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The Induction Standard for New Healthcare Support Workers (HCSWs)

WHAT THEY ARE AND WHY THEY HAVE BEEN INTRODUCED

All staff have a duty to ensure that the services being delivered by NHSScotland are safe and of a high quality. The [HCSW induction standards](#) provide a means for ensuring that all **new** HCSW staff have the knowledge and skills needed to contribute effectively to the delivery of healthcare and to protect the public from harm.

There are **14 standards** which new HCSWs will need to meet **within 3 months** of starting their job (or part-time equivalent). The standards reflect many of the areas which a new member of staff can be expected to learn about during an induction period, which will include both corporate and on-the-job induction. These include:

- + their role and responsibilities and how they relate to other members of the team
- + relevant legislation, policy and procedures and how these relate to their work
- + how to ensure that they play an effective part in making their work environment healthy, safe and secure
- + what to do in case of problems or emergencies
- + how to reflect on what they have learned and identify any additional training needed

Each standard is underpinned by several **performance criteria**. These outline the knowledge and skills which the individual needs to demonstrate in order to meet the standard in question.

By meeting the induction standards, the new HCSW:

- + demonstrates to their employer that they have the basic knowledge and skills needed to work safely
- + gathers evidence which they can use to support their further development through the Personal Development and Review Processes (Turas Appraisal)

WHO NEEDS TO MEET THE STANDARDS?

The term ‘healthcare support worker’¹ covers a very wide range of roles, both clinical and non-clinical. It includes staff who:

- + work in a clinical role (either direct or indirect), under supervision of a healthcare professional²
- + work in a direct service provision role with access to patients and members of the public
- + deal with personal identifiable patient data
- + have responsibility for maintaining premises or equipment used by patients or
- + are involved in the preparation/delivery of goods or services directly for/to service users

¹ The definition of ‘healthcare support worker’ is included in Schedule 1/Appendix A of Chief Executives’ Letter (CEL) 23 (2010).

² A “health care professional” is a member of a profession which is regulated by a body mentioned (at the time the agreement in question is made) in section 25(3) of the National Health Service Reform and Health Care Professions Act 2002 (c. 17). The relevant regulatory bodies are the General Chiropractic Council (GCC), the General Dental Council (GDC), the General Medical Council (GMC), the General Optical Council (GOC), the General Osteopathic Council (GOsC), the Health and Care Professions Council (HCPC), the Nursing and Midwifery Council (NMC) or the General Pharmaceutical Council (GPC). For the purposes of this Direction this includes Psychotherapists, Counsellors and Healthcare Scientists as these groups were identified as priorities for statutory regulation in the White Paper Trust, Assurance and Safety.

It does not include healthcare professionals, unpaid volunteers and staff working under certain specific contractual arrangements. Full details of the definition of 'Healthcare Support Worker' can be found in **Chief Executives' Letter (CEL) 23**.

From 31st December 2010, anyone coming into a role which fits one or more of the categories above will be expected to demonstrate that they meet the standards **within 3 months** of taking up their post (or part-time equivalent). For further details, please see [\(CEL\) 23](#).

WHAT A NEW HEALTHCARE SUPPORT WORKER NEEDS TO DO TO MEET THE STANDARDS

The HCSW Induction Standards have been designed so that they can apply to the range of roles covered by the definition above.

Information about many of the areas covered by the induction standards is likely to be included in induction programmes for new staff. A key aim of the induction standards is to ensure that new healthcare support workers know how to apply information within their own work context in order to protect the public.

To meet the induction standards, the individual needs to show that they have the knowledge and skills outlined in the performance criteria for each standard and they can apply these to their own work. The evidence needed to demonstrate achievement of a standard and can take multiple forms, such as:

- + on-the-job observation of their work by their reviewer
- + discussions with their reviewer, where the individual answers questions related to the performance criteria
- + written evidence, such as accounts of what they do and why

The standards require a new healthcare support worker to show how they apply what they have learned in their own work context. In some places, they need to show that they understand how the organisation's policies and procedures apply to the work they do. In others, they need to demonstrate how they carry out tasks. More guidance on how the individual can demonstrate how they will meet the standards is contained in the **HCSW Workbook**.

