

National Occupational Standards - Health and Social Care Unit and Element titles

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HSC Unit and Element titles

Unit	Element
HSC21 Communicate with, and complete records for individuals	HSC21a Work with individuals and others to identify the best forms of communication HSC21b Listen and respond to individuals questions and concerns HSC21c Communicate with individuals HSC21d Access and update records and reports
HSC22 Support the health and safety of yourself and individuals	HSC22a Carry out health and safety checks before you begin work activities HSC22b Ensure your actions support health and safety in the place you work HSC22c Take action to deal with emergencies
HSC23 Develop your knowledge and practice	HSC23a Evaluate your work HSC23b Use new and improved skills and knowledge in your work
HSC24 Ensure your own actions support the care, protection and well-being of individuals	HSC24a Relate to and support individuals in a way they choose HSC24b Treat people with respect and dignity HSC24c Assist in the protection of individuals
HSC25 Carry out and provide feedback on specific plan of care activities	HSC25a Carry out specific plan of care activities HSC25b Provide feedback on specific plan of care activities HSC25c Contribute to revisions of specific plan of care activities
HSC26 Support individuals to access and use information	HSC26a Support individuals to identify information to meet their needs HSC26b Enable individuals to access, select and use information HSC26c Enable individuals to evaluate the information
HSC27 Support individuals in their daily living	HSC27a Agree with individuals the support they require for their daily living HSC27b Assist individuals in activities to promote their well being HSC27c Help individuals access other support to promote their well being
HSC28 Support individuals to make journeys	HSC28a Support individuals to plan journeys HSC28b Accompany individuals on journeys

HSC Unit and element titles

Unit	Element
HSC29 Support individuals to meet their domestic and personal needs	HSC29a Support individuals to obtain, prepare and store healthier food that meets their nutritional and dietary requirements HSC29b Support individuals to identify and obtain household and personal goods HSC29c Support individuals to keep their home healthy, safe and secure
HSC210 Support individuals to access and participate in recreational activities	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
HSC211 Support individuals to take part in development activities	HSC211a Prepare individuals and the environment for development activities HSC211b Work with individuals to agree, and support them to take part in development activities HSC211c Contribute to the evaluation of agreed development activities
HSC212 Support individuals during therapy sessions	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
HSC213 Provide healthier food and drink for individuals	HSC213a Support individuals to communicate what they want to eat and drink HSC213b Prepare and serve healthier food and drink HSC213c Clear away when individuals have finished eating and drinking
HSC214 Help individuals to eat and drink	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
HSC215 Help individuals to maintain mobility	HSC215a Support individuals to maintain mobility HSC215b Observe any changes in the individual's mobility and provide feedback to the appropriate people

HSC Unit and element titles

Unit	Element
HSC216 Help address the physical comfort needs of individuals	HSC216a Assist in minimising individuals' pain or discomfort HSC216b Assist in providing conditions to meet individuals' need for rest
HSC217 Undertake agreed pressure area care	This unit originates from Health CHS5 and is directly transferable to Health national occupational standards
HSC218 Support individuals with their personal care needs	HSC218a Support individuals to access and use toilet facilities HSC218b Enable individuals to maintain their personal hygiene HSC218c Support individuals in personal grooming and dressing
HSC219 Support individuals to manage continence	HSC219a Support individuals to maintain continence HSC219b Support individuals to use equipment to manage continence
HSC220 Maintain the feet of individuals who have been assessed as requiring help with general foot care	This unit is imported from Health AHP15 and is directly transferable to Health National Occupational Standards
HSC221 Assist in the administration of medication	This unit is imported from Health CHS2 and is directly transferable to Health National Occupational Standards
HSC222 Support individuals prior to, during and after clinical procedures	HSC222a Prepare individuals for clinical activities HSC222b Support individuals during and following clinical/therapeutic activities

HSC Unit and element titles

Unit	Element
HSC223 Contribute to moving and handling individuals	HSC223a Prepare individuals, environments and equipment for moving and handling HSC223b Enable individuals to move from one position to another
HSC224 Observe, monitor and record the condition of individuals	HSC224a Observe and monitor individuals' conditions HSC224b Record and report changes to the appropriate people HSC224c Carry out instructions to meet individuals' changing conditions
HSC225 Support individuals to undertake and monitor their own health care	HSC225a Support individuals when undertaking procedures, treatments and dressings HSC225b Support individuals when obtaining specimens and taking physical measurements
HSC226 Support individuals who are distressed	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
HSC227 Contribute to working in collaboration with carers in the caring role	HSC227 Contribute to working in collaboration with carers to identify their needs and preferences HSC227 Contribute to working with carers to access and use resources, services, facilities and support groups HSC227 Contribute to the review of services and facilities for carers
HSC228 Contribute to effective group care	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
HSC229 Gain access to, and ensure individuals' homes are secure	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

