

Level 2 Certificate in Working in the Health Sector (3176-02)

Candidate assignment guide

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1 About this document

This document contains the assignments for the qualification Level 2 Certificate in Working in the Health Sector (3176-02).

This certificate is assessed by the learner **either** completing the specified assignments **or** presenting a portfolio of evidence.

Assignment completion is the most appropriate approach for those who are **not** currently working or on placement in a health setting.

The assignments in this qualification are written in a standard format and comprise the following:

- Assignment overview
- Learning programme
- Candidate guidance
- Assignment coverage
- Tasks
- Candidate assessment record

These assignments can be located on the 3176-02 qualification web page on the City and Guilds website. There is an assignment for each unit and learners must complete and pass **all** tasks in each assignment to achieve the full qualification.

A number of the tasks may best be recorded in the form of a table or a grid. Where this is the case centres should support the learner to create a suitable table or grid format so that they reflect the requirements of the assignment.

Assignment 201

Communication skills for working in the health sector

Assignment 202

Equality and diversity in the health sector

Assignment 203

Health, safety and security in the health sector

Assignment 204

Maintaining quality standards in the health sector

Assignment 205

People and personal development in the health sector

Assignment 206

Service improvement in the health sector

Recording forms for assignment based approach

Tutors/assessors must provide learners with written feedback on their assignments. Forms are provided in the Assignment Guide.

Assignment requirements

There is one assignment for each unit. Candidates must successfully complete all parts of an assignment to a satisfactory and appropriate standard in order to gain a pass for that assignment. The assignments have been designed to assess the ability of candidates to cover a range of issues

associated with a given unit. Consequently, it is not appropriate for parts of any assignment to be omitted, submitted incomplete or of an unsatisfactory standard.

City & Guilds does not provide specific guidance on the minimum or maximum length required in each written assignment (number of words). The key issue in the assignments is that candidates meet all the assessment criteria in order to gain a pass. However, centres may provide their own guidance to candidates about word length if they wish.

All assignments must be completed and assessed within the candidate's period of registration. It is up to centres to decide how long they give candidates to complete their assignments, and this may vary from one unit to another.

Tutors/assessors are reminded of their responsibility to provide written feedback to candidates regarding their assignments and of the fact that candidates should not be encouraged to submit work for final assessment until it is complete and to the appropriate standard for the task.

Candidates will normally have two opportunities to submit each individual assignment. Candidates who fail any task should not resubmit work within one week of receiving their result. Centres must provide precise written feedback and where necessary, further learning opportunities to maximise the candidate's potential to succeed on their second attempt.

Grading and marking

Assignments are marked by the centre and graded Pass/Fail only. The highest grade for any of the assignments in this qualification is a **pass**.

What the results mean

Pass: is achieved when all assignment tasks have been passed.

Fail: when, after the second attempt, there are still a significant number of tasks that have not been completed to the required standard.

Resubmission: normally candidates may resubmit their assignment work once, if tasks were failed on the first submission. However, should centres think that a further assessment opportunity would result in a positive outcome for the candidate, the centre should seek the approval of their external verifier.

Assignment 201 Communication skills for working in the health sector (Unit 201)

Assignment overview

The assignment for this unit will assess whether you understand the importance of effective communication within the health service. The assignment focuses on different ways of communicating with reference to the needs of different groups and/or individuals and the importance of following the correct guidelines and laws relating to sharing and recording information. It also considers barriers to effective communication and how these could be overcome.

Learning programme

In order to complete these assignments, you will need to have an understanding of:

- Recording systems which are in common use in the health services.
- The law relating to record keeping, NHS Confidentiality Code of Practice, The Data Protection Act 1998 and Freedom of Information Act 2000 and any updates.
- Organisational policies, procedures and protocols relating to recording, storing and sharing information.
- The effect that good and poor communication has on the way people see the individual worker and the service as a whole.
- The many people with whom a worker may be communicating. This should include: users of the service; their family members or carers; other professionals; visitors to the location; colleagues; managers; media and general public.
- The variety of ways in which we communicate, including electronic formats; face to face; reports; memo and letter. The candidate must understand and be able to offer examples of when each method is most effective.
- Possible barriers to effective communication such as: different languages spoken; misunderstanding of words, phrases etc; people not wishing to share certain information in certain settings (eg personal information when in a location which offers no privacy); lack of verbal ability; disabilities or illness which affect communication; incorrect grammar or spelling affecting written communication and poor listening skills.