As a reviewer, your role will be to ensure that the healthcare support worker can demonstrate knowledge and skills appropriate to their role and the requirements of the performance criteria, and to help them identify where they might need additional training or support to meet the standards. More information about how the standards are reviewed is contained in section headed **Being a Reviewer (section 2)**.

HOW THE STANDARDS LINK TO THE NHS KNOWLEDGE AND SKILLS FRAMEWORK (KSF)

The Induction Standards set out the minimum level of knowledge and skills required in core areas which relate to protecting the public. The **14 induction standards** have been linked to the NHS KSF to ensure that the two processes are joined up for new healthcare support workers.

The performance criterion for each standard has been referenced to **level 1 of the NHS KSF Core dimension**. By demonstrating that they meet the induction standards, new staff can gather relevant evidence which can be used in personal development review meetings and for uploading into Turas Appraisal.

To reduce the potential for duplication, the 14 Standards have been grouped together into the 4 following groups:

- + **Standards 1 & 14** are about protecting patients and other people
- + **Standards 2, 3, 4 and 5** are about ensuring the health, safety and security of yourself, others and the workplace
- + **Standards 6, 10 and 13** are about working with people
- + **Standards 7, 8, 9, 11 and 12** are about working and developing in your role.

The following table outlines the relationship between each standard and the NHS KSF core dimension. It also indicates the number of questions/tasks contained within the **HCSW Workbook** for each standard that the new healthcare support worker must work toward achieving.

Table 1

Group	Title of the Standard	Links to NHS KSF Core Dimensions	No. of questions/ tasks per group
Standards 1 and 14 Protecting patients and others	<ul style="list-style-type: none"> 1. Protecting your patients from harm and abuse 14. Whistleblowing in cases of harm and abuse 	Core 3 – Health, Safety and Security	4
Standards 2, 3, 4 and 5 Ensuring the health, safety and security of yourself, others and the workplace	<ul style="list-style-type: none"> 2. Being fit (healthy) to work 3. Maintaining health and safety at work 4. Assessing risks at work 5. Reporting incidents at work 	Core 3 – Health, Safety and Security	12
Standards 6, 10 and 13 Working with others	<ul style="list-style-type: none"> 6. Work within confidentiality guidelines 10. Building customer relationships 13. Work in line with the equality, diversity, rights and responsibilities of patients 	<ul style="list-style-type: none"> Core 1 – Communication Core 6 – Equality and Diversity 	7
Standards 7, 8, 9, 11 and 12 Working and developing in your role	<ul style="list-style-type: none"> 7. Developing your knowledge and practice 8. Reviewing your working practice to improve your knowledge 9. Contributing to teamwork 11. Managing yourself as a resource 12. Working within your limits 	<ul style="list-style-type: none"> Core 2 – People and Personal Development Core 4 – Service Improvement Core 5 - Quality 	10

HOW THE STANDARDS LINK TO THE CODE OF CONDUCT FOR HCSWS AND THE CODE OF PRACTICE FOR EMPLOYERS

The induction standards are supported by two codes:

1. Code of Conduct for HCSWs

The [Code of Conduct for HCSWs](#) will apply to **all** healthcare support workers – not only those who are new in post. The Code of Conduct outlines the values which should underpin the work of all staff in HCSW roles, and all are expected to adhere to it.

Once a **new** healthcare support worker has demonstrated that they have met the induction standards, they will be expected to recognise how they carry forward the values in the Code in their work. To support this, the standards have been referenced to the Code of Conduct.

