

# Level 3 Certificate in Working in the Health Sector 3176-03

## Candidate assignment guide

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# **Level 3 Certificate in Working in the Health Sector 3176-03**



## **Candidate assignment guide**

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# Contents

|                       |   |           |
|-----------------------|---|-----------|
| <b>1</b>              | <b>About this document</b>  | <b>5</b>  |
| <b>Assignment 301</b> | <b>Communication skills for working in the health sector (Unit 301)</b> | <b>7</b>  |
| <b>Assignment 302</b> | <b>Equality and diversity in the health sector (Unit 302)</b>           | <b>14</b> |
| <b>Assignment 303</b> | <b>Health, safety and security in the health sector (Unit 303)</b>      | <b>20</b> |
| <b>Assignment 304</b> | <b>Maintaining quality standards in the health sector (Unit 304)</b>    | <b>25</b> |
| <b>Assignment 305</b> | <b>People and personal development in the health sector (Unit 305)</b>  | <b>30</b> |
| <b>Assignment 306</b> | <b>Service improvement in the health sector (Unit 306)</b>              | <b>36</b> |

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# 1 About this document

This document contains the assignments for the qualification Level 3 Certificate in Working in the Health Sector (3176-03).

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 3176-03 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 301**

Communication skills for working in the health sector

## **Assignment 302**

Equality and diversity in the health sector

## **Assignment 303**

Health, safety and security in the health sector

## **Assignment 304**

Maintaining quality standards in the health sector

## **Assignment 305**

People and personal development in the health sector

## **Assignment 306**

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.

Bearing in mind the above responsibility which lies with centres, 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 301      Communication skills for working in the health sector (Unit 301)**

## **Assignment overview**

The assignment for this unit looks at communication skills required for workers in the health care sector. The work covers the law and organisational requirements supporting effective communication and the importance of effective and accurate recording. You will be asked to identify effective communication skills and to reflect on your own abilities as well as considering the important role communication plays in presenting a good image of self and the organisation. You will also be asked to consider barriers to effective communication and how these might best be overcome.

## **Learning programme**

### **Task 1**

This task should be based on real work examples where different forms of communication have been required. Where real work examples are not accessible, case studies or role play can be used as alternatives. You are reminded that the names of individuals are not to be included, nor should they include any information that might identify them.

You need to consider a wide variety of communication methods which might be employed including: written methods; face to face; electronic communication; assistive technology and interpreters. You must consider a range of factors that affect how you communicate. You need to think of the information you need to convey, the recipient and any specific needs they may have, the environment, the language they use, tone of voice, forms of address etc. You must think about the skills you need to be effective in communication. You should think about your approach, use of simple terminology where suitable, feedback to check understanding, active listening etc. You should be encouraged to be critical of your own communication skills and to consider what went well, what has been learnt and what skills and knowledge need to be developed. You should understand how the communication skills of employees reflect on the service as a whole.

### **Task 2**

You must understand the requirements of your organisation and how these link to relevant legislation and best practice guidance. Principles of effective recording such as accuracy, legibility, maintaining security, evidence-based and clarity must be understood. It is not sufficient to refer to “need to know” when considering sharing information. Safeguarding principles are clear that it is essential to share information between professionals. Tutors could assist you to consider when and how information should be shared through use of case studies and references to enquiries following incidents where failure to share information is a feature.

### **Task 3**

You must adopt a non-judgemental approach recognising that it is your responsibility as health care professionals to ensure that communication needs are met and that you do everything possible to ensure your communication is effective. You must understand that there are a variety of ways of overcoming barriers such as interpreters, communication assistive technology, altering tone, words used or pitch of their speech, finding a private place to speak if you believe an individual requires this etc. The evaluation must demonstrate awareness of why chosen methods are effective.

## **Candidate Guidance**

These tasks require you to think about effective communication. You will need to think about the different types of people you communicate with at work such as colleagues or users of the service; the information you need to pass on to different people and how best to do this.

You will need to think about your own communication skills and consider how these can be developed to ensure you are understood by others and that others understand you.

You will need to understand the laws and principles that underpin effective communication including recording and sharing information. Your workplace will have policies and procedures relating to the keeping and sharing of records which you must understand and apply. It is important to think broadly about what information you can share and with whom. The failure to share relevant details between professionals has been a feature of several serious incidents.

It will be helpful to research ways of communicating with a wide range of people, especially those who communicate in ways that are not known to you, such as a different language, PECS (picture, exchange communication system) or by using electronic methods. It will also be helpful to consider whether some people use words in different ways, especially to describe situations or symptoms that they may find embarrassing.