You should be able to make reference to current and relevant regulations and legislation.

You must understand the nature of confidentiality within the health service and the importance of referring any disclosures to the appropriate person. You should be able to identify how confidentiality might be broken and the steps to take to ensure this does not happen. You must have an awareness of the regulations that govern information sharing, but equally be aware of any limitations to this imposed by your role.

You must identify a range of records maintained in the health service, especially those for which you have some responsibility (if you are employed). You must identify principles of good record keeping in accordance with the Data Protection Act and organisational requirements. You must be aware of the possible consequences of failing to keep effective records for users of the service, yourself and others. You must understand the systems in place to report incidents such as suspected or actual harm; health and safety concerns and issues of discrimination.

You must identify a range of ways in which you might communicate with others such as: letter, e-mail; report; face to face or memo. You need to understand which method is best suited to specific messages eg an incident report may need to be completed after a face to face report to a supervisor. You need to be aware of the different people you might communicate with. This refers to groups of individuals such as doctors: technicians; carers rather than named individuals.

You must identify a range of potential barriers to communication. You must understand that it is your responsibility as a professional to communicate clearly and ensure that others understand what you are conveying. You must ensure that you do not discriminate against people who speak a different language to you, have limited verbal skills or use words/phrases that you misunderstand. You must offer realistic and effective ways of overcoming barriers, including looking to improving your own skills.

You must understand how the way you present yourself by appearance, attitude or speech can impact on how you are perceived by others and can also present a negative or positive impression of the service as a whole. It may be helpful here to refer to codes of practice which deal with personal presentation. You must appreciate that your personal presentation must be positive and professional.

Candidate Guidance

This assignment deals with the communication skills required by workers in the health sector. You will need to be familiar with the law about communication and recording; organisational policies (the rules about what must be done) procedures (how to do things). A worker in the health sector represents the health service as a whole. They must therefore present a good image to those with whom they communicate.

You will be asked to think about what is meant by the term “confidentiality”; how you can work in ways that protect sensitive information and the rules that govern sharing information with others.

You will need to identify the different records kept in the health service, especially those they might use or contribute to. It is important to know how to write good records and why they should be accurate. You must also find out what to do in the workplace if you need to report something such as a health and safety issue; an allegation of harm or abuse or if you are not happy with the way someone is being treated or spoken to by a colleague.

You must know about the groups of people with whom you might have to communicate; different types of communication and when to use them to best effect. You will also need to know about possible barriers to communication and how to help overcome these.

Tasks

There are **six** tasks to this assignment.

Assignment coverage

Task	Learning outcomes covered
1	1.2
2	1.1 1.3
3	2.1 2.2
4	3.1 3.2
5	4.1 4.2 4.3
6	5.1 5.2 5.3

Assignment 201 Communication skills for working in the health sector (Unit 201)

Tasks

- 1 List the **four different** groups of people who you might communicate with during your work activities.

- 2 a Identify **three** different ways in which a worker in the health sector might communicate with others.

 b For each method of communication, give examples of when it might be most effective.

- 3 a Describe **three** possible barriers to communication.

 b For each barrier, suggest how to overcome the barrier.

- 4 a A piece of equipment you use daily is faulty. You remove the equipment from use.
 i Describe how you would report this fault.
 ii Identify two important pieces of information to include when reporting.

 b An elderly patient tells you that a £5 note given to him by a visitor last night has been stolen from his locker. Write a record which covers
 i the factual detail of the conversation he had with you.
 ii the information you need to record for colleagues and supervisor/manager.

 c Give **one** reason why it is important to keep accurate records.

- 5 a List **two** ways of ensuring that information remains confidential.

 b Give **one** reason why it is important to keep some information confidential.

 c Identify **one** piece of legislation or guidance relevant to the health sector which refers to sharing information.

- 6 a Give **two** reasons why it is important for workers in the health service to present a positive image of themselves and the service.

 b Give **three** examples of how to ensure that personal presentation supports the worker to present a positive image of themselves and the service.