1. Code of Practice for Employers

Employers in NHSScotland have an obligation to ensure that healthcare support workers are supported to meet the induction standards and the requirements of the Code of Conduct. The [Code of Practice for Employers](#) outlines what employers are required to do to ensure that their HCSW staff are supported to work safely and contribute to the delivery of high-quality patient care.

Being a Reviewer

WHY REVIEW IS NEEDED

The introduction of the induction standards creates a change of emphasis in the induction process. The focus is now on the new member of staff to show that they understand and can apply what they have learned during their period of induction to their own work role. The aim is to ensure that all **new** healthcare support workers are working consistently at or above the minimum standards required to protect the public and contribute effectively to the work of healthcare teams.

To ensure this consistent level of working, it is important that each new healthcare support worker is reviewed against the standards by someone in their workplace. The person responsible for this review is the **reviewer**. In this section, we look at some of the key issues involved in the review of healthcare support workers against the induction standards.

WHO THE REVIEWER IS

As a reviewer, you will be responsible for reviewing the new healthcare support worker's achievement of the standards. You might be:

- + the individual's workplace supervisor
- + the individual's colleague
- + a KSF reviewer or SVQ assessor working in a relevant area of the service
- + an individual who has been delegated by the employer to carry out the review (this does not have to be a registered member of staff, it could be an experienced healthcare support worker)

Whatever your overall role in relation to the individual healthcare support worker, your role as a reviewer is the same: to identify how the healthcare support worker meets the induction standards, and where additional support might be needed. All reviewers should receive appropriate local support to undertake this review.

Many reviewers will carry out reviews as an addition to their current work. Therefore, the guidance and resources created for reviewers try, as far as possible, to look at how the review can be integrated as part of the induction process.

WHAT THE REVIEWER NEEDS TO DO

As a reviewer, you have three main tasks. You need to:

1. Ensure that the new healthcare support worker understands what they need to do to meet the standards, and help them plan how to do this
2. Review their achievement against the standards, identifying where they meet the requirements and where they might need additional support
3. Ensure that, when the individual has met all the standards, this achievement is recorded appropriately in line with local policy

You may find the Preparation Checklist for Reviewers (Appendix I) helpful in planning the review.

PLANNING TO MEET THE STANDARDS

Before the new healthcare support worker begins to gather evidence towards the induction standards, they need to know:

- + the purpose of the standards and how they relate to their own work context
- + how they can plan to meet the standards
- + how the standards will be reviewed
- + how the standards relate to the KSF outline for their post

If you are the individual's workplace supervisor you are likely to have responsibility for supporting them through the induction period, and you will be able to help them plan how they will address the standards. As you work closely with the healthcare support worker on a day-to-day basis, you may also be able to integrate review — such as observation of their work — into your regular schedule. It is important however, that work which is being reviewed is also recorded and discussed with the individual.

If you are not the individual's workplace supervisor, you are less likely to be closely involved with the individual's daily work. As a result, you will need to schedule times when you can speak with the healthcare support worker about their progress, achievement and the additional support they might need. You may also need to liaise closely with the individual's supervisor to plan how that additional support can be provided.

REVIEWING ACHIEVEMENT

It is important to remember that the aim of review is to ensure that new healthcare support workers reach a consistent minimum standard, irrespective of the area of service they are working in. The role of the reviewer is to ensure that the standards are applied consistently and fairly.

As a reviewer, you need to:

- + understand how the performance criteria in each standard relates to the area of service the healthcare support worker is working in (details of the performance criteria for each standard are included in the HCSW workbook)
- + identify what and how much evidence is needed for the individual to demonstrate that they meet the standard
- + identify where there are gaps in the individual's knowledge and skills relating to the standards, and how these gaps can be filled

You may also find it helpful to consider how the learning and development for each of the standards links with the four pillars of practice outlined in the [HCSW Learning Framework](#).

It is important to remember that new healthcare support workers will demonstrate that they meet the standards within **3 months** of taking up their role (or part-time equivalent). This has important implications for reviewers — you cannot expect the individual to be an expert in their role in this length of time.

