p><b>HSC398a</b> Contribute to assessing the needs of individuals for therapeutic programmes to enable them to manage their behaviour</p> <p><b>HSC398b</b> Provide support during therapeutic programmes</p> <p><b>HSC398c</b> Contribute to evaluating the effectiveness of the therapeutic programmes on their behaviour</p>
<p><b>UNIT HSC399 Develop and sustain effective working relationships with staff in other agencies (Imported unit – MENTAL HEALTH N3)</b></p> <p><b>HSC399a</b> Develop effective working relationships with staff in other agencies</p> <p><b>HSC399b</b> Sustain effective working relationships with staff in other agencies</p>

## HEALTH AND SOCIAL CARE GENERIC LEVEL 3 OPTIONAL UNITS

<b>UNIT HSC3100 Participate in inter-disciplinary team working to support individuals (level 3)</b>	
<b>HSC3100a</b>	Participate in inter-disciplinary team working to support individuals and others to assess individuals' needs
<b>HSC3100b</b>	Participate in inter-disciplinary team working to support individuals and others to plan and implement individualised care packages
<b>HSC3100c</b>	Participate in inter-disciplinary team working to support individuals and others to evaluate individualised care packages
<b>UNIT HSC3101 Help develop community networks and partnerships (level 3)</b>	
<b>HSC3101a</b>	Identify areas where community networks and partnerships could inform and support practice
<b>HSC3101b</b>	Bring together relevant people and organisations to be involved in community networks and partnerships
<b>HSC3101c</b>	Contribute to running and evaluating community networks and partnerships
<b>UNIT HSC3102 Work with community networks and partnerships (level 3)</b>	
<b>HSC3102a</b>	Identify the potential for being involved in community networks
<b>HSC3102b</b>	Participate effectively as a member of community networks
<b>HSC3102c</b>	Provide information to inform practice
<b>UNIT HSC3103 Contribute to raising awareness of health issues (level 3)</b>	
<b>HSC3103a</b>	Work with others to identify health issues which affect individuals
<b>HSC3103b</b>	Assist in the planning and implementing activities to raise awareness of health issues
<b>HSC3103c</b>	Evaluate, with others, the effectiveness and impact of the awareness raising
<b>UNIT HSC3104 Support the development of networks to meet assessed needs and planned outcomes (Imported Unit – SOCIAL WORK 7)</b>	
<b>HSC3104a</b>	Examine with individuals, families, carers, groups, communities and others support networks which can be accessed and developed
<b>HSC3104b</b>	Work with individuals, families, carers, groups, communities and others to initiate and sustain support networks
<b>HSC3104c</b>	Contribute to the development and evaluation of support networks
<b>UNIT HSC3105 Contribute to the recruitment and placement of volunteers (Imported unit – VOLUNTARY SECTOR C2)</b>	
<b>HSC3105a</b>	Help to identify the need for volunteers
<b>HSC3105b</b>	Discuss volunteer roles with volunteers and help to assess their suitability
<b>UNIT HSC3106 Plan, organise and monitor the work of volunteers (Imported Unit – VOLUNTARY SECTOR D1)</b>	
<b>HSC3106a</b>	Plan work to meet requirements
<b>HSC3106a</b>	Organise volunteers and other resources
<b>HSC3106a</b>	Monitor work and make sure requirements have been met
<b>UNIT HSC3107 Lead and motivate volunteers (Imported Unit – VOLUNTARY SECTOR D2)</b>	
<b>HSC3107a</b>	Brief volunteers on work requirements and responsibilities
<b>HSC3107b</b>	Help volunteers to solve problems during volunteering activities
<b>HSC3107c</b>	Debrief and give feedback to volunteers on their work
<b>UNIT HSC3108 Facilitate learning through presentation and activities (Imported Unit – DANOS AA1)</b>	
<b>HSC3108a</b>	Make effective presentations
<b>HSC3108b</b>	Produce follow-up activities after presentations
<b>UNIT HSC3109 Facilitate group learning (Imported unit – DANOS AD3)</b>	
<b>HSC3109a</b>	Manage group dynamics
<b>HSC3109b</b>	Facilitate collaborative learning
<b>UNIT HSC3110 Support colleagues to relate to individuals (level 3)</b>	
<b>HSC3110a</b>	Assess relationship needs and issues
<b>HSC3110b</b>	Develop and monitor relationships
<b>HSC3110c</b>	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	
<b>UNIT HSC41</b>	<b>Use and develop methods and systems to communicate record and report (Communication, level 4, core)</b>
<b>HSC41a</b>	Identify methods and systems to promote effective communication and engagement with individuals and key people
<b>HSC41b</b>	Develop and use communication methods and systems to promote effective communication
<b>HSC41c</b>	Evaluate communication methods and systems
<b>HSC41d</b>	Maintain and share evidence based records and reports
<b>UNIT HSC42</b>	<b>Contribute to the development and maintenance of healthy and safe practices in the working environment (Health and Safety, level 4, core)</b>
<b>HSC42a</b>	Contribute to monitoring compliance with health, safety and security regulations and requirements
<b>HSC42b</b>	Contribute to the development of systems to manage risk to self, staff and others
<b>HSC42c</b>	Contribute to the development of health, safety and security policies, procedures and practices
<b>UNIT HSC43</b>	<b>Take responsibility for the continuing professional development of self and others (Personal and Professional Development, level 4, core)</b>
<b>HSC43a</b>	Take responsibility for own personal and professional development
<b>HSC43b</b>	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)
<b>UNIT HSC44</b> <b>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)</b> <b>HSC44a</b> Develop and support practice that value and respect children and young people's rights and responsibilities <b>HSC44b</b> Develop and support practice that enables children and young people to express their views and preferences <b>HSC44c</b> Promote the protection of children and young people from harm and abuse	<b>UNIT HSC45</b> <b>Develop practices which promote choice, well-being and protection of all individuals (Adult, Principles of Care, level 4, core)</b> <b>HSC45a</b> Develop and maintain effective relationships to promote the individual's choice about their care <b>HSC45b</b> Promote the individual's rights to expect and receive respect for their diversity, difference and preferences <b>HSC45c</b> 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