Candidate assessment record

Assignment feedback and result sheet

Unit number and title	Assignment 201 health sector (Unit 201)		Communication skills for working in the
Candidate's name			Enrolment number
Assessor's name			Centre number
Dates assignment submitted	1 st		
	2 nd		

Tasks	1st Submission	Resubmission	IV Signature if sampled
	Outcome Pass/Fail	Outcome Pass/Fail	
1			
2			
3			
4			
5			
6			

Assessor/Tutor feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Assessor/Tutor feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor's
signature

Date

I confirm that the assignment work, to which this result relates, is all my own work

Candidate signature

Date

Internal verifier
signature

Date

Assignment 202 Equality and diversity in the health sector (Unit 202)

Assignment overview

The assignment for this unit will help you to understand the importance of developing anti-discriminatory and anti-oppressive practice. Promoting equality, diversity and dignity is important for users of the service, carers, colleagues, other professionals, visitors and the general public. The work will help you to understand that rights are supported by law and promoted by policies and procedures within the workplace. It guides you to examine your own beliefs and values and helps you to consider ways of working that do not unfairly discriminate but do recognise individual differences.

Learning programme

It is important that you understand the underlying values of the health sector and can recognise discriminatory behaviour in its various guises. You should be encouraged to consider your own values and beliefs and compare these to those required for anti-discriminatory practice. It is important that you understand the need to positively recognise and celebrate diversity. It is essential to promote anti-discriminatory and anti-oppressive practice as part of this assignment.

Candidate guidance

For these tasks you will need to think about why some individuals or groups of people are more likely to be discriminated against than others. You will be asked to think about your own behaviour and attitudes. Do you discriminate against people, perhaps without meaning to?

You will need to understand how to work in a way that demonstrates respect for differences and does not disadvantage people. You will also think about how different people live their lives and how this may differ.

You will have an overview of laws, regulations, policies and procedures which support fair practice and will demonstrate an understanding of the importance of ensuring you can work in a way that meets the requirements of the health sector.

Tasks

There are **three** tasks to this assignment.

Assignment coverage

Task	Learning outcomes covered
1	1.1, 1.2, 1.3
2	2.1, 2.2, 2.3
3	3.1, 3.2

Assignment 202 Equality and diversity in the health sector (Unit 202)

Tasks

- 1
 - a Describe **two** rights that people have, which are promoted by the health sector. For each, provide an example of how they might work in practice.
 - b Identify **one** law and briefly explain how this supports and protects the rights of individuals.
 - c Identify **two** guidelines/policies which are designed to ensure staff observe correct procedures in supporting and protecting the rights of individuals.
- 2
 - a Give **three** examples of where discrimination could occur within the health sector.
 - b Give **two** examples of how people's views may differ in relation to a health setting context.
 - c Produce an information sheet which includes at least **three** guidelines for staff about how to ensure they treat people fairly and do not impose their own values on others.
- 3 Despite guidelines, policies and procedures – there may be occasions where you believe people may have been discriminated against.
 - a Either using your own experience or by creating a case study, describe a situation where discrimination has occurred.
 - b Describe **two** behaviours that led you to believe that discrimination was taking place as described in your case study.
 - c How and to whom would you report this discriminatory behaviour?

Candidate assessment record

Assignment feedback and result sheet

Unit number and title	Assignment 202 (Unit 202)	Equality and diversity in the health sector
Candidate's name		Enrolment number
Assessor's name		Centre number
Dates assignment submitted	1 st	
	2 nd	

Tasks	1st Submission	Resubmission	IV Signature if sampled
	Outcome Pass/Fail	Outcome Pass/Fail	
1			
2			
3			

Assessor/Tutor feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Assessor/Tutor feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor's
signature

Date

I confirm that the assignment work, to which this result relates, is all my own work

Candidate signature

Date

Internal verifier
signature

Date

Assignment 203 Health, safety and security in the health sector (Unit 203)

Assignment overview

This assignment is about your role in contributing to a healthy, safe and secure environment. It involves your knowledge of working in ways to safeguard your own safety, as well as everyone else you might come into contact with, within a health environment. You are required to look at examples of legislation and policies providing guidance about ways of working within the law. This assignment requires you to show your knowledge of how to respond in an emergency situation.

Learning programme

You should be aware of the range of potential health, safety and security hazards in health environments to which workers should be alert. You should understand the importance of infection control procedures and particular hazards relating to specific work activities such as moving and handling or food service, dependent on your work role or the future role to which you aspire.