Consistency in review depends on being able to identify what is enough evidence to meet the standard. The guidance provided in the **HCSW Workbook** is designed to help both the healthcare support worker and the reviewer with this task.

GATHERING EVIDENCE FOR REVIEW

To meet the standards the new healthcare support worker needs to show that they have the appropriate level of knowledge and/or skills to meet the performance criteria. The role of the reviewer is to decide whether the knowledge and skills being demonstrated meets the criteria.

Some of the performance criteria lend themselves to specific ways of demonstrating evidence. The **HCSW Workbook** contains a series of questions/tasks to support the healthcare support worker to provide the evidence which is needed. Each question/task is marked with a symbol indicating how the healthcare support worker should demonstrate evidence of the performance criterion. **These include:**



‘Demonstrate’ (e.g. *demonstrate how to lift an object safely*). You will observe the healthcare support worker carrying out a hands-on practical task.



“Describe” (e.g. *describe the actions you need to take if you discover a fire in the building*). You will ask the healthcare support worker to give clear description of a procedure or process. They will need to provide enough detail to show you that they know exactly how to carry out the task.



‘Explain’ (e.g. *explain why it is important to wash your hands on these occasions*). You will ask the healthcare support worker to give reasons for different things they do in their work.



‘Give examples’ (e.g. *give examples of when it is important to wash your hands*). You will ask the healthcare support worker for practical examples from their own work.

In all cases, **it is important to record** what the healthcare support worker has demonstrated and how it meets the performance criteria. You should sign, date and store the record safely, in accordance with local procedures.

ENSURING CONSISTENCY IN REVIEW

It is important to ensure that wherever the new healthcare support worker is employed, the standards are being applied consistently and fairly.

As a reviewer, you have a vital role in ensuring the consistency of review of the standards. Consistency of review means being sure that all those involved in reviewing healthcare support workers are applying the standards in the same way, and asking for the same level of evidence, regardless of the service area in which they are working.

Contacting and working with others involved in the review will help you be confident that you are applying and reviewing standards consistently and fairly.

You might do this in a variety of ways. Here are some examples:

- + work with another reviewer to 'double mark', comparing your views on the same piece of evidence
- + create a network of HCSW reviewers in your NHS Board to help provide support for each other. This could be particularly useful to help you compare the application of the standards across different service areas.

These are only a few of the ways for supporting consistency. If you have any other ideas for the types of resources or support which might be useful for reviewers, please contact NES at hcsw@nes.scot.nhs.uk

RECORDING ACHIEVEMENT

It is mandatory for all **new** healthcare support workers to meet the induction standards, and information about achievement will be recorded by your NHS Board. You should check within your NHS board for local procedures which will be used alongside this national guidance.

Your NHS Board will be responsible for establishing local procedures for recording this information. As a reviewer, you need to be sure that you understand the procedures you need to follow to record the new healthcare support workers' completion of the standards.

REFLECTING ON YOUR ROLE AND SKILLS AS A REVIEWER

As a reviewer for the HCSW Induction Standards, you are likely to have a wide range of experience which will help you in your role. Your experience and understanding of the individual's work context will be essential in helping you to review their performance against the standards. You may also be building on previous experience of having reviewed an individual's work (e.g. as part of an SVQ assessment process) or reviewing their performance (e.g. as part of the Personal Development Planning and Turas Appraisal process).