### Tasks

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

#### Assignment coverage

| Task | Assessment criteria covered |
|------|-----------------------------|
| 1    | 1.1 1.2 1.3<br>4.1, 4.2     |
| 2    | 1.4, 3.1, 3.2, 3.3          |
| 3    | 2.1 2.2                     |

# Assignment 301      Communication skills for working in the health sector (Unit 301)

## Tasks

- 1      This task should be based on real work examples where different forms of communication have been required. Where real work examples are not accessible, case studies or role play can be used as alternatives.

Choose **two** different activities you have been involved. Produce notes which summarise the activities and describe the communication methods and skills which have been used.

The notes must contain:

- i      The factors you needed to think about when communicating (eg the type of information you needed to pass on, the person you were communicating with).
- ii     Why you chose a particular form of communication (eg face to face, telephone).
- iii    The particular skills needed to ensure effective communication.
- iv    How the way you communicated reflected on the service as a whole.
- v     An analysis of your own communication skills, identifying ways you could develop your abilities.
- vi    Describe **one** aspect of the communication which could have been improved using the table below.

| Type of Communication | How I can develop this | How will I know if I have improved? |
|-----------------------|------------------------|-------------------------------------|
|                       |                        |                                     |
|                       |                        |                                     |

## **Assignment 301      Communication skills for working in the health sector (Unit 301)**

### **Tasks**

- 2      Write a set of guidelines for new health care workers to help them understand best practice in recording.

The guidelines should cover:

- a      The laws relating to recording and sharing information (identification and main points).
- b      How organisational policies and procedures support effective recording and sharing information.
- c      A set of Top Tips for accurate and effective recording.
- d      The reasons why it is essential to record and share information effectively and correctly.

# **Assignment 301      Communication skills for working in the health sector (Unit 301)**

## **Tasks**

- 3      Read the following case studies. For each:
  - a      identify the barriers to effective communication
  - b      suggest how it could be overcome
  - c      explain why this would be effective.

### **Case Study One**

Anna is a health care worker. Luke is a patient who is deaf and uses British Sign Language. Anna has to give Luke some information about his health care. She can finger spell.

### **Case Study Two**

Suresh is a health care worker. Lara is a patient who has autism. She likes to be very clear about what is happening to her. She cannot understand technical terms. Suresh has to take Lara from one part of the hospital to another.

### **Case Study Three**

Adam is a health care worker. He needs to have a conversation about a sensitive matter with Mr Tobias, a patient. Mr Tobias is a very private man who does not like to talk about personal matters.

# Candidate assessment record

## Assignment feedback and result sheet

|                               |  |   |
|-------------------------------|--|---|
| Unit number and title         | Assignment 301<br>health sector (Unit 301) | Communication skills for working in the |
| Candidate's name              |  | Enrolment<br>number                     |
| Assessor's name               |  | Centre number                           |
| Dates assignment<br>submitted | 1 <sup>st</sup>                            |   |
|                               | 2 <sup>nd</sup>                            |   |

| Tasks | 1st Submission       | Resubmission         | IV Signature if sampled |
|-------|----------------------|----------------------|-------------------------|
|       | Outcome<br>Pass/Fail | Outcome<br>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 302      Equality and diversity in the health sector (Unit 302)**

## **Assignment Overview**

The assignments for this unit will help you to understand the importance of recognising, supporting and promoting equality and diversity in the health sector. It is essential to develop anti-discriminatory and anti-oppressive practice, to know how to apply the law and the policies and procedures of the organisation. You will have an opportunity to consider how people are affected by the attitudes of those around them and to reflect on your own practice.

## **Learning programme**

It is important that you are offered opportunities to explore your own values, beliefs and attitudes and to consider how they impact on your work. You must also understand the underlying values that underpin health care work, and recognise that you must reflect these, whatever your personal view. You should know that discrimination must be challenged and consider effective ways of doing so in accordance with legal and organisational requirements. Reference to the NHS Knowledge and Skills Framework will be helpful in completing this work. You must also be clear about the meaning of certain terms such as prejudice, discrimination, diversity, difference, heritage and equality.

### **Task 1**

You should be guided on suitable case studies. These may be real, with suitable precautions taken to ensure confidentiality of information, centre devised, or candidate devised. You need to understand how a person's upbringing can impact on the way they live their life, and how this in turn can be misunderstood by others leading to discrimination. It may be helpful to use recent examples highlighted in the media as examples.

You must understand how discrimination can be direct or indirect, and how systems can be discriminatory. You also need to be aware of how discrimination can have short, medium and long term effects on individuals.