You should have access to policies and procedures of a health provider and may obtain these during work experience, (or most NHS Trusts include them on their websites). They should demonstrate knowledge of how to maintain health, safety and security, and their role in following risk assessments, using approved methods and reporting hazards. The Care Quality Commission in England (www.cqc.org.uk) has useful resources for action to be taken in relation to safeguarding children, young people and adults in a health care environment, and all workers need to be alert to this and the appropriate reporting and recording procedures.

In addition, you should be aware of how people using a health service might be vulnerable to danger, harm and abuse and be able to recognise this and report according to procedure. You need to be aware of a range of emergencies or types of incidents that can occur and require an urgent or prompt response from all staff.

You may wish to present evidence for the tasks by means of a poster, presentation or other appropriate media.

The evidence for task 3 may be cross referenced to aspects of assignments 204.

Candidate guidance

The assignment is about the hazards within a health environment and how to work in the health sector without putting your own or others' health, safety and security at risk. Health providers have clear policies and procedures for safe working, and they are obliged to draw up a risk assessment for all hazardous work activities. Your tutor will support you to find examples of these policies and procedures, so that you can see how they provide guidance about how to work within the law.

You should be aware of the importance of infection control, especially in an environment where there are people being cared for who have had surgery or taking medicines that make them particularly vulnerable to infections.

All workers in the health sector have to carry out some potentially hazardous work activities, such as moving and handling, for example, you will need to demonstrate knowledge of how to maintain health, safety and security, and the purpose of risk assessments in giving you guidance on correct ways of working. You should understand how to report hazards or unsafe ways of working.

You will identify the people using health services who might be vulnerable to danger, harm and abuse and describe how to report according to the procedures. You need to be aware of different emergencies or types of incidents that can occur requiring an urgent or prompt response from all staff, and show you understand how to act in such situations.

You may present your evidence for your tasks by means of a poster, presentation or other appropriate media following discussion with your tutor.

You may use evidence for task 3 for aspects of assignment 204. Discuss this with your tutor.

Tasks

There are **three** tasks to this assignment.

Assignment coverage

Task	Learning outcomes covered
1	1.1 1.4 3.1 3.2
2	1.2 1.3
3	2.1 2.2 2.3

Assignment 203 Health, safety and security in the health sector (Unit 203)

Tasks

- 1
 - a Identify **three** potentially hazardous work activities.
 - b Identify the risks that might be associated with the **three** potentially hazardous activities listed in 1a.
 - c Describe the action(s) that should be taken to reduce the risks identified above.
- 2
 - a Explain what you would do if you discovered a hazard or a risk to either service users, colleagues or visitors.
 - b Give **two** reasons why it is important to promptly and accurately report incidents.
- 3
 - a Identify **one** key piece of legislation that relates to health, safety and security.
 - b Name **two** policies or procedures which support this key piece of legislation. Describe how these **two** policies guide workers to work legally and safely.
- 4
 - a Identify **three** emergencies or incidents that may threaten health, safety or security in a health environment.
 - b Choose **one** of the emergencies and describe the procedure to follow if you were the first member of staff on the scene.

Candidate assessment record

Assignment feedback and result sheet

Unit number and title	Assignment 203 sector (Unit 203)	Health, safety and security in the health
Candidate's name		Enrolment number
Assessor's name		Centre number
Dates assignment submitted	1 st	
	2 nd	

Tasks	1st Submission	Resubmission	IV Signature if sampled
	Outcome Pass/Fail	Outcome Pass/Fail	
1			
2			
3			
4			

Assessor/Tutor feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Assessor/Tutor feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor's
signature

Date

I confirm that the assignment work, to which this result relates, is all my own work

Candidate signature

Date

Internal verifier
signature

Date

Assignment 204 Maintaining quality standards in the health sector (Unit 204)

Assignment Overview

This assignment is about the standards that workers in the health sector are expected to follow. People who use the health services expect a high quality of service delivery. You will need to know that the different resources must be used effectively and efficiently. This includes being clear how to use, store and maintain equipment, when to report incidents and actions and who should be told. You also need to understand when to report things to other people and what is beyond your competence to deal with. As part of professional development, you need to think about what you can learn from other people. Working together and using all resources effectively and efficiently helps to maintain a high quality service.

Learning programme

It is important that you understand that health care is a regulated service. You must know that there are standards governing the work, many of which are set at a national level. You must understand the importance of meeting set standards and the potential consequences of failing to do so.