HSC Unit and element titles

Unit	Element
HSC230 Manage environments and resources during clinical activities	HSC230a Prepare environments and resources for use during clinical activities HSC230b Monitor and manage the environment and resources during and after clinical activities
HSC 231	Removed
HSC232 Protect yourself from the risk of violence at work	HSC232a Help to diffuse a potentially violent situation HSC232b Review your involvement in the incident
HSC233 Relate to, and interact with, individuals	HSC233a Identify individuals' relationship needs HSC233b Develop effective relationships HSC233c Monitor and alter relationships to meet changing needs
HSC234 Ensure your own actions support the equality, diversity, rights and responsibilities of individuals	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 individual's confidence in you and your organisation
HSC235 Enable individuals to negotiate specific environments	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
HSC236 Receive and store medication and products	This unit imported from Health CHS1 and is directly transferable to Health national occupational standards
HSC237 Obtain and test capillary blood samples	This unit is imported from Health BDS2 and is directly transferable to Health national occupational standards

HSC Unit and element titles

Unit	Element	
HSC238 Obtain and test specimens from individuals	This unit is imported from Health CHS7 and is directly transferable to Health national occupational standard	
HSC239 Contribute to the care of a deceased person	HSC239a HSC239b	Contribute to preparing the deceased person to be moved Contribute to moving the deceased person
HSC240 Contribute to the identification of the risk of danger to individuals and others	HSC240a HSC240b HSC240c	Contribute to recognising risks of harm and abuse Take action to deal with risks of harm and abuse Contribute to reviewing the effectiveness of actions taken to deal with risks of harm and abuse
HSC241 Contribute to the effectiveness of teams	HSC241a HSC241b	Agree and carry out your role and responsibilities within the team Participate effectively as a team member
HSC242 Receive and pass on messages and information	HSC242a HSC242b HSC242c	Receive, process and record messages Pass on messages Respond to requests for information
HSC243 Monitor, handle and maintain materials and equipment	HSC243a HSC243b HSC243c	Identify and move materials and equipment Monitor the receipt and use of materials and equipment Help maintain materials and equipment
HSC244 Manage and organise time and activities to support individuals in the community	HSC244a HSC244b HSC244c	Identify and organise time to enable you to complete work for individuals Balance your own duties and responsibilities with the individual's needs and preferences Identify and report risks and changes in individuals' needs and preferences
HSC245 Receive and monitor visitors	HSC245a HSC245b HSC245c	Receive visitors according to organisational requirements and procedures Support visitors and individuals during the visit Monitor the activities of visitors and take action to control where necessary

HSC Unit and element titles

Unit	Element
HSC246 Maintain a safe and clean environment	HSC246a Clean rooms, work areas, equipment and surfaces HSC246b Monitor and maintain the cleanliness of environments
HSC31 Promote effective communication with, for and about individuals	HSC31a Identify ways to communicate effectively HSC31b Communicate effectively on difficult, complex and sensitive issues HSC31c Support individuals to communicate HSC31d Update and maintain records and reports
HSC32 Promote, monitor and maintain health, safety and security in the working environment	HSC32a Monitor and maintain the safety and security of the working environment HSC32b Promote health and safety in the working environment HSC32c Minimise risks arising from emergencies
HSC33 Reflect on and develop your practice	HSC33a Reflect on your practice HSC33b Take action to enhance your practice
HSC34 Promote the well-being and protection of children and young people	HSC34a Work with children and young people in ways that promote their rights and responsibilities HSC34b Support children and young people to express their views and preferences about their health and well-being HSC34c Contribute to the protection of children and young people
HSC35 Promote choice, well-being and the protection of all individuals	HSC35a Develop supportive relationships that promote choice and independence HSC35b Respect the diversity and difference of individuals and key people HSC35c Contribute to the protection of all individuals
HSC36 Contribute to the assessment of children and young people's needs and the development of care plans	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

HSC Unit and element titles

Unit	Element
HSC37 Care for and protect babies	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
HSC38 Support children and young people to manage their lives	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
HSC39 Support children and young people to achieve their educational potential	HSC39a Support children and young people to identify and develop their educational aspirations HSC39b Help children and young people to identify, plan and access educational opportunities and activities HSC39c Encourage and support children and young people to carry out educational activities
HSC310 Work with children and young people to prepare them for adulthood, citizenship and independence	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
HSC311 Support children and young people to develop and maintain supportive relationships	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

HSC Unit and element titles

Unit	Element
HSC312 Support the social, emotional and identity development of children and young people	<p>HSC312a Identify and help children and young people to assess their social, emotional and identity needs</p> <p>HSC312b Support children and young people to develop a positive self image, enhance their self-esteem and improve self-reliance</p> <p>HSC312c Observe, assess and take action to promote children and young people’s social, emotional and identity development</p>
HSC313 Work with children and young people to promote their own physical and mental health needs	<p>HSC313a Work with children and young people to identify factors that will enable them to grow and develop healthily</p> <p>HSC313b Contribute to providing health care to meet children and young people’s physical and mental health care needs</p> <p>HSC313c Respond appropriately to the physical and health care needs of children and young people</p>
HSC314 Care for a newly born baby when the mother is unable to do so	<p>HSC314a Feed babies</p> <p>HSC314b Clothe babies and keep them clean</p> <p>HSC314c Ensure babies are safe, secure and free from danger, harm and abuse</p>
HSC315 Work with children and young people with additional requirements to meet their personal support needs	<p>HSC315a Support children and young people with additional requirements to identify and develop plans to meet their personal support needs</p> <p>HSC315b Support children and young people to address their personal support needs</p> <p>HSC315c Contribute to evaluating the effectiveness of activities to meet children and young people’s personal support needs</p>