However, it is important to **recognise** that your role of reviewer of the HCSW Induction Standards requires you to **learn new knowledge and skills**:

- + understanding the standards and how these apply to the individual
- + being able to guide the individual through those standards
- + reviewing the individual's performance against the standards
- + aligning the standards and the learning and development evidenced against the standards with the four pillars of practice ([HCSW Learning Framework](#))

Your role in implementing national standards is very important. It can also help you reach some of your own development goals. **Think about:**

- 1. Contributing to your own KSF Personal Development Planning (PDP)/ Turas Appraisal** — How does your experience link to your own PDP requirements? Remember that you can use your experience as a reviewer as evidence within your own Turas Appraisal, and to help you identify further learning needs in your own PDP.
- 1. Meeting Continuing Professional Development (CPD) requirements** — If you are a member of a professional body which asks you for evidence of CPD, think about how you can use your experience of reviewing the HCSW Standards to provide evidence of this development.
- 1. Identifying other review opportunities** — If this is your first experience of reviewing individuals against standards, you may wish to build your skills in this area. Your NHS Board may be able to provide further opportunities for this. For example, you may be able to undertake training as an SVQ assessor

or as an assessor for other programmes of learning used within your Board. For more information, speak with your manager and/or representatives of your Board's Learning & Development department.

Preparing for the Review

PLANNING LEARNING

At each meeting with the healthcare support worker, you should discuss and agree any learning needs which they have. Together, you should decide the best way for the individual to learn what they need. Remember that most of what they need to learn will be learned on the job. Try to help them identify the learning opportunities around them. **Examples might include:**

- + asking their manager/supervisor or colleague for guidance then trying out a task
- + shadowing a colleague
- + reading a procedure/policy document
- + attending a course organised by the employer

The healthcare support worker should be supported to understand how the standards link with the NHS KSF core dimensions and be able to record what they need to learn using the [Turas Appraisal](#) system. You should help them identify the information they need to record. Then, at your next meeting, you can come back to their record and discuss their progress.

It is important to remember that the standards must be completed within 3 months of the healthcare support worker's start date (or part-time equivalent). They will already be undertaking corporate induction, which may include training that is relevant to evidence some of the standards.

BEFORE YOU BEGIN

Before starting to work with a new healthcare support worker, it is important that you understand fully the standards, and how they are being implemented in your NHS Board.

Make sure that you:

- + **know where to access** the [HCSW induction standards](#), [HCSW Code of Conduct](#) and the [Code of Practice for Employers](#).
- + **have read and understood** the performance criteria within each standard (details included in the HCSW workbook)
- + **have read and understood** the materials used to support review (workbook and reviewer guidance)
- + **know about the procedures** used in your NHS Board for reviewing and recording an individual's achievement of the standards
- + **know who to speak with** if you need extra support with the review process

THE INITIAL STAGES OF REVIEW

The induction standards apply to a very wide range of roles across NHSScotland, including clinical and non-clinical services. The fact that they are *induction* standards indicates that most of the knowledge the individual needs will come through induction and orientation to their role. However, in order to meet the standards, the individual needs to be able to apply that knowledge to their own work context.

As a result, it is important that each healthcare support worker understands how the standards apply to their work context, what they need to do to meet the standards, and where they will get the knowledge, they need to do this.

As the reviewer, you need to be able to guide and support the individual through this process. To do this, it is important to be well prepared.

Before you start to work on the standards with the new healthcare support worker, make sure that you:

- + **have a copy of their job description** and KSF outline (if you are not the HCSW's line manager, perhaps ask the line manager or the HCSW for a copy of the KSF outline)
- + **understand** how each standard applies to their work role

- + *(if you are not their workplace supervisor)* have **explained your role** to their workplace supervisor, and arranged how you will:
- + **liaise with the supervisor**
- + **schedule time for progress** meetings with the healthcare support worker

At your first 'standards' meeting with the new healthcare support worker, **make sure that they understand:**

- + **how the standards apply to their work context**, and their link with the NHS KSF core dimensions and Personal Development Plan and Review process
- + **what they need to do** to demonstrate they meet the standards
- + **how induction will help** them get the knowledge they need
- + **how you will review** their progress
- + **what you will do if they need further support** in specific areas
- + **how you will record their achievement** of the standards
- + **when** and **where** you will meet for your discussions

REVIEWING PROGRESS

You may arrange several meetings with the individual to review their progress against the standards. The number of meetings required will depend on your own context and the individual's needs.