You must know the different resources – environments, equipment and tools, information, materials, time, team members - available to workers in the health sector and why it is essential to use them effectively and efficiently.

You should not only take health and safety into account when working, but you should also be encouraged to consider cost effectiveness. You should also be aware of the importance of storing materials correctly eg following manufacturer's recommendations and to prevent theft.

You must know how to report any problems with equipment that you encounter and why it is important to do so promptly.

You must consider the type of incident or issue you might encounter which has to be reported. This could include situations such as: theft; incorrect practice by a colleague; mistakes; health and safety issues; potentially dangerous occurrences; or ideas for improvement.

You must understand that a competent worker knows the role they have to undertake and the limitations of the role. A competent worker can meet standards and contribute to continuous improvement.

You must appreciate the need for continuing professional development and consider how you can learn from others and contribute to the learning of your colleagues. Learning from others can enhance practice. You must also be clear that the way you present yourself to those with whom you have professional contact plays an important part in the overall quality of the service.

Legislation and Regulations may support more than one standard.

The evidence for task 2 may be cross referenced to aspects of assignments 203.

Candidate Guidance

These tasks require you to think about health work in relation to a set of standards. These may be national standards or set by your workplace. It is important that you are aware of the different

standards that the workplace has to demonstrate it can meet. It will be helpful to look at the Care Quality Commission, NISCC, RQIA, Department of Health, Health Inspectorate Wales, Care Council for Wales and CSSIW websites for further guidance.

You will have to think about the resources (environments, equipment and tools, information, materials, time, team members) that might be used and how to make a difference by using, storing and maintaining these materials correctly. You must also be aware of when and how to report matters or incidents that give cause for concern.

You will be asked to think about what it means to be competent; why workers in the health sector must continue with professional development and how to learn from others. You need to know why it is important to seek help when you are not certain about something at work.

You may use evidence from task 2 for aspects of assignment 203. You could discuss this with your tutor

Tasks

There are **three** tasks to this assignment.

Assignment coverage

Task	Learning outcomes covered
1	3.1 3.2 3.3
2	1.1 1.2
3	2.1 2.2 2.3 2.4

Assignment 204 Maintaining quality standards in the health sector (Unit 204)

Tasks

- 1
 - a Give **three** reasons why it is important to use and maintain resources correctly.
 - b A colleague working on the shift prior to you has forgotten to report a major fault on a piece of equipment that you need to use – describe **one** problem that this might create for you and/or others.
 - c Using an example from a health setting, describe **one** situation where the failure to re-order a particular resource could lead to problems for either yourself or colleagues.
- 2
 - a Identify and describe **one** quality standard in the health sector.
 - b Identify how this quality standard is supported or underpinned by legislation and organisational policies and procedures.
 - c Describe **two** examples of how the behaviour or attitude of a health worker might give a poor impression of the service.
- 3
 - a Briefly describe what being a ‘competent worker’ means to you.
 - b Describe **one** example of where learning from another person and/or others could be a benefit.
 - c Describe **two** situations when a health care worker should seek advice from or report something to others, explaining what might happen if they did not.

Candidate assessment record

Assignment feedback and result sheet

Unit number and title	Assignment 204 sector (Unit 204)	Maintaining quality standards in the health
Candidate's name		Enrolment number
Assessor's name		Centre number
Dates assignment submitted	1 st	
	2 nd	

Tasks	1st Submission	Resubmission	IV Signature if sampled
	Outcome Pass/Fail	Outcome Pass/Fail	
1			
2			
3			

Assessor/Tutor feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Assessor/Tutor feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor's
signature

Date

I confirm that the assignment work, to which this result relates, is all my own work

Candidate signature

Date

Internal verifier
signature

Date

Assignment 205 People and personal development in the health sector (Unit 205)

Assignment overview

This assignment is about the job opportunities and career pathways available within the health sector. You are required to investigate one particular job role in relation to exactly what the job entails and the qualifications, skills, knowledge and experience you would need. You will compare these with your own skills, qualifications, knowledge and experience. You will also look at what sort of person, in terms of their attitudes, would be successful in this job role, and compare your own attitudes. You will identify and record how to develop these areas.