<b>HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS</b>
<p><b>UNIT HSC413 Manage requests for health and care services (level 4)</b></p> <p><b>HSC413a</b> Promote the health and care services offered by your organisation</p> <p><b>HSC413b</b> Evaluate your organisation's ability and willingness to provide health and care services for individuals</p> <p><b>HSC413c</b> Process successful requests for health and care services</p>
<p><b>UNIT HSC414 Assess individual needs and preferences (level 4)</b></p> <p><b>HSC414a</b> Work with individuals to assess their needs and preferences</p> <p><b>HSC414b</b> Support staff, individuals and key people to identify changes in the care needs of individuals</p> <p><b>HSC414c</b> Revise assessments to meet the changing needs and preferences</p>
<p><b>UNIT HSC415 Produce, evaluate and amend service delivery plans to meet individual needs and preferences (level 4)</b></p> <p><b>HSC415a</b> Develop service delivery plans</p> <p><b>HSC415b</b> Monitor service delivery plans</p> <p><b>HSC415c</b> Evaluate and make adjustments to service delivery plans</p>
<p><b>UNIT HSC416 Develop, implement and review care plans with individuals (level 4)</b></p> <p><b>HSC416a</b> Develop care plans to meet individual needs and preferences</p> <p><b>HSC416b</b> Implement care plans</p> <p><b>HSC416c</b> Review and revise care plans to meet changing needs, preferences and circumstances</p>
<p><b>UNIT HSC417 Assess individuals' mental health and related needs (Imported Unit – MENTAL HEALTH D3)</b></p> <p><b>HSC417a</b> Determine the appropriateness and priority of referrals</p> <p><b>HSC417b</b> Agree the nature and purpose of assessments with individuals</p> <p><b>HSC417c</b> Assess the nature and extent of individuals' mental health and related needs in accordance with relevant legislation</p> <p><b>HSC417d</b> Agree courses of action with individuals following assessment</p>
<p><b>UNIT HSC418 Work with individuals with mental health needs to negotiate and agree plans for addressing those needs (Imported unit – MENTAL HEALTH E6)</b></p> <p><b>HSC418a</b> Obtain information about individuals' mental health needs</p> <p><b>HSC418b</b> Identify and review the preferred options of individuals for addressing their mental health needs</p> <p><b>HSC418c</b> Review needs, risks and options taking into account legal and other requirements</p> <p><b>HSC418d</b> Agree a course of action to meet individual's mental health needs</p>
<p><b>UNIT HSC419 Provide advice and information to those who enquire about mental health needs and related services (Imported unit – MENTAL HEALTH B1)</b></p> <p><b>HSC419a</b> Determine individual's requirements for advice and information about mental health needs and related services</p> <p><b>HSC419b</b> Provide advice and information about mental health needs and related services</p>
<p><b>UNIT HSC420 Promote leisure opportunities and activities for individuals (level 4)</b></p> <p><b>HSC420a</b> Raise awareness of the value of leisure opportunities and activities for individuals</p> <p><b>HSC420b</b> Negotiate and agree leisure opportunities and activities for individuals</p>
<p><b>UNIT HSC421 Promote employment, training and education opportunities for individuals (level 4)</b></p> <p><b>HSC421a</b> Raise awareness of the value of employment, training and education for individuals</p> <p><b>HSC421b</b> Negotiate employment, training and education opportunities for individuals</p>
<p><b>UNIT HSC422 Promote housing opportunities for individuals (level 4)</b></p> <p><b>HSC422a</b> Raise awareness of the housing needs of individuals</p> <p><b>HSC422b</b> Negotiate and agree housing for individuals</p>