However, at each meeting **you should make sure that you:**

- + **identify** the performance criteria which you have reviewed
- + **record** what the healthcare support worker has done to meet the criteria
- + **record** your own review notes:
- + has the healthcare support worker **met the performance criteria?**
- + If not, **what more needs to be done** in order to meet it?

- + **discuss** with the healthcare support worker what they need to do next in order to meet all the standards
- + *(if appropriate)* **inform** the healthcare support worker's workplace supervisor of the next steps which are needed

If the HCSW is not meeting the requirements of the standards, after the reviewer has provided support and guidance, then the reviewer should refer to local guidance and policy for advice on next steps.

COMPLETING THE REVIEW

Once the new healthcare support worker has demonstrated that they meet all the performance criteria in the induction standards, make sure you:

- + **complete** all required sign-off documentation within the **HCSW Workbook**
- + **record completion** in accordance with local procedures
- + **discuss next steps** with the healthcare support worker, including:
 - + **how they are going to use the evidence** they have collected to inform their Personal Development Plan and Turas Appraisal
 - + **how they are going to show** that they are adhering to the HCSW Code of Conduct
- + *(if appropriate)* **inform the individual's workplace** supervisor that they have met all the standards

All the guidance in this section has been summarised in the **Preparation Checklist for Reviewers (Appendix I)**.

The HCSW Workbook

WORKING THROUGH THE QUESTIONS AND TASKS

As a reviewer, your role is to support the new healthcare support worker as they work through the **HCSW Workbook**.

The questions/tasks in the HCSW Workbook relate to the **four groups of induction standards**:

1. **Standards 1 & 14** are about protecting patients and other people
1. **Standards 2, 3, 4 and 5** are about ensuring the health, safety and security of yourself, others and the workplace
1. **Standards 6, 10 and 13** are about working with people
1. **Standards 7, 8, 9, 11 and 12** are about working and developing in your role.

The questions/tasks in the HCSW Workbook focus on these groups, helping you and the healthcare support worker to see how the evidence gathered in one standard might also be used in another.

It is important to help the healthcare support worker plan how they are going to work through the **HCSW Workbook**. You may find the Action Plan Template (Appendix II) helpful in supporting planning and ongoing discussions with the healthcare support worker.

They can work on the questions/tasks in any order. For example, if you know that the healthcare support worker will be attending a fire safety training course or undertaking a fire safety online module within the next few weeks, it would be wise to delay working on the questions relating to dealing with emergencies until after they have attended the course/undertook the module.

You should also discuss with the healthcare support worker how best to answer the questions. They can answer questions in several ways. For some questions, you might ask them to write their answer in the workbook. For others, you might ask them to make some notes then discuss their answers more fully with you. There are also some tasks which require a healthcare support worker to demonstrate that they are working safely. You need to arrange to observe the new healthcare support worker carrying out these tasks in the workplace.

It is important to remember that some healthcare support workers may need help in identifying how the question/task relates to their own work. As a reviewer, you can reword the question/task from the HCSW Workbook to ensure that the healthcare support worker understands what is required to provides examples of situations where their knowledge might be applied.

The **HCSW Workbook** provides guidance with each question/task marked with a symbol indicating how the healthcare support worker should demonstrate evidence of the performance criteria.

HOW MUCH EVIDENCE IS ENOUGH?

It is important to remember that a new healthcare support worker needs to meet the standards within **three months** of taking up their post (or part-time equivalent). As a result, they cannot be expected to have developed in-depth or wide-ranging knowledge and experience of their work context.

When looking at the evidence the healthcare support worker provides, the key question you need to ask yourself is 'Is there enough here to ensure that the individual is not causing danger to themselves or others, or a risk to the organisation?'