Learning programme

You should be provided with the opportunity to investigate a job role that you aspire to within the health sector. This should be at an appropriate entry level, for example equivalent to KSF level one or higher if you are already in a post, but you should be encouraged to look at opportunities for career progression. It is important that you explore all aspects of the job role outlined in the assignment, such as qualification requirements, responsibilities and expectations as well as personal considerations in terms of attitudes, skills, and experience which you may bring to the job. You should have guidance in devising a format for your CV in Task 2 and your preparation for the review meeting in Task 3, which should involve the tutor supporting you to actively participate in planning your development in relation to the KSF relevant to the job role.

Candidate guidance

This assignment is about the job opportunities and career pathways available within the health sector. In preparation for this assignment, you will need to investigate a job role you would like to carry out within the health sector. The NHS Knowledge and Skills Framework (KSF) have set out the knowledge and skills workers are expected to have in different roles. You also need to find out which qualifications are needed in the role, and how experience can help people to carry out their job more effectively. Personal qualities and attitudes are important – what can different individuals bring to the job? This information will be presented in the form of a promotional flyer that could be used at a careers event. Producing a CV is a useful exercise to see how well you meet the job requirements and acts as a useful resource for a personal development portfolio.

Your tutor will support you to compare your own skills, qualifications, knowledge and experience with the requirements of the job you have chosen. It is helpful for you to receive feedback from others, and they can also provide guidance on how the NHS KSF relates to your chosen job role. Together, you will also look at what sort of person, in terms of their attitudes, would be successful in this job role, and compare your own attitudes. Once this has been done, you can identify any gaps and plan the learning activities you need to carry out and how you can go about this.

Tasks

There are **three** tasks to this assignment.

Assignment coverage

Task	Learning outcomes covered
1	1.1 1.2 2.3
2	1.2 2.1 2.2
3	2.2 2.3 2.4

Assignment 205 People and personal development in the health sector (Unit 205)

Tasks

You will need to investigate a particular job role within the health sector to complete this task.

- 1 There is a campaign taking place to recruit staff for the job role you have chosen. Design a promotional flyer to inform people of the job requirements. Your flyer should include details of:
 - The qualifications and training needed to work in this role.
 - The main duties and responsibilities of the job.
 - The particular skills and knowledge used in this type of work.
 - What personal qualities and attitudes are necessary for this job.
 - Opportunities for development and career progression relating to the job role.
- 2 You would like to apply to work in the job role you have chosen in Task 1.
 - a Prepare a CV which clearly includes a description of your skills/knowledge which would match the work role described in Task 1.
 - b Identify where there may be gaps between your skills, qualifications, knowledge and experience and the requirements of the job role.
 - c Identify ways of meeting the development needs identified above.
- 3 For this task, you will need to plan your future development with the support of your tutor/supervisor.
 - a In preparation for this, you are asked to make a record of the following
 - All relevant training you have completed.
 - A review of what you learnt from the training and how this could help you in the chosen job role.
 - Identify areas you would need to develop in relation to the job role.
 - Investigate the training available to meet your development needs.
 - b Meet with your tutor/supervisor and complete a personal development plan showing the learning activities you would need to complete to meet the Knowledge and Skills Framework (KSF) outline for the chosen job.

Candidate assessment record

Assignment feedback and result sheet

Unit number and title	Assignment 205 health sector (Unit 205)		People and personal development in the
Candidate's name		Enrolment number	
Assessor's name		Centre number	
Dates assignment submitted	1 st		
	2 nd		

Tasks	1st Submission	Resubmission	IV Signature if sampled
	Outcome Pass/Fail	Outcome Pass/Fail	
1			
2			
3			

Assessor/Tutor feedback to candidate on outcome of assessment

Target date and action plan for resubmission (if applicable)

Assessor/Tutor feedback to candidate on outcome of resubmission

Date of final assessment decision

I confirm that this assessment has been completed to the required standard and meets the requirements for validity, currency, authenticity and sufficiency

Tutor/assessor's
signature

Date

I confirm that the assignment work, to which this result relates, is all my own work

Candidate signature

Date

Internal verifier
signature

Date

Assignment 206 Service improvement in the health sector (Unit 206)

Assignment overview

This assignment is about the worker's role in improving the service. You will need to look at why service improvement is important in relation to the health sector and ways to identify which improvements need to be made. You will look at examples of what can go wrong and the action to be taken to prevent this. You will look at how suggestions can be made and the role of the worker within the organisation in making suggestions for improvement.