### **Task 2**

You must be given guidance on how to write a reflective account, ensuring that it both details and evaluates actions. You may keep a notebook over a set period or use a particular incident in the reflective account.

You may use a variety of ways of gathering information about your own attitudes and behaviour. Examples might include formal feedback, informal feedback, responses to questionnaires or examination of yourself against a set of pre agreed criteria.

You should be encouraged to be self critical and recognise that you have prejudices and will have acted in a discriminatory way at some time, even though this may have been unintentional.

### **Task 3**

You must have a broad understanding of the laws, regulations, policies and procedures that support the rights of individuals. It is important that the details are accurate and up to date, since legislation and guidance can change. Examples include:

Human Rights Act

Disability Discrimination Act



Race Relations Acts  
Mental Capacity Act  
Equality Act  
Sex Discrimination Act  
Valuing People/Valuing People Now  
Our Health Our Care Our Say  
National Service Frameworks  
High Quality Care for All

You must undertake a study of some part of the health service. This may be your workplace , if appropriate. If you are employed in large organisations, a section may be chosen for the study. For those who are not in employment or placement, guidance should be offered on choosing suitable services. Local provisions may be able to offer speakers to aid candidates with gathering the relevant information.

Individual rights might include:

- Dignity
- Respect
- Confidentiality
- Access to education
- Choice
- Safe care
- Treated as an individual
- Accepting difference
- Right to complain
- Candidates must understand the organisational requirements for reporting and recording concerns and complaints, including “whistle blowing”.

### **Candidate guidance**

These tasks are designed to help you demonstrate an understanding of the rights of individuals, how these are supported by legislation, regulations, policies and procedures. It also gives you an opportunity to examine your own behaviour and attitudes and to consider how these might affect other people.

You will be required to undertake a study into part of the health care sector. You will need to agree a suitable section with your tutor. It may be the place where you are employed if this is appropriate. It will be helpful to seek the opinion of others before completing your reflective account. This will give you useful feedback on your own performance at work in relation to anti-discriminatory practice.

## Tasks

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

### Assignment coverage

| Task | Assessment criteria covered |
|------|-----------------------------|
| 1    | 2.1 2.2.<br>3.1 3.2.<br>4.1 |
| 2    | 3.3                         |
| 3    | 1.1 1.2<br>4.1              |

# Assignment 302      Equality and diversity in the health sector (Unit 302)

## Tasks

- 1      Using a case study relating to equality and diversity, describe:
  - a      How individual differences or beliefs have influenced a person's choice or preferences.
  - b      The way that prejudices can lead to discriminatory behaviour.
  - c      The way that individuals and/or organisations may discriminate against others.
  - d      How the attitudes or prejudices of others might affect the individual.
  - e      Practice which would have demonstrated respect for diversity and individuality.
- 2
  - a      Using a method agreed with your tutor, gather information about the effect your behaviour may have upon others.
  - b      Using this information, write a reflective account which examines your own behaviour and considers how this may impact on others.
- 3      Carry out a study of **one** example of health care provision, looking at how the rights of people using the service are protected. Ensure that your study covers the following points.
  - a      Identify and give examples of the rights that individuals have, particularly within the health service.
  - b      Indicate how these rights are supported by legislation.
  - c      Describe how organisational policies and procedures promote equality and diversity.
  - d      Explain the actions to be taken if an individual or group is being discriminated against within the work setting.

# Candidate assessment record

## Assignment feedback and result sheet

|                               |                              |   |
|-------------------------------|------------------------------|---|
| Unit number and title         | Assignment 302<br>(Unit 302) | Equality and diversity in the health sector |
| Candidate's name              |                              | Enrolment<br>number                         |
| Assessor's name               |                              | Centre number                               |
| Dates assignment<br>submitted | 1 <sup>st</sup>              |   |
|                               | 2 <sup>nd</sup>              |   |

| Tasks | 1st Submission       | Resubmission         | IV Signature if sampled |
|-------|----------------------|----------------------|-------------------------|
|       | Outcome<br>Pass/Fail | Outcome<br>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 303      Health, safety and security in the health sector (Unit 303)

## Assignment overview

This assignment is about health, safety and security within the health sector. You will find there is a wide range of hazardous situations in the sector, which vary depending on what job people are working in. You will look at how the health care sector promotes a safe, healthy and secure environment for people who are vulnerable to harm in a number of ways. You will also explore ways of safe working and the importance of personal safety.