For example, you need to make sure that the individual is applying policies and procedures appropriately in the workplace. They may not be able to give precise names of policies, or quote sections of policy documents. However, it is important that they can tell you the information which is needed to ensure that they understand the key points of the policy/procedure and can follow those in the workplace.

When working with new healthcare support workers, take care not to ask for too much information, but focus on the information which is important for their context. Knowing how much evidence is 'enough' is an important element in ensuring that the standards are being applied consistently.

More information about different ways in which you can ensure consistency can be found in the **Guidance for Reviewers section (2.3.4)**.

PROVIDING AND RECORDING EVIDENCE

A healthcare support worker can provide their evidence in a variety of ways. In questions which ask them to show their *knowledge*; you might ask them to:

- + **write down their answers to the questions in the workbook.** You can then check that the answers contain all the necessary information. Questions which ask the individual to give examples from their work can be answered quite easily in this way.
- + **discuss their answers with you.** Some questions ask the healthcare support worker to give explanations, or to provide quite a lot of description. It can be easier to answer these questions in discussion with the individual. Remember, however, that either you or the healthcare support worker needs to make a note of the content of their answer.
- + **demonstrate how they carry out specified tasks.** You should ensure that you, or another appropriate person, observe the healthcare support worker carrying out these tasks to the required standard.
- + **consider on the job learning.** Encourage the healthcare support worker to reflect on
 - + **what they have learned** on the job and how this links with day to day work
 - + **who was involved** in the learning, e.g. did a colleague demonstrate a new task which they then undertook?
 - + think about how this learning **applies** to day to day work and links with the standards
- + **provide evidence of assessed training.** Some mandatory training during the induction period may include assessment. For example:
 - + **online training programmes** which include questions that test the individual's knowledge of the policies and procedures used in a certain area (e.g. fire safety, manual handling, equality and diversity, data

protection)

- + **face-to-face training**, where the individual must show that they can use a piece of equipment safely
- + **recognition of prior learning (RPL)** *the healthcare support worker* may have previous experience from another job that relates to the task/activity and demonstrates their knowledge and understanding. Consideration should be given to the inclusion of RPL.

Encourage the healthcare support worker to reflect on the training (undertaken in a course or on the job) and think about how and where they apply this knowledge in their own day to day work. Taking time to make links between new information and their own role will help the healthcare support worker to provide examples of how they meet the induction standards.

In all cases, you will be checking that the individual has the knowledge and skills needed to work without causing any danger or risk to patients, colleagues or others, or to the organisation.

Remember, too, that the standards are designed to support the individual's development. If you find that the healthcare support worker cannot provide enough evidence to show they meet the required standard first-time round, you should identify where they need to make improvements then plan to review this at a later date.

The HCSW Workbook helps you and the healthcare support worker to plan their learning needs in relation to the standards, and to record evidence of meeting the standards. This planning and recording can also provide the first steps for the healthcare support worker to develop their Personal Development Plan (PDP) and to gather evidence for recording in their Personal Development Review (PDR) in Turas Appraisal.

Most of the questions/tasks in the HCSW Workbook link with more than one of the induction standards. In the HCSW Workbook you will see in the question box a note on the bottom left 'Links to standard(s)/criterion' and a series of numbers. This indicates that the evidence for the question can also be applied to the other standards/criterion noted.

Once the healthcare support worker has completed a question/task in the HCSW Workbook, you can mark it on the tracker. In this way, you can track how they are

progressing towards meeting the requirements of the standard.

WHAT HAPPENS WHEN THE HEALTHCARE SUPPORT WORKER HAS MET THE STANDARDS?

When you are satisfied that the healthcare support worker has provided appropriate evidence to address a question/task, you should sign and date the boxes under the question/task in the **HCSW Workbook**. When the individual has completed an entire section of the HCSW Workbook, you should complete the **Section Completed** box in the workbook.

You should agree with the new healthcare support worker where the “signed off” version of the HCSW workbook will be kept ensuring you can both access it as required.