Learning programme

This assignment is about your contribution to improving services within the health sector as a whole, and how you can support it in its commitment to modernisation and change. You will require guidance on examples of the drivers for these improvements, such as patient empowerment and personalisation, regulation of all health practitioners, the Dignity Strategy, the NHS Constitution, the requirements of the regulating body (Care Quality Commission), and the aims of the Health Bill 2009 which will introduce Quality Accounts. You are not expected to provide detailed information about these initiatives, but rather to set their equivalent role in context with the modernisation agenda and commitment to service improvement.

You will also need to understand what evaluation is, why it is important to evaluate service provision and what this means to them in their role.

Candidate guidance

This assignment is about your contribution to improving services within the health sector as a whole, and how you could support it to improve by seeing what is wrong and suggesting how it could be improved. Your tutor will guide you on the reasons for the health sector's commitment to becoming more modern, efficient and meeting the expectations of the general public. Government initiatives such as the Dignity Strategy and drawing up the NHS Constitution are useful to look at to see how it is being done. Other examples are the requirements of the regulating body (Care Quality Commission), and the aims of the Health Bill 2009 which will introduce Quality Accounts. You are not expected to provide detailed information on these initiatives, but rather to see how your role can contribute to service improvements and modernisation on a larger scale.

You will also need to understand what evaluation is, why it is important to evaluate the service being provided and what it means to you in your role.

Tasks

There are **three** tasks to this assignment.

Assignment coverage

Task	Learning outcomes covered
1	1.1 1.2
2	2.1 2.2 2.3
3	3.1 3.2

Assignment 206 Service improvement in the health sector (Unit 206)

Tasks

Read the scenario below and complete the following questions:

Miss Earle receives a letter with a date for her next hospital outpatient appointment which is in two days time. Miss Earle is a little anxious about this as she had previously made an appointment to see her GP that day. The hospital appointment is for 09.00. Miss Earle lives in a rural location with a journey time of approximately one hour to the hospital.

Miss Earle calls the hospital to see if she can change the date and/or time of her appointment, the administrator advises that she cannot have another time, but she is able to change the date 'although it will be a long time before you get another one'. The administrator sounds busy to Miss Earle and asks her 'to make up her mind whether she wants the appointment or not'.

Miss Earle goes ahead with this appointment and transport is booked for 07.30, which means that she will have to get up at 06.00.

When Miss Earle arrives at the hospital, a porter assists her to transfer to a wheelchair. However as the porter starts to push Miss Earle, the side panel of the wheel chair falls out. The porter appears very angry complaining that the last porter who used the chair should have reported it – but 'he is always the same – never thinks about anyone else!'

Miss Earle transfers to another chair and asks to use the toilet – which she finds dirty and when going to wash her hands finds that the soap dispenser is empty and there are no paper towels.

Miss Earle asks the porter if she could get a 'take away' coffee from the hospital snack bar; unfortunately she is told that they have run out of paper cups and can only offer Miss Earle a cold drink if she 'doesn't mind drinking it out of the can'.

Miss Earle waits to 'book in' with the receptionist who is engaged in a conversation with a colleague about the obesity of a patient who has just booked in. By the time Miss Earle does see the Doctor, she is both distressed and agitated.

- 1 a Give **two** reasons why it is important to evaluate service provision in the health sector.
- b Describe **two** ways used to gain feedback about the service within the health sector.
- c Design a short questionnaire that could be used to gain feedback from people using a specific service within the health sector.

- 2 Identify factors affecting service provision and make constructive suggestions where improvements required
- a Identify **three** factors that affected the service Miss Earle received.
 - b Describe **three** improvements that could have been made which would have given Miss Earle a better experience.
 - c In general terms, describe **one** method a worker could use to raise issues like the ones you have identified above.
- 3
- a Describe **two** examples of when a worker in the health sector would need to change the way they work to improve the service. Identify the support they would need to do this.
 - b Explain the importance of keeping within agreed timescales for improvements in practice.

Candidate assessment record

Assignment feedback and result sheet

Unit number and title	Assignment 206 (Unit 206)	Service improvement in the health sector
Candidate's name		Enrolment number
Assessor's name		Centre number
Dates assignment submitted	1 st	
	2 nd	

Tasks	1st Submission	Resubmission	IV Signature if sampled
	Outcome Pass/Fail	Outcome Pass/Fail	
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2			
3			

Assessor/Tutor feedback to candidate on outcome of assessment

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signature

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Candidate signature

Date

Internal verifier
signature

Date

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