HSC Unit and element titles

Unit	Element
HSC316 Support the needs of children and young people with additional requirements	<p>HSC316a Contribute to the assessment of children and young people's specific developmental levels and support needs</p> <p>HSC316b Support the implementation of programmes and support activities to meet the needs of children and young people with additional needs</p> <p>HSC316c Contribute to evaluating children and young people's participation in programmes and support activities</p>
HSC317 Prepare your family and networks to provide a home for children and young people	<p>HSC317a Access, obtain and share information with your family and networks about providing a home for children and young people</p> <p>HSC317b Evaluate your own home situation and the care you are able to offer to children and young people</p> <p>HSC317c Identify and acquire the skills and knowledge to provide a home for children and young people</p>
HSC318 Provide a home for children and young people	<p>HSC318a Identify the needs, background and experiences of the children and young people for whom you are providing a home</p> <p>HSC318b Help children and young people to adjust to, and ensure they are safe and protected in your home</p> <p>HSC318c Support own family and other key people to accept, support and adjust to family life with the children and young people</p>
HSC319 Support families in their own home	<p>HSC319a Prepare to visit families in their own home</p> <p>HSC319b Liaise with families and others to identify and support the families' needs</p> <p>HSC319c Support individuals and the family to function more effectively as a family unit</p>
HSC320 Support professional advice to help parents to interact with and take care of their newly born baby(ies)	<p>HSC320a Support parents and reinforce actions and advice that keep babies safe, secure and free from danger, harm and abuse</p> <p>HSC320b Support parents and reinforce actions and advice for feeding and keeping babies clean</p> <p>HSC320c Support parents and reinforce actions and advice to help them bond with, relate to and understand the needs of their babies</p>

HSC Unit and element titles

Unit	Element
HSC321 Support and encourage parents and guardians to care for babies during the first year of their lives	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
HSC322 Prepare, implement and evaluate group activities to address the offending behaviour of children and young people	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
HSC323 Contribute to child care practice in group living	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
HSC324 Process information relating to individual's offending behaviour	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
HSC325 Contribute to protecting children and young people from danger, harm and abuse	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

HSC Unit and element titles

Unit	Element
<p>HSC326 Contribute to the prevention and management of challenging behaviour in children and young people</p>	<p>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</p>
<p>HSC327 Model behaviour and relationships with children and young people which recognises the impact of crime on victims and communities</p>	<p>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</p>
<p>HSC328 Contribute to care planning and review individuals</p>	<p>HSC328a Contribute to assessing the needs and preferences of individuals HSC328b Support the development and implementation of care plans HSC328c Contribute to reviewing care plans</p>

HSC Unit and element titles

Unit	Element	
HSC329 Contribute to planning, monitoring and reviewing the delivery of service for individuals	HSC329a HSC329b HSC329c	Contribute to planning the delivery of service for individuals Contribute to monitoring the delivery of service for individuals Contribute to reviewing the delivery of service for individuals
HSC330 Support individuals to access and use services and facilities	HSC330a HSC330b HSC330c	Support individuals to identify services and facilities they need Enable individuals to select, access and use services and facilities Enable individuals to evaluate services and facilities used
HSC331 Support individuals to develop and maintain social networks and relationships	HSC331a HSC331b HSC331c	Support individuals to identify their needs for, and from, contacts, social networks and relationships Support individuals to maintain supportive relationships Support individuals to develop new social networks and relationships
HSC332 Support the social, emotional and identity needs of individuals	HSC332a HSC332b HSC332c	Work with individuals to identify their social, emotional and identity needs Support individuals to develop and maintain self esteem and a positive self image Support individuals to address changing social, emotional and developmental needs
HSC333 Prepare your family and networks to support individuals requiring care	HSC333a HSC333b HSC333c	Access, obtain and share information with your family and networks about providing a home for individuals Evaluate your own home situation and the care you are able to offer to individuals Identify and acquire the skills and knowledge to provide a home for individuals

HSC Unit and element titles

Unit	Element
HSC334 Provide a home and family environment for individuals	HSC334a Identify the needs, background and experiences of the individuals for whom you are providing a home HSC334b Help individuals to adjust to, and ensure they are safe and protected in your home HSC334c Support own family and other key people to accept, support and adjust to family life with the individuals
HSC335 Contribute to the protection of individuals from harm and abuse	HSC335a Recognise and report on factors that may cause danger, harm and abuse HSC335b Contribute to minimising the effects of dangerous, harmful and abusive behaviour and practices HSC335c Respond to and report on suspicions of harm and abuse
HSC336 Contribute to the prevention and management of abusive and aggressive behaviour	HSC336a Contribute to preventing abusive and aggressive behaviour HSC336b Deal with incidents of abusive and aggressive behaviour HSC336c Contribute to reviewing incidents of abusive and aggressive behaviour
HSC337 Provide frameworks to help individuals to manage challenging behaviour	HSC337a Support individuals to identify the reasons and causes for, and the consequences of, their behaviour HSC337b Work with individuals to agree ways to manage their behaviour HSC337c Support individuals to evaluate actions to manage behaviour
HSC338 Carry out screening and referral assessment	HSC338a Identify substance misuse and related or co-existent problems HSC338b Refer individuals to substance misuse and/or other services
HSC339 Carry out assessment to identify and prioritise needs	This is Drugs and Alcohol National Occupational Standard (DANOS) AF2