## Learning programme

You should be encouraged to look at generic health, safety and security within the health sector, for example, emergency procedures and infection control. You should also be aware of the specific issues connected with some work activities or job roles, such as moving and handling people, visual display units, working in X-ray or transporting oxygen cylinders, for example. It may be easier for you to relate Task 2 to a specific job role so that you narrow down the content of the policies and procedures and produce depth rather than breadth. A range of relevant policies and key health and safety legislation is included in the marking guidelines, available to marking assessors only. However, you should be aware that legislation is updated from time to time.

You should have access to policies and procedures of a health care provider. You may obtain these during work experience, or most NHS Trusts include them on their websites. You will need to explore safeguarding policies for adults, children and young people, and are also required to know how to respond effectively in a range of emergency situations.

## Candidate guidance

This assignment is about health and safety within the health sector. There is a large range of health and safety concerns depending on the work activity, but your priority is to show how to work safely to protect people using the health services, other staff and yourself. You will need to show that you can assess risks and recommend actions to be taken to reduce them.

In Task 2, you may find it easier to narrow down the policies and procedures you look at in relation to one particular job role and include more detail. Discuss this with your tutor who will advise you. You will need to look at the policies and procedures that are used in the health sector. If you do not have access to these through work experience, many Trusts have good examples on their websites and your tutor will advise you.

You will also look at the different emergencies that can occur in a health care environment, and how to respond in these situations. As well as summoning assistance, how do you support patients, visitors and other staff during the emergency? You also have to think about how to deal with the aftermath.

Finally, you will think about how to make sure other people observe healthy, safe and secure practice. Infection control is everyone's responsibility, and you will show how you would give information to others and provide a positive role model in relation to working in the health sector.

## Tasks

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

**Assignment coverage**

| <b>Task</b> | <b>Assessment criteria covered</b> |
|-------------|------------------------------------|
| 1           | 1.1, 1.2, 1.3                      |
| 2           | 2.1, 2.2, 2.3<br>3.1, 3.2<br>4.1   |
| 3           | 4.4                                |
| 4           | 4.2, 4.3                           |

# Assignment 303      Health, safety and security in the health sector (Unit 303)

## Tasks

- 1
  - a Identify **one** hazard that you could be exposed to as a worker in the health sector. Describe the risks to your health, safety or security and the action to take to reduce them.
  - b Identify **one** hazard that people using health services could be exposed to. Describe the risks to their health, safety or security and the action to take to reduce them.
  - c Explain the process of risk assessment.
- 2
  - a Produce an induction guide for new staff to provide guidance on safe working practice in the following areas for a specified job role. This should be based on workplace policies and procedures.
    - General workplace health and safety
    - Risk assessment
    - Infection control
    - Personal safety
    - Manual handling
    - Violence and aggression
    - Accident and incident reporting
    - COSHH
    - Protection of individuals from harm, danger, neglect or abuse
  - b For each of the areas above, identify **one** example of relevant legislation and outline the main employer and employee responsibilities.
  - c Describe how potential and actual health & safety incidents are reported.
  - d Explain why it is important to report incidents accurately and in a timely manner.
- 3 Devise a flow chart to show the procedure to follow in **three** different emergency situations. Include the support that should be given to others during the emergency and when dealing with the aftermath.
- 4 A new member of staff does not use the alcohol hand gel from the dispenser outside before entering the ward. When you challenge this, it is clear they have misunderstood its purpose and staff responsibilities in complying with this procedure.

Write down your explanation of the reasons for using the gel and the responsibilities of all staff in relation to hand hygiene including how information on this can be provided and how to promote good practice.



# Candidate assessment record

## Assignment feedback and result sheet

|                               |                                     |   |
|-------------------------------|-------------------------------------|---|
| Unit number and title         | Assignment 303<br>sector (Unit 303) | Health, safety and security in the health |
| Candidate's name              |                                     | Enrolment<br>number                       |
| Assessor's name               |                                     | Centre number                             |
| Dates assignment<br>submitted | 1 <sup>st</sup>                     |   |
|                               | 2 <sup>nd</sup>                     |   |

| Tasks | 1st Submission       | Resubmission         | IV Signature if sampled |
|-------|----------------------|----------------------|-------------------------|
|       | Outcome<br>Pass/Fail | Outcome<br>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 304      Maintaining quality standards in the health sector (Unit 304)**

### **Assignment overview**

These tasks relate to the quality of service offered in the workplace, the importance of working to national and local standards and ways of monitoring whether or not they are achieved. You are asked to consider your own role and responsibility within the wider picture of quality assurance, considering the factors that affect your own workload and how to prioritise work to ensure you are effective and efficient.

