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**1.1 How legislation, national policies and Codes of Conduct and Practice underpin health and social care and support for individuals**

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| **1.1a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| The principles and values of the Social Services and Well-Being (Wales) Act 2014 |  |  |  |
| Why these principles are important for health and social care and support and how they underpin practice |  |  |  |
| What the **Codes of Conduct and Professional Practice** are, who these apply to and how they can be used |  |  |  |
| How the Code of Conduct and the Code of Professional Practice underpin the principles and values of health and social care and support |  |  |  |

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| **1.1b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Relate the principles and values of the Social Services and Well-Being (Wales) Act 2014 to your practice |  |  |  |
| Uphold the Codes of Conduct and professional practice in your work |  |  |  |

**1.2 Rights based approaches**

**How rights based approaches relate to health and social care**

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| **1.2a Core knowledge learning outcomes for all workers** | **Evidence** | **Assessed by who and when** | **Signatures** |
| The meaning of a rights based approach |  |  |  |
| How **legislation and national policies** underpin a rights based approach |  |  |  |
| What this legislation means in practice |  |  |  |
| What is meant by advocacy and how this can support a rights-based approach |  |  |  |
| How **individuals** and their families or **carers** can be supported to make a complaint or express a concern about their service |  |  |  |

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| **1.2b: Additional AWIFHSC Learning Outcomes: You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Embed a rights based approach in your practice |  |  |  |

**1.3 Person centred approaches**

**How to use person centred approaches**

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| **1.3a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| What is meant by the term ‘person centred approaches’ and why these are important |  |  |  |
| What is meant by the terms ‘co-production’ and ‘voice, choice and control’ |  |  |  |
| The importance of knowing an individual’s preferences and background (the unique mix of a person’s experience, history, culture, beliefs, preferences, family relationships, informal networks and community) |  |  |  |
| Ways of working to establish the preferences and backgrounds of individuals, what matters to them and the outcomes that they want |  |  |  |
| What is meant by the term ‘behaving towards people with dignity and respect’ and why this is central to the role of the health and social care worker |  |  |  |
| What is meant by establishing consent with an individual when providing care or support and why this is important |  |  |  |
| Ways of working that support person centred approaches |  |  |  |
| What is meant by the term ‘**active participation’** |  |  |  |
| Why it is important to support individuals to engage in activities and experiences that are meaningful and enjoyable |  |  |  |
| How person centred approaches are used to support active participation and inclusion |  |  |  |
| The purpose of **personal plans** |  |  |  |

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| **1.3b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Recognise the importance of knowing an individual’s preferences and background and reflect this in the way that you practice |  |  |  |
| Embed person centred approaches in your practice |  |  |  |

**1.4 Equality, diversity and inclusion**

**How to promote equality and diversity and inclusion**

| **1.4a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
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| What is meant by the terms ‘equality, diversity, inclusion and discrimination’ |  |  |  |
| What is meant by the term ‘protected characteristics’ |  |  |  |
| How person centred approaches promote equality, diversity and inclusion |  |  |  |
| How cultural, religious and linguistic backgrounds of individuals and carers can be valued |  |  |  |
| Ways in which discrimination or practice that does not support equality, diversity and inclusion can be challenged |  |  |  |

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| **2.4b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Respect and promote equality, diversity and inclusion |  |  |  |

**1.5 Positive risk taking**

**How positive risk taking supports well-being, voice, choice and control**

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| **1.5a** **Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| What is meant by the term ‘positive risk taking’ and the importance of being able to take positive risks on the well-being of individuals |  |  |  |
| The rights of individuals to make choices and take risks |  |  |  |
| How balancing rights, risks and responsibilities contributes to person centred approaches |  |  |  |
| What to consider when supporting individuals to take positive risks |  |  |  |
| What is meant by **best interest decisions** |  |  |  |

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| **1.5b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Follow **workplace** policies and procedures for the use of risk assessments to support individuals to take positive risks |  |  |  |

**1.6 Positive relationships and professional boundaries**

**How to develop positive relationships with individuals and their families and carers in the context of ‘professional boundaries’**

| **1.6a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
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| What ‘relationship centred working’ means |  |  |  |
| The importance of developing a positive relationship with individuals, their families and carers |  |  |  |
| The meaning of the term ‘professional boundaries’ and how to balance these with relationship centred working |  |  |  |
| **Unacceptable practices** in relationships with individuals, their families and carers |  |  |  |

**1.7 Communication**

**The importance of effective communication in health and social care**

| **2.7a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
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| What is meant by the term ‘effective communication’ and why this is important for the well-being of individuals and positive relationships |  |  |  |
| Key features of effective communication |  |  |  |
| The skills that are needed to communicate effectively |  |  |  |
| How to find out an individual’s communication and language needs, wishes and preferences |  |  |  |
| Barriers to effective communication and ways to address these |  |  |  |

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| **1.7b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Identify and use a range of communication methods to meet the needs and preferences of the individual/s that you support |  |  |  |

* 1. **Welsh language and culture**

**The importance of Welsh language and culture for individuals and carers**

| **1.8a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
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| The importance of recognising and supporting Welsh language and culture |  |  |  |
| Legislation and national strategies for Welsh language |  |  |  |
| The principles of Mwy na Geiriau / More than Just Words |  |  |  |
| The meaning of the Active Offer |  |  |  |

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| **1.8b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Implement the principles of Mwy na Geiriau / More than Just Words in your work |  |  |  |

**1.9 How positive approaches can be used to reduce restrictive practices in social care**

**Positive approaches to reduce restrictive practices in health and social care**

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| **1.9a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| The meaning of the terms ‘**positive approaches’** and ‘**restrictive practices’** |  |  |  |
| **Underlying causes** that may impact upon the behaviour of individuals |  |  |  |
| How positive approaches can be used to reduce restrictive practices |  |  |  |

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| **1.9b Additional AWIFHSC Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Embed the use of positive approaches in your practice |  |  |  |
| Follow workplace policies and procedures that are in place for behaviour support |  |  |  |

**1.10 Change and transitions in health and social care**

**Know how change and transitions impact upon individuals**

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| **1.10a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Types of change that may occur in the course of an individual’s life as a result of **significant life events** or **transitions** |  |  |  |
| Factors that make these changes either positive or negative |  |  |  |

**1.11 Reflection**

**How own beliefs, values and life experiences can affect attitude and behaviour towards individuals and carers**

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| **1.11a Core knowledge learning outcomes for all workers** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| The impact of own attitude and behaviour on individuals and carers |  |  |  |

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| **1.11b Additional H&SCIF Learning Outcomes:**  **You are able to work in ways that:** | **Evidence used** | **Assessed by who and when** | **Signatures** |
| Reflect on how your attitude and behaviour impact on the individual/s that you support |  |  |  |