HSC Unit and element titles

Unit	Element
HSC340 Carry out comprehensive substance misuse assessment	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
HSC341 Help individuals address their substance use through an action plan	HSC341a Develop an action plan with individuals HSC341b Review the action plan and conclude the counselling process
HSC342 Assess and act upon immediate risk of danger to substance users	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
HSC343 Support individuals to live at home	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
HSC344 Support individuals to retain, regain and develop the skills to manage their lives and environment	HSC344a Support individuals to identify the skills they need to manage their lives and environment HSC344b Support individuals to retain or regain and develop the identified skills HSC344c Support individuals to evaluate the use of the skills in managing their lives and environment

HSC Unit and element titles

Unit	Element
HSC345 Support individuals to manage their financial affairs	HSC345a Work with individuals to access information and advice about their financial affairs HSC345b Support individuals to manage and monitor their financial affairs
HSC346 Support individuals to manage direct payments	HSC346a Work with individuals to access information and advice about direct payments HSC346b Help individuals to manage and monitor their use of direct payments
HSC347 Help individuals to access employment	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
HSC348 Help individuals to access learning, training and development opportunities	HSC348a Work with individuals to identify their needs and preferences about opportunities for them to learn and develop HSC348b Support individuals to prepare for and undertake learning, training and development opportunities HSC348c Support individuals to prepare for employment interviews and work
HSC349 Enable individuals to access housing and accommodation	HSC349a Support individuals to identify and access housing and accommodation services HSC349b Support housing and accommodation services to meet the needs of individuals
HSC350 Recognise, respect and support the spiritual well-being of individuals	HSC350a Identify opportunities to support individuals' spiritual well-being HSC350b Provide opportunities that facilitate and support spiritual well-being HSC350c Evaluate and report on work that relates to spiritual well-being
HSC351 Plan, agree and implement development activities to meet individual needs	HSC351a Identify and agree development activities to meet individual needs HSC348b Plan and implement development activities with individuals and others HSC348c Evaluate and review the effectiveness of the development activities

HSC Unit and element titles

Unit	Element
HSC352 Support individuals to continue therapies	HSC352a Identify the support and skills you need to enable individuals to continue therapies HSC352b Encourage individuals to complete activities identified by therapist HSC352c Observe and evaluate effects of therapies on individuals
HSC353 Interact with individuals using telecommunications	This is directly transferable to Skills for Health National Occupational Standard GEN 21.
HSC354 Counsel individuals about their substance use using recognised theoretical models	HSC354a Establish and manage the counselling relationship HSC354b Enable individuals to identify and explore concerns HSC354c Review options and assist individuals to decide on a course of action
HSC355 Counsel groups of individuals about their substance use using recognised theoretical models	HSC355a Plan and prepare therapeutic group activities HSC355b Prepare and support individuals through therapeutic group activities HSC355c Evaluate agreed therapeutic group activities
HSC356 Support individuals to deal with relationship problems	HSC356a Support individuals to assess relationship problems HSC356b Support individuals to overcome relationship problems HSC356c Work with individuals to evaluate relationship issues, problems and support
HSC357 Carry out extended feeding techniques to ensure individuals nutritional and fluid intake (Imported unit)	This unit is directly transferable to Health national occupational standard CHS17

HSC Unit and element titles

Unit	Element
HSC358 Identify the individual at risk of skin breakdown and undertake the appropriate risk assessment (Imported unit)	This unit is directly transferable to Health national occupational standard CHS4
359	Removed
HSC360 Move and position individuals	This unit is directly transferable to Health national occupational standard CHS6
HSC361 Prepare for, and undertake physiological measurements	HSC361a Prepare the environments and resources for use when taking physiological measurements HSC361b Undertake physiological measurements
HSC362 Recognise indications of substance misuse and refer individuals to specialists	HSC362a Recognise indications of substance misuse HSC362b Refer individuals with indications of substance misuse to specialists
HSC363 Test for substance use	HSC363a Prepare to test for substance use HSC363b Take samples for testing HSC363c Communicate and record the results of testing
HSC364 Identify the physical health needs of individuals with mental health needs	This is Mental Health standard B1 (February 2003).

HSC Unit and element titles

Unit	Element
HSC365 Raise awareness about substances, their use and effects	HSC365a Identify individuals' knowledge and values about substances, their use and effects HSC365b Increase individuals' knowledge and understanding of substances, their use and effects
HSC366 Support individuals to represent their own needs and wishes at decision making forums	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
HSC367 Help individuals identify and access independent representation and advocacy	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
HSC368 Present individuals' needs and preferences	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
HSC369 Support individuals with specific communication needs	HSC369a Identify specific communication needs and methods HSC369b Support individuals, key people and others to communicate HSC369c Observe and evaluate individual communication needs
HSC370 Support individuals to communicate using technology	HSC370a Identify technological communication needs HSC370b Support individuals to communicate with others using technology HSC370c Help other people to interact with the individual using technology HSC370d Observe and evaluate the use of technology
HSC371 Support individuals to communicate using interpreting and translation services	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