### **Learning programme**

You will need to know about the different standards that govern your work and that of the health service as a whole. Useful websites include the Department of Health and the Care Quality Commission. The NHS Knowledge and Skills Framework Core Dimension 5 provides guidance on requirements.

Input from Health Service practitioners will be helpful in some areas of this unit.

### **Task 1**

The Learning Pack can take any form. It could, for example, be electronic with links to relevant websites; it might have checklists written by the candidates for self-assessment; FAQ sections etc.

It is anticipated that this task will take longer to complete than task 2 and 3 and could be an ongoing project through the unit.

You must produce a brief overview of the relevant standards. Detail is not required.

You will need to know the current and relevant standards and reasons why it is important to meet and monitor these. You must also understand different ways of monitoring standards and their application in a range of situations.

You must understand the need to work effectively as a team member and share skills and experiences to ensure quality standards are maintained.

### **Task 2**

If you who are employed, you may use your own job role as an example for this task.

The presentation may take any form, such as PowerPoint, film, OHT or paper. You must consider how to work with others to ensure a high quality of service is maintained. You should be encouraged to consider the service in the widest sense, recognising the worker's contribution to the overall experience of those who come into contact with the service. You must understand the nature of accountability, recognising that it is not just about telling others what they have done but taking ownership of the work, including accepting when mistakes have been made and endeavouring to put them right.

### Task 3

If you are employed, you may use your own job role as an example for this task. You need to think of the different factors that impact on workloads and be able to recognise ways of prioritising work effectively. It is important that you are encouraged to think of the many factors that impact on the work, some of which may be beyond the worker's ability to change.

You should be helped to consider ways in which workers can make changes to their own performance and that of the service to ensure or improve the quality.

### Candidate Guidance

These tasks are designed to help you learn more about the quality standards that underpin the work of health care staff and that of the health sector as a whole. For Task 1 you need to produce a learning pack for people who are about to undertake a work role in the health sector which requires them to understand how to implement and monitor quality standards. You will need to research the standards that are currently in force. Useful websites for this include: The Department of Health, Department of Health, Social Services and Public Safety (NI), Northern Ireland Social Care Council, Regulation and Quality Improvement Authority (NI), Care and Social Services Inspectorate Wales, Care Council for Wales, Care and Social Services Inspectorate Wales, Learning and Skills Improvement Service and The Care Quality Commission. The learning pack can be in a format of your choosing in consultation with your tutor.

You will need to deliver a presentation on working with others and accountability. This might be to the rest of your group or to another set of staff, as agreed with your tutor.

You will need to think about all the factors that impact on the workload such as time, amount of work, travelling distance, sudden requests for help etc. You will then need to show that you understand how to prioritise the work taking all these factors into account. You will also need to consider how to make changes to the work and/or the environment to help improve the quality of service offered to people.

### Tasks

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

### Assignment coverage

| Task | Assessment criteria covered    |
|------|--------------------------------|
| 1    | 1.1 1.2 1.3<br>3.1 3.2 3.3 3.4 |
| 2    | 2.1 2.2 2.3                    |
| 3    | 4.1 4.2                        |

## Assignment 304      Maintaining quality standards in the health sector (Unit 304)

### Tasks

- 1 Prepare a learning pack which could be used for people who are about to start a job which requires them to understand and be able to monitor quality standards.

The pack should contain information relating to:

- a A brief overview of the quality standards the job role is required to meet indicating if they are local or national requirements.
- b Choose **one** standard relevant to the job role and describe
  - i The reasons why it is important to meet the standards.
  - ii The benefits of meeting standards to the service and users of the service.
  - iii How to best help other staff understand issues relating to quality of service delivery including how to encourage them to work to the standards required.
  - iv The different ways of monitoring if quality standards are being met.
  - v The reasons why it is important to monitor standards.
  - vi How best to monitor and maintain sufficient resources to complete the work.

- 2 Choose **one** job role within the health sector. Prepare and deliver a presentation which describes:

- a The nature of the job role, stressing the ways in which staff employed in this role might work with others to deliver an effective and efficient service.
- b How staff working in this role are accountable to others and how others are accountable to them.

- 3 Choose **one** job role within the health sector.

- a Make a list of the factors that impact on the workload of someone employed in that job.
- b Explain how best to prioritise the tasks they need to complete.
- c Make suggestions for improvements that might help maintain or improve the quality of service.

