

Produced by:

NISCC

7th Floor Millennium House

19-25 Great Victoria Street

Belfast

BT2 7AQ

Tel: 028 9041 7600

Fax: 028 90 41 7601

Text Phone: 028 9023 9340

Web: www.niscc.info

Email: info@niscc.n-i.nhs.uk

©NISCC June 2007

NISCC would like to acknowledge the contribution of the Children's Workforce Development Council and especially of Skills for Care in the development of the Northern Ireland Induction Standards for the Social Care and Children's Services workforce. Thanks also to Lynda Tarpey for developing the additional guidance in the workbook to assist with implementing the standards. Permission is given for copying this workbook, or sections within it, to record a workers development or for training purposes only.



> Contents

Introduction

Welcome	2
Introducing the Northern Ireland Social Care Council	2
NISCC Code of Practice for Social Care Workers	3
What's in the NISCC Induction Standards?	4
How to use this workbook	5
What to expect from your manager	7
Assessing your knowledge and skills against the NISCC Induction Standards	8

The NISCC Induction Standards with summaries and sample questions

Standard 1 - Understand the principles of care	10
Standard 2 - Understand the organisation and the role of the worker	20
Standard 3 - Maintain safety at work	28
Standard 4 - Communicate effectively	42
Standard 5 - Recognise and respond to abuse and neglect	48
Standard 6 - Develop as a worker	58

What next? Further knowledge and skills

Personal development plan	62
Basic Skills or Skills for Life	62
Underpinning knowledge and further qualifications	63
Continuing Professional Development	63
Continuing Professional Competence	63

Glossary of terms used in the NISCC Induction Standards	64
---	----

Certificate of successful completion of Induction	68
---	----

Your notes and 'things to remember'	75
-------------------------------------	----



> Introduction

Welcome

Welcome to your new role. It is one in which you will be able to make a real difference to the lives of the people you work with.

The Northern Ireland Social Care Council's Induction Standards set out the first things you need to know for your work, to allow you to do your job safely and effectively.

Any new role brings with it new things to learn. You are being asked to complete induction to help you build your confidence and make sure you have the skills and knowledge to succeed in your job. Your manager and work colleagues will help you during your induction and you should use the opportunity to ask about anything you do not understand or do not know how to do.

Induction is the first step along a pathway that will continue throughout your career. This workbook will explain what induction is, what to expect when you start your job and how it can set you on track for giving high quality care and support.

Introducing the Northern Ireland Social Care Council

Northern Ireland Social Care Council is an independent public body, working to raise standards and promote training and development for the social care and children's services workforce in Northern Ireland. NISCC is a partner in the UK Alliance 'Skills for Care & Development', which is the Sector Skills Council for the Social Care, Children and Young People's workforce. Sector Skills Councils are licensed to facilitate a network of key employers, education interests, government agencies, service users, carers and stakeholders from across the sector to identify and address skills needs for their sector and to help build a competent and confident workforce.

NISCC has consulted widely with employers, stakeholders, service users and carers in NI to develop the Induction Standards. The Induction Standards will be applicable to all new workers entering the workforce and those changing roles or employers within the sector - irrespective of their qualification level. The standards will not be affected by revisions to job roles resulting from the review of Public Administration and Agenda for Change. To ensure that new workers are inducted to consistently high standards across the UK, these also standards reflect the knowledge, skills and values set out in the Induction Standards currently in operation in England and Wales.



NISCC's current policy is to require that workers in social care have successfully completed induction for their existing post, in order to be registered. This policy will continue until it is superseded by qualification requirements to be introduced in 2016, as specified in the DHSSPS(NI) Development and Training Strategy for the Personal Social Services Workforce 2006-2016. For children's services workers not required to register with the NISCC, the standards are offered as 'best practice'.

These standards set out clearly what new workers should know, understand and be able to do within three to six months of starting work. They were developed to reflect both the NISCC Code of Practice for Social Care Workers and the requirements for National Vocational Qualifications in Health and Social Care. They are intended to ensure workers are able to provide high quality care and support, offering them the first step continuing professional career development.

The NISCC has also published the following supporting documents which