HSC Unit and element titles

Unit	Element
HSC372 Plan and implement programmes to enable individuals to find their way around familiar environments	HSC372a Assess the individual's 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
HSC373 Plan and implement programmes to enable individuals to find their way around unfamiliar environments	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
HSC374 Provide first aid to an individual needing emergency assistance (Imported unit)	This unit is directly transferable to Health national occupational standard CHS35
HSC375 Administer medication to individuals (Imported unit)	This unit is directly transferable to Health national occupational standard CHS3
HSC376 Obtain venous blood samples	This unit is directly transferable to Health national occupational standard BD11
HSC377 Encourage and support individuals undergoing dialysis therapy at home (Imported unit)	This unit is directly transferable to Health national occupational standard CHS27

HSC Unit and element titles

Unit	Element
HSC378 Insert and secure urethral catheters and monitor and respond to the effects of urethral catheterisation (Imported unit)	This unit is directly transferable to Health national occupational standard CHS8
HSC379 Support individuals who are substance users	HSC377a Enable individuals to adopt safe practices associated with substance use HSC377b Support individuals when they have used substances HSC377c Support individuals in reducing substance use
HSC380 Supply and exchange injecting equipment for individuals	HSC380a Conduct initial assessment and provide advice HSC380b Supply and exchange injecting equipment
HSC381 Support individuals through detoxification programmes	HSC381a Induct individuals to detoxification programmes HSC381b Develop and review detoxification treatment and care plans HSC381c Manage closure of individuals' detoxification programmes
HSC382 Support individuals to prepare for, adapt to and manage change	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
HSC383 Prepare and support individuals to move and settle into new living environments	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
HSC384 Support individuals through bereavement	HSC384a Prepare individuals to cope with bereavement HSC384b Support individuals through their bereavement HSC384c Support individuals to manage changes due to bereavement

HSC Unit and element titles

Unit	Element
HSC385 Support individuals through the end of life process	HSC385a Support individuals to prepare for death HSC385b Support individuals through the process of dying
HSC386 Assist in the transfer of individuals between agencies and services	HSC386a Support individuals as they prepare for transfer HSC386b Make agency preparations for individuals transfer HSC386c Supervise individuals during transfer
HSC387 Work in collaboration with carers in the caring role	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
388	removed
HSC389 Work with carers, families and key people to maintain contact with individuals	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
HSC390 Support families in maintaining relationships in their wider social structures and environments	This unit is directly transferable to Mental Health standard MH 12
HSC391 Provide services to those affected by someone else's substance use	HSC391a Enable those affected by someone else's substance use to explore and select options HSC391b Support those affected by someone else's substance use to put selected options into practice HSC391c Empower those affected by someone else's substance use to review the effectiveness of selected options

HSC Unit and element titles

Unit	Element
HSC392 Work with families, carers and individuals during times of crisis	HSC392a Identify and agree risk management strategies with individuals, families and carers HSC392b Assess the urgency of requests for action HSC392c Agree and implement actions to meet immediate needs HSC392d Review outcomes with the individuals, families and carers
HSC393 Prepare, implement and evaluate agreed therapeutic group activities	HSC393a Plan and prepare agreed therapeutic group activities HSC393b Prepare and support people through therapeutic group activities HSC393c Contribute to the evaluation of agreed therapeutic group activities
HSC394 Contribute to the development and running of support groups	HSC394a Contribute to identifying and forming groups to support individual needs HSC394b Support individuals and groups to develop their own networks HSC394c Contribute to the running and evaluation of support groups
HSC395 Contribute to assessing and act upon risk of danger, harm and abuse	HSC395a Contribute to assessing the risk of danger, harm and abuse HSC395b Contribute to minimising the effects of immediate danger, harm and abuse HSC395c Support individuals to review situations and actions after the immediate risk has passed
HSC396 Enable people with mental health needs to develop coping strategies	This is Mental Health standard MH45
HSC397 Reinforce positive behavioural goals during relationships with individuals	This is Mental Health standard MH27

HSC Unit and element titles

Unit	Element
<p>HSC398 Contribute to assessing the needs of individuals for therapeutic programmes to enable them to manage their behaviour</p>	<p>HSC398a Contribute to assessing the needs of individuals for therapeutic programmes that enable them to manage their behaviour HSC398b Provide support during therapeutic programmes HSC398c Contribute to evaluating the effectiveness of the therapeutic programmes on their behaviour</p>
<p>HSC399 Develop and sustain effective working relationships with staff in other agencies</p>	<p>This is Mental Health standard MH 82</p>
<p>HSC3100 Participate in inter-disciplinary team working to support individuals</p>	<p>HSC3100a Participate in inter-disciplinary team working to support individuals and others to assess individuals' needs HSC3100b Participate in inter-disciplinary team working to support individuals and others to plan and implement individualised care or support packages HSC3100c Participate in inter-disciplinary team working to support individuals and others to evaluate individualised care packages</p>
<p>HSC3101 Help develop community networks and partnerships</p>	<p>HSC3101a Identify areas where community networks and partnerships could inform and support practice HSC3101b Bring together relevant people and organisations to be involved in community networks and partnerships HSC3101c Contribute to running and evaluating community networks and partnerships</p>
<p>HSC3102 Work with community networks and partnerships</p>	<p>HSC3102a Identify the potential for being involved in community networks HSC3102b Participate effectively as a member of community networks HSC3102c Provide information to inform practice</p>