# Candidate assessment record

## Assignment feedback and result sheet

|                               |                                     |   |
|-------------------------------|-------------------------------------|---|
| Unit number and title         | Assignment 304<br>sector (Unit 304) | Maintaining quality standards in the health |
| Candidate's name              |                                     | Enrolment<br>number                         |
| Assessor's name               |                                     | Centre number                               |
| Dates assignment<br>submitted | 1 <sup>st</sup>                     |   |
|                               | 2 <sup>nd</sup>                     |   |

| Tasks | 1st Submission       | Resubmission         | IV Signature if sampled |
|-------|----------------------|----------------------|-------------------------|
|       | Outcome<br>Pass/Fail | Outcome<br>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 305      People and personal development in the health sector (Unit 305)**

## **Assignment overview**

The assignment for this unit provides you 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 two, but you should be encouraged to look at opportunities for career progression. It is important that you explore the job role in relation to the NHS Knowledge and Skills Framework (KSF) and gain an understanding of its role in relation to personal development and career progression within the NHS.

## **Learning programme**

You should have guidance in devising a format for the personal development plans (PDP) in Task 2 and in assessing your current competence against the KSF appropriate to your chosen job role. You are required to reflect on feedback given in two separate meetings. This could include feedback from tutors or work experience supervisors or a combination of both, which should involve the tutor supporting you to actively participate in planning your development in relation to the KSF relevant to the job role. The portfolio provides an opportunity for you to track your learning and development and plan future progression.

You are also required to provide information and guidance to others, in accordance with the associated level of this programme in the workplace, which would involve supervising others.

## **Candidate guidance**

The assignment is about the job opportunities and career pathways available within the health sector. You will need to investigate a job role you would like to carry out within the health sector and present an account of a typical working day. The NHS Knowledge and Skills Framework (KSF) has set out the knowledge and skills workers are expected to have in different roles, and you will need to assess how your own skills and knowledge compares with the KSF for the job role you are interested in.

Your tutor and work experience supervisor will support you in assessing yourself and will meet with you to provide you with feedback and support you to plan your learning and development over the span of the programme. You will have to take an active role in this, designing a format for your personal development plans and recording these meetings and other learning experiences to build a personal portfolio demonstrating your progression and learning.

In preparation for work in the health sector, where you may have to supervise others, you will also show how you would pass on information to new staff to support them to learn about their job role and to think about the sort of information they would need.



## Tasks

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

### Assignment coverage

| Task | Assessment criteria covered |
|------|-----------------------------|
| 1    | 1.1, 1.2<br>4.1             |
| 2    | 1.2<br>2.1, 2.3, 2.4<br>3.1 |
| 3    | 2.2<br>3.1, 3.2             |
| 4    | 4.1, 4.2                    |

# Assignment 305      People and personal development in the health sector (Unit 305)

## Tasks

- 1      Select **one** job role within the health sector for a career guidance event. Using the title 'A Day in the Life', choose a medium (for example leaflet, display, video) to present an account of a typical working day for someone in this role. Include:
  - a      The main duties and responsibilities of the role.
  - b      Qualifications and training required in the job role.
  - c      The skills and knowledge to be applied to the work role as identified within the NHS Knowledge and Skills Framework (KSF).
- 2
  - a      Design a personal development plan to be used to plan and review your progress in relation to the job role you have chosen. The plan must include all of the following:
    - i      An assessment of your skills and knowledge in comparison to the NHS KSF relating to the job role. This will be carried out in conjunction with your tutor.
    - ii      A summary of your learning needs.
    - iii      A list of development opportunities to meet your learning needs.
    - iv      A plan of how you will meet the learning needs, giving details of timing and how you will evaluate the development opportunities.
  - b      Complete **three** of the personal development plans to be spread evenly over the duration of the programme – one at the beginning, one halfway and one at the end, which should show development plans for the year ahead. These should be completed during a review meeting with your tutor and then included in your portfolio (Task 3).
  - c      Describe how the NHS KSF is used in the annual review process for workers in the health sector
- 3
  - a      Complete a personal development portfolio to track your progression during this programme. The portfolio should include **eight** entries spread over the course of the programme made up of the following:
    - i      **Three** personal development plans as detailed in Task 2.
    - ii      **Three** evaluations, each of a different learning experience, including how effective it was in supporting specific aspects of your learning and development.
    - iii      **Two** reflections in response to feedback received from your tutor/supervisor following two review meetings.
  - b      Review how the different methods of recording your portfolio can help your learning and development.