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

<b>HEALTH AND SOCIAL CARE GENERIC LEVEL 4 OPTIONAL SET OF UNITS</b>	
<b>UNIT HSC32</b>	<b>Enable families to address issues with individuals' behaviour (Imported Unit – MENTAL HEALTH C8)</b>
<b>HSC432a</b>	Negotiate and agree with families how they may help individuals address their behaviour
<b>HSC432b</b>	Support families as they help individuals address their behaviour
<b>HSC432c</b>	Enable families to review the effectiveness of addressing individuals' behaviour
<b>UNIT HSC433</b>	<b>Develop joint working agreements and practices and review their effectiveness (level 4)</b>
<b>HSC433a</b>	Establish requirements for joint working
<b>HSC433b</b>	Agree and review joint working agreements and practices
<b>HSC433c</b>	Identify and work within the boundaries, roles and responsibilities of joint working agreements and practices
<b>UNIT HSC434</b>	<b>Maintain and manage records and reports (Genericised Imported Unit – MENTAL HEALTH A7)</b>
<b>HSC434a</b>	Maintain records and reports
<b>HSC434b</b>	Provide evidence for judgements and decisions
<b>HSC434c</b>	Implement legal and policy framework and protocols for access to records and reports
<b>HSC434d</b>	Share information with individuals, families, groups and communities
<b>UNIT HSC435</b>	<b>Manage the development and direction of the provision (Imported Unit – CHILD CARE RESIDENTIAL MANAGER 2)</b>
<b>HSC435a</b>	Develop, implement and review a Statement of Purpose
<b>HSC435b</b>	Manage time and resources to deliver a quality service
<b>HSC435c</b>	Contribute to the strategic and business planning of the service
<b>HSC435d</b>	Contribute to the management and monitoring of budgets
<b>UNIT HSC436</b>	<b>Promote and manage a quality provision (Imported Unit – CHILD CARE RESIDENTIAL MANAGER 17)</b>
<b>HSC436a</b>	Develop systems to ensure that quality standards are implemented and achieved
<b>HSC436b</b>	Implement policies to maximise quality of care, protection and appropriate control
<b>HSC436c</b>	Ensure residents are involved in setting up and monitoring quality systems
<b>HSC436d</b>	Monitor and review quality systems, policies and procedures
<b>UNIT HSC437</b>	<b>Promote your organisation and its services to stakeholders (Imported Unit – DANOS BB1)</b>
<b>HSC437a</b>	Plan to promote your organisation and its services
<b>HSC437b</b>	Communicate key messages to stakeholders
<b>HSC437c</b>	Evaluate the effectiveness of promotional activities
<b>UNIT HSC438</b>	<b>Develop and disseminate information and advice about substance use, health and social well-being (Imported Unit – DANOS AD4)</b>
<b>HSC438a</b>	Plan the production of information and advice materials
<b>HSC438b</b>	Design and produce information and advice materials
<b>HSC438c</b>	Disseminate information and advice materials
<b>HSC438d</b>	Evaluate the production and dissemination of information and advice materials
<b>UNIT HSC439</b>	<b>Contribute to the development of organisational policy and practice (Imported Unit – DANOS AB3)</b>
<b>HSC439a</b>	Contribute to identifying potential for organisational development
<b>HSC439b</b>	Present information and ideas to contribute to organisational development
<b>UNIT HSC440</b>	<b>Support effective governance (Imported Unit – DANOS AB5)</b>
<b>HSC440a</b>	Establish your organisation's legal, regulatory, social and ethical responsibilities
<b>HSC440b</b>	Ensure compliance with legal, regulatory, social and ethical responsibilities
<b>UNIT HSC441</b>	<b>Invite tenders and award contracts (Imported Unit – DANOS CB1)</b>
<b>HSC441a</b>	Invite and evaluate tenders
<b>HSC441b</b>	Negotiate and award contracts for the provision of services

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