HSC Unit and element titles

Unit	Element
HSC3103 Contribute to raising awareness of health issues	HSC3103a Work with others to identify health issues which affect individuals HSC3103b Assist in planning and implementing activities to raise awareness of health issues HSC3103c Evaluate, with others, the effectiveness and impact of the awareness raising
HSC3104 Support the development of networks to meet assessed needs and planned outcomes	HSC3104a Examine with individuals, families, carers, groups, communities and others support networks which can be accessed and developed HSC3104b Work with individuals, families, carers, groups, communities and others to initiate and sustain support networks HSC3104c Contribute to the development and evaluation of support networks
3105	
HSC3106 Plan, organise and monitor the work of volunteers	HSC3106a Plan work to meet requirements HSC3106b Organise volunteers and other resources HSC3106c Monitor work and make sure requirements have been met
HSC3107 Lead and motivate volunteers	HSC3107a Brief volunteers on work requirements and responsibilities HSC3107b Help volunteers to solve problems during volunteering activities HSC3107c Debrief and give feedback to volunteers on their work
HSC3108 Enable learning through presentations	L10:1 Give presentations to groups L10:2 Produce follow-up exercises
HSC3109 Enable group learning	L13:1 Manage group dynamics L13:2 Enable the group to learn together
HSC3110 Support colleagues to relate to individuals	HSC3110a Assess relationship needs and issues HSC3110b Develop and monitor relationships HSC3110c Evaluate and report on progress and outcomes

HSC Unit and element titles

Unit	Element
HSC3111 Promote the equality, diversity, rights and responsibilities of individuals	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
HSC3112 Support individuals to identify and promote their own health and social well-being	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
HSC3113 Support and enable individuals undergoing renal dialysis to contribute to their own health and well-being (Imported unit)	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
HSC3114 Promote the needs, rights, interests and responsibilities of individuals within the community	HSC3114a Work with individuals to support them 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
HSC3115 Receive, analyse, process, use and store information	HSC3115a Analyse, prioritise and process information HSC3115b Access and use information to make decisions HSC3115c Record, store and share information

HSC Unit and element titles

Unit	Element
HSC3116 Contribute to promoting a culture that values and respects the diversity of individuals	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 HSC3116c Identify and use the life experiences of individuals as a resource to promote a culture that values and respects everyone
HSC3117 Conduct a health and safety risk assessment of a workplace	This standard is import from ENTO –Health and Safety National Occupational Standards where it is Standard HSS6
HSC3118 Resolve and evaluate work-related violent incidents	This standard is import from ENTO –Work Related Violence National Occupational Standards where it is Standard WRV 7
HSC3119 Promote the values and principles underpinning best practice	This workforce competence has been developed by Skills for Health and appears as MHA3 in the Mental Health suite of National Occupational Standards.
HSC3120 Support competence achieved in the workplace	L20:1 Assess performance in the workplace against agreed standards L20:2 Give staff members support in the workplace and feedback on their performance
HSC3121 Contribute to promoting the effectiveness of teams	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

HSC Unit and element titles

Unit		Element	
HSC41	Use and develop methods and systems to communicate, record and report	HSC41a	Identify methods and systems to promote effective communication and engagement with individuals and key people
		HSC41b	Develop and use communication methods and systems to promote effective communication
		HSC41c	Evaluate communication methods and systems
		HSC41d	Maintain and share records and reports
HSC42	Contribute to the development and maintenance of healthy and safe practices in the working environment	HSC42a	Contribute to monitoring compliance with health, safety and security regulations and requirements
		HSC42b	Contribute to the development of systems to manage risk to self, staff and others
		HSC42c	Contribute to the development of health, safety and security policies, procedures and practices
HSC43	Take responsibility for the continuing professional development of self and others	HSC43a	Take responsibility for own personal and professional development
		HSC43b	Contribute to the personal and professional development of others
HSC44	Develop practice which promotes the involvement, well-being and protection of children and young people (Children and Young People)	HSC44a	Develop and support practice that values and respects children and young people's rights and responsibilities
		HSC44b	Develop and support practice that enables children and young people to express their views and preferences
		HSC44c	Promote the protection of children and young people from harm and abuse
HSC45	Develop practices which promote choice, well-being and protection of all individuals	HSC45a	Develop and maintain effective relationships to promote the individual's choice about their care
		HSC45b	Promote the individual's rights to expect and receive respect for their diversity, difference and preferences
		HSC45c	Promote the protection of all individuals