WHAT HAPPENS NEXT?

As a reviewer you need to understand the local arrangements for recording that the new healthcare support worker has met the Standards. Your health board is required by the Scottish Government to report on the numbers of new healthcare support workers who have met the Standards.

Once the healthcare support worker has met all the HCSW Induction Standards, they are required to follow the **HCSW Code of Conduct**. This Code of Conduct outlines what is required of healthcare support workers across NHSScotland in order to provide high-quality services to patients and the public.

Remember that the completed workbook will also help the healthcare support worker provide evidence for other purposes, such as completion of their Personal Development Review (PDR) in Turas Appraisal. There is more about this in the **Recording my progress** section.

Healthcare Support Workers could be introduced to the [Professional Portfolio on Turas](#) and encouraged to use the platform to record their learning and add reflections on completing the standards and codes.

Also, if the healthcare support worker is working towards an SVQ in Health & Support Services, they should ask their SVQ Assessor about how you can use this evidence towards completion of their SVQ.

Appendix I

PREPARATION CHECKLIST FOR REVIEWERS

The following checklist is designed to support you through the review process. It outlines the steps you can take to ensure that the process is well planned and effective.

HCSW Name:

Reviewer Name:

Date:

BEFORE YOU BEGIN: Make sure you:

Know where to access the HCSW standards, HCSW Code of Conduct and the Code of Practice for Employers

Have read and understood the performance criteria within each standard

Have read and understood the materials used to support review (workbook and reviewers guidance)

Know about the procedures used in your NHS Board for reviewing and recording an individual's achievement of the standards

Know who to speak to if you need extra support with the review process

BEFORE YOU BEGIN TO WORK WITH THE NEW HEALTHCARE SUPPORT WORKER

Make sure you:

Have a copy of their job description and KSF post outline

Understand how each standard applies to their job role

Know how the HCSW's induction and orientation to their role links with the standards

(if you are not their workplace supervisor) Have explained your role to their workplace supervisor and arranged how you will:

- + liaise with the supervisor
- + schedule time for progress meetings with the healthcare support worker

AT YOUR FIRST 'STANDARDS' MEETING WITH THE NEW HEALTHCARE SUPPORT WORKER, make sure that they understand:

How the standards apply to their work context, and their link with their Personal Development Plan and Turas Appraisal process

What they need to do to demonstrate they meet the standard

How induction will help them get the knowledge they need

How you will review their progress

What you will do if they need further support in specific areas

How you will record their achievement of the standards

When and where you will meet for your discussions

REVIEWING PROGRESS. At each meeting, make sure you:

Identify the performance criteria which you have reviewed

Record what the healthcare support worker has done to meet the criteria

Record your own review:

- + has the individual met the criterion?
- + if not, what more needs to be done in order to meet it?

Discuss with the individual what they need to do next in order to meet all the standards

(if appropriate) Inform the individual's workplace supervisor of the next steps which are needed

If the HCSW is not meeting the requirements of the standards, after the reviewer has provided support and guidance, then the reviewer should refer to local guidance and policy for advice on next steps

COMPLETING THE REVIEW. Make sure you:

Complete all required sign-off documentation in the **HCSW Workbook**

Record completion in accordance with local procedures

Discuss next steps with the healthcare support worker, including:

- + how they are going to use the evidence they have collected to inform their KSF Personal Development Plan and Turas Appraisal
 - + how they are going to show that they are adhering to the HCSW Code of Conduct
-

(if appropriate) Inform the individual's workplace supervisor that they have met all of the standards

Start Date of New HCSW:

Expected Date for Completion of Standards:

Appendix II

ACTION PLAN TEMPLATE

HCSW Name:

Reviewer's Name:

Proposed Date	Details of planned progress, deadline etc.	HCSW and Reviewer initials

HCSW signature

Date

Reviewer signature

Date

Record of HCSW/Reviewer contact

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