## Assignment 305      People and personal development in the health sector (Unit 305)

### Tasks

- 4      In Task 1, you identified the responsibilities of one job role. Imagine you are in this role, and you have been asked to look after a new member of staff on their first day working in the department.
- a      Identify the types of information the new member of staff would need during their first month of working in this job role.
  - b      Describe at least **three** different methods you could use to pass on this information.
  - c      Select **one** of these methods and explain how you would pass on one piece of information essential to the worker's role on the first day.

# Candidate assessment record

## Assignment feedback and result sheet

|                               |  |  |
|-------------------------------|--|--|
| Unit number and title         | Assignment 305<br>health sector (Unit 305) | People and personal development in the |
| Candidate's name              |  | Enrolment<br>number                    |
| Assessor's name               |  | Centre number                          |
| Dates assignment<br>submitted | 1 <sup>st</sup>                            |  |
|                               | 2 <sup>nd</sup>                            |  |

| Tasks | 1st Submission       | Resubmission         | IV Signature if sampled |
|-------|----------------------|----------------------|-------------------------|
|       | Outcome<br>Pass/Fail | Outcome<br>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 306      Service improvement in the health sector (Unit 306)**

## **Assignment overview**

This assignment is about the contribution of workers in the health sector towards improving the service. You will need to look at the background to service improvement in relation to the health sector, and ways to identify which improvements need to be made. You will look at how service improvement is implemented, and how you would be expected to contribute to this as a worker in the health sector. You will look at how suggestions can be made and how to work as a team in making suggestions and implementing change.

## **Learning programme**

This assignment is about your contribution to improving services within the health sector, and how you can support it in its commitment to modernisation and high quality care. You will require guidance on examples of the drivers for these improvements, such as patient empowerment and personalisation, regulation of all health practitioners, dignity strategies, NHS plans and priorities, the requirements of the regulating body for your country (e.g. The Care Quality Commission in England or the Health Inspectorate Wales), and the quality frameworks e.g. Lord Darzi's High Quality Care for All in England. There are other examples of guidance set out in the marking guidelines. You are not expected to provide information about all these initiatives, but details of those in relation to the chosen area of practice. Guidance should be given to you in your selection of an area of work practice that will relate to both tasks, and the questions about work practice should be appropriate to a work role equivalent to KSF Level 2.

In Task 1 you should select one of the following: a department (e.g. pharmacy, outpatients, medical records), or a work role (health care assistant, administrative assistant), or an area of practice (mental health, older people, children's services). Service users could include patients, visitors or colleagues using the service provided. As this is a very broad topic, you must be guided to narrow your focus on one area of service provision and need only include targets and standards relevant to the service area selected. Task 2 follows on from Task 1 and again, you are expected to continue your focus on one change within one area of practice or service provision.

## **Candidate guidance**

This assignment is about how you can contribute to improving services within the health sector, and support it in its commitment to modernisation and high quality care. Your tutor will guide you on relevant examples of the drivers for these improvements, such as patient empowerment and personalisation, the regulation of all health practitioners, the dignity strategies, the NHS Plans and priorities for your country, the requirements of the regulating body for your country (e.g. The Care Quality Commission in England or the Health Inspectorate Wales), and the quality frameworks e.g. Lord Darzi's High Quality Care for All in England. You are not expected to investigate all these initiatives, but you will need to look at those which relate to the area of practice or service provision you choose to focus on for this assignment. Check with your tutor before you decide on your choice of an area of work practice. You will need to choose one that that will relate to both tasks and the questions about work practice should be appropriate to a work role equivalent to KSF Level 2.

As a general guide, your choice will involve one of the following: any department (e.g. pharmacy, outpatients, medical records), or a work role (health care assistant, administrative assistant), or an area of practice (mental health, older people, children's services) within the health sector. When you are asked about service users, this includes patients, visitors or colleagues using the service provided. As this is a very broad topic, you must narrow your focus on one area of service provision

and need only include targets and standards relevant to the service area selected. Examples of the standards and targets include professional standards for health practitioners, standards set by the regulators, Standards for Better Health and guidance standards relating to specific patient groups, National Service Frameworks. You should look at those relevant to your chosen area of practice, so agree with your tutor before you complete Task 1. Task 2 follows on from Task 1, and you are expected to continue your focus on one change within one area of practice or service provision.

### Tasks

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

### Assignment coverage

| Task | Assessment criteria covered                  |
|------|--|
| 1    | 1.1, 1.2, 1.3<br>2.1, 2.2, 2.3               |
| 2    | 1.1, 1.2<br>2.1, 2.3<br>3.1, 3.2<br>4.1, 4.2 |

# Assignment 306      Service improvement in the health sector (Unit 306)

## Tasks

- 1 Investigate **one** area of service performance within the health sector. This could be in relation to a department, a work role or area of practice.

Prepare a presentation for a group of service users. Include the following information, which should be summarised in a leaflet or handout.

- a An outline of the relevant targets and standards to be met within this service area.
  - b The reasons for the targets and standards:
    - Why were they introduced?
    - What are they trying to achieve?
  - c How the service is monitored for improvement and to see how targets and standards can be met.
  - d Suggestions for how the service could implement improvements within the area of work.
- 2 Select **one** of the changes you have identified in Task 1. Imagine you are a member of the team working within this area of practice, and you have made the suggestion for this change.

Describe the process step by step from making your suggestion to working as a part of a team with other colleagues involved to make the changes effective. You should:

- i Indicate which methods you would use to identify the improvements needed.
- ii Describe how you would work as a team member, agreeing the change with others and supporting colleagues to implement it.
- iii Identify difficulties that would need to be overcome to successfully implement the change.
- iv Explain how you might have to change your practice as a worker in this area of health care.
- v Evaluate ways that can help you to change your own ways of working and that can support others to change.



# Candidate assessment record

## Assignment feedback and result sheet

|                            |                              |  |
|----------------------------|------------------------------|--|
| Unit number and title      | Assignment 306<br>(Unit 306) | Service improvement in the health sector |
| Candidate's name           |                              | Enrolment number                         |
| Assessor's name            |                              | Centre number                            |
| Dates assignment submitted | 1 <sup>st</sup>              |  |
|                            | 2 <sup>nd</sup>              |  |

| Tasks | 1st Submission       | Resubmission         | IV Signature if sampled |
|-------|----------------------|----------------------|-------------------------|
|       | Outcome<br>Pass/Fail | Outcome<br>Pass/Fail |                         |
| 1     |                      |                      |                         |
| 2     |                      |                      |                         |

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

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| Type                          | Contact  | Query   |
|-------------------------------|--|---|
| UK learners                   | T: +44 (0)20 7294 2800<br>E: learnersupport@cityandguilds.com  | <ul style="list-style-type: none"> <li>• General qualification information</li> </ul>   |
| International learners        | T: +44 (0)20 7294 2885<br>F: +44 (0)20 7294 2413<br>E: intcg@cityandguilds.com   | <ul style="list-style-type: none"> <li>• General qualification information</li> </ul>   |
| Centres                       | T: +44 (0)20 7294 2787<br>F: +44 (0)20 7294 2413<br>E: centresupport@cityandguilds.com                                       | <ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Registrations/enrolment</li> <li>• Certificates</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> <li>• Results</li> </ul>                              |
| Single subject qualifications | T: +44 (0)20 7294 8080<br>F: +44 (0)20 7294 2413<br>F: +44 (0)20 7294 2404 (BB forms)<br>E: singlesubjects@cityandguilds.com | <ul style="list-style-type: none"> <li>• Exam entries</li> <li>• Results</li> <li>• Certification</li> <li>• Missing or late exam materials</li> <li>• Incorrect exam papers</li> <li>• Forms request (BB, results entry)</li> <li>• Exam date and time change</li> </ul> |
| International awards          | T: +44 (0)20 7294 2885<br>F: +44 (0)20 7294 2413<br>E: intops@cityandguilds.com  | <ul style="list-style-type: none"> <li>• Results</li> <li>• Entries</li> <li>• Enrolments</li> <li>• Invoices</li> <li>• Missing or late exam materials</li> <li>• Nominal roll reports</li> </ul>  |
| Walled Garden                 | T: +44 (0)20 7294 2840<br>F: +44 (0)20 7294 2405<br>E: walledgarden@cityandguilds.com  | <ul style="list-style-type: none"> <li>• Re-issue of password or username</li> <li>• Technical problems</li> <li>• Entries</li> <li>• Results</li> <li>• GOLLA</li> <li>• Navigation</li> <li>• User/menu option problems</li> </ul>                                      |
| Employer                      | T: +44 (0)121 503 8993<br>E: business_unit@cityandguilds.com   | <ul style="list-style-type: none"> <li>• Employer solutions</li> <li>• Mapping</li> <li>• Accreditation</li> <li>• Development Skills</li> <li>• Consultancy</li> </ul>   |
| Publications                  | T: +44 (0)20 7294 2850<br>F: +44 (0)20 7294 3387   | <ul style="list-style-type: none"> <li>• Logbooks</li> <li>• Centre documents</li> <li>• Forms</li> <li>• Free literature</li> </ul>  |

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