HSC Unit and element titles

Unit	Element
HSC46 Independently represent and advocate with, and on behalf of, children and young people	<p>HSC46a Work with the children and young people to identify how and by whom they wish to be represented</p> <p>HSC46b Work with children and young people to represent their needs and wishes</p> <p>HSC46c Help children and young people understand the procedures and outcomes from the representation</p> <p>HSC46d Support children and young people to evaluate their experiences of the advocacy support and the systems they have encountered</p>
HSC47 Help parents and carers to acquire and use skills to protect and take care of children and young people	<p>HSC47a Identify with parents and carers, the skills they require to protect and take care of their children and young people</p> <p>HSC47b Help parents and carers develop, use and evaluate their interactions, behaviour and parenting skills</p> <p>HSC47c Observe and evaluate parents and carers interacting with children and young people</p>
HSC48 (LMC A1) Manage and develop yourself and your workforce within care services	<p>LMC A1.1 Manage and develop self in management and leadership roles</p> <p>LMC A1.2 Manage and develop workers through supervision and performance reviews</p> <p>LMC A1.3 Lead and manage continuous improvement in the provision</p> <p>LMC A1.4 Enhance the quality and safety of your provision through workforce development</p>
HSC49 LMCB8 Lead and manage provision of care services that promotes positive behaviour	<p>LMC B8.1 Implement and monitor behaviour policies, systems, procedures and practices</p> <p>LMC B8.2 Promote positive behaviour</p> <p>LMC B8.3 Support workers to promote positive behaviour</p>
HSC410 Advocate with, and on behalf of, individuals, families, carers, groups and communities	<p>HSC410a Assess whether you should act as an advocate for the individual, family, carer, group and community</p> <p>HSC410b Assist individuals, families, carers, groups and communities to access independent advocacy</p> <p>HSC410c Advocate for, and with, individuals, families, carers, groups and communities</p>

HSC Unit and element titles

Unit	Element
HSC411 LMCB2 Lead and manage provision of care services that promotes the well being of people	LMC B2.1 Lead and manage provision that involves people in decisions about the outcomes they wish to achieve LMC B2.2 Lead and manage provision that promotes people’s social, emotional, cultural, spiritual and intellectual well being LMC B2.3 Lead and manage provision that promotes people’s health
HSC412 LMCB3 Manage provision of care services that deals effectively with transitions and significant life events	LMC B3.1 Implement systems, procedures and practice to support people through transitions and significant life events LMC B3.2 Lead and manage provision that supports people to deal effectively with transitions and significant life events LMC B3.3 Implement and review systems, procedures and practice for sharing information on transitions and significant life events
HSC413 Manage requests for health, social or other care services	HSC413a Promote the health, social or other care services offered by your organisation HSC413b Evaluate your organisation’s ability and willingness to provide health, social or other care services for individuals HSC413c Process successful requests for health, social or other care services
HSC414 Assess individual needs and preferences	HSC414a Work with individuals to assess their needs and preferences HSC414b Support staff, individuals and key people to identify changes in the health, social or care needs of individuals HSC414c Revise assessments to meet the changing needs and preferences
HSC415 Produce, evaluate and amend service delivery plans to meet individual needs and preferences	HSC415a Develop service delivery plans HSC415b Monitor service delivery plans HSC415c Evaluate and make adjustments to service delivery plans
HSC416 Develop, implement and review care or support plans with individuals	HSC416a Develop care or support plans to meet individual needs and preferences HSC416b Implement care or support plans HSC416c Review and revise care or support plans to meet changing needs, preferences and circumstances

HSC Unit and element titles

Unit	Element
HSC417 Assess individuals mental health and related needs	HSC417a Determine the appropriateness and priority of referrals HSC417b Agree the nature and purpose of assessments with individuals HSC417c Assess the nature and extent of individuals' mental health and related needs in accordance with relevant legislation HSC417d Agree courses of action with individuals following assessment
HSC418 MH20 Work with individuals with mental health needs to negotiate and agree plans for addressing those needs	Imported unit MH20 from Mental Health Suite of NOS
HSC419 Provide advice and information to those who enquire about mental health needs and related services	HSC419a Determine individual's requirements for advice and information about mental health needs and related services HSC419b Provide advice and information about mental health needs and related services
HSC420 Promote leisure opportunities and activities for individuals	HSC420a Raise awareness of the value of leisure opportunities and activities for individuals HSC420b Negotiate and agree leisure opportunities and activities for individuals
HSC421 Promote employment, training and education opportunities for individuals	HSC421a Raise awareness of the value of employment, training and education for individuals HSC421b Negotiate employment, training and education opportunities for individuals
HSC422 Promote housing opportunities for individuals	HSC422a Raise awareness of the housing needs of individuals HSC422b Negotiate and agree housing for individuals

HSC Unit and element titles

Unit	Element	
HSC423 Assist individuals at formal hearings	HSC423a	Support individuals to understand the format and proceedings of the formal hearing
	HSC423b	Work with individuals to identify and understand papers, documents and likely outcomes from the hearing
	HSC423c	Assist individuals to present their case at the hearing
	HSC423d	Support individuals to evaluate and understand the outcomes and assess the implications of the outcomes on themselves and others
HSC424 Supervise methadone consumption	HSC424a	Establish and maintain contact with methadone prescribers and individuals
	HSC424b	Dispense methadone prescriptions for individuals
	HSC424c	Supervise methadone consumption by individuals
HSC425 Support people who are providing homes for individuals and/or children and young people	HSC425a	Provide information and support for those providing homes for individuals and/or children and young people
	HSC425b	Support those who are providing homes for individuals and/or children and young people
	HSC425c	Review the care being provided for individuals and/or children and young people
HSC426 Empower families, carers and others to support individuals	HSC426a	Promote the contribution of families, carers and others to supporting individuals
	HSC426b	Work with families, carers and others to achieve positive goals for individuals
	HSC426C	Enable families, carers and others to review the effectiveness of the support they provide
HSC427 Assess the needs of carers and families	This unit has been tailored from Skills for Health Standard MH6.	
HSC428 Develop, implement and review programmes of support for carers and families	HSC428a	Obtain information about the needs of carers and families
	HSC428b	Develop programmes of support for carers and families
	HSC428c	Implement programmes of support for carers and families
	HSC428d	Review the effectiveness of support programmes with carers and families

HSC Unit and element titles

Unit	Element
HSC429 Work with groups to promote individual growth, development and independence	HSC429a Identify opportunities to form and support groups HSC429b Use group programmes, processes and dynamics to promote individual growth, development and independence, and to foster interpersonal skills HSC429c Help groups to achieve planned outcomes for their members and to evaluate the appropriateness of their work HSC429d Disengage from groups appropriately
HSC430 Support the protection of individuals, key people and others	HSC430a Support individuals to identify and take action to deal with situations, events and behaviour that may result in danger, harm and abuse HSC430b Support individuals to evaluate and provide feedback on actions to manage the risk of danger, harm and abuse HSC430c Monitor and evaluate systems to protect individuals
HSC431 Support individuals where abuse has been disclosed	HSC431a Support individuals who disclose abuse HSC431b Support individuals who have been abused
HSC432 Enable families to address issues with individuals' behaviour	This is Skills for Health Standard MH11
HSC433 Develop joint working agreements and practices and review their effectiveness	HSC433a Establish requirements for joint working HSC433b Agree and review joint working agreements and practices HSC433c Identify and work within the boundaries, roles and responsibilities of joint working agreements and practices
HSC434 Maintain and manage records and reports	HSC434a Maintain records and reports HSC434b Provide evidence for judgements and decisions HSC434c Implement legal and policy framework and protocols for access to records and reports HSC434d Share information with individuals, families, groups and communities
HSC 435	deleted

HSC Unit and element titles

Unit	Element
HSC436 LMC A1 Manage and develop yourself and your workforce within care services	LMC A1.1 Manage and develop self in management and leadership roles LMC A1.2 Manage and develop workers through supervision and performance reviews LMC A1.3 Lead and manage continuous improvement in the provision LMC A1.4 Enhance the quality and safety of your provision through workforce development
HSC437 Promote your organisation and its services to stakeholders	This is Skills for Health Standard GEN48
HSC438 Develop and disseminate information and advice about health and social well-being	HSC438a Plan the production of information and advice materials HSC438b Design and produce information and advice materials HSC438c Disseminate information and advice materials HSC438d Evaluate the production and dissemination of information and advice materials
HSC439 Contribute to the development of organisational policy and practice	HSC439a Contribute to identifying potential for organisational development HSC439b Present information and ideas to contribute to organisational development
HSC440 Ensure compliance with legal, regulatory, ethical and social requirements	This unit is imported from MSC Management and leadership standards where it is B8
HSC441 Invite tender and award contracts	HSC441a Invite and evaluate tenders HSC441b Negotiate and award contracts for the provision of services

HSC Unit and element titles

Unit	Element
HSC442 Monitor and evaluate the quality, outcomes and cost-effectiveness of health, social or other care services (Level 4)	HSC442a Manage the performance of providers of services HSC442b Evaluate and improve the quality, outcomes and cost-effectiveness of services
HSC443 Procure services for individuals	HSC443a Specify services to meet the needs of individual service users HSC443b Negotiate and agree contracts for specific services HSC443c Monitor and evaluate the quality of services provided
HSC444 LMCA3 Actively engage in the safe selection and recruitment of workers and their retention in care services	LMC A3.1 Review the requirements for the safe selection and recruitment of workers, and their retention LMC A3.2 Actively engage in the safe selection and recruitment of workers LMC A3.3 Implement systems, procedures and practice to support retention
HSC445 Recruit and place volunteers	HSC445a Specify volunteer roles and the knowledge, skills and experience required HSC445b Assess with volunteers their suitability for volunteer roles HSC445c Place volunteers HSC445d Enter into volunteering agreements with volunteers
HSC446 Manage a dispersed workforce to meet the needs and preferences of individuals at home	HSC446a Manage the work of staff in an individual's home HSC446b Supervise and support staff to ensure that health and care services are meeting individual needs and preferences HSC446c Respond to day-to-day changes and emergencies
HSC447 Represent the agency in courts and formal hearings	HSC447a Exchange information at courts and formal hearings HSC447b Present reports at courts and formal hearings

HSC Unit and element titles

Unit	Element
HSC448 Provide and obtain information at courts and formal hearings	HSC448a Provide and obtain written information at courts and formal hearings HSC448b Make oral contributions to courts and formal hearings
HSC449 Represent one's own agency at other agencies' meetings	HSC449a Obtain information from other agencies' meetings HSC449b Make contributions to other agencies' meetings
HSC450 Develop risk management plans to support individual's independence and daily living within their home	HSC450a Prepare to carry out risk assessments HSC450b Carry out risk assessments HSC450c Develop, agree and regularly review risk management plans with individuals
HSC451 Lead teams to support a quality provision	HSC451a Establish effective working relationships with team members HSC451b Establish and support team members to carry out their work activities, roles and responsibilities effectively HSC451c Assess and provide feedback on individual and team performance
HSC452 Contribute to the development, maintenance and evaluation of systems to promote the rights, responsibilities, equality and diversity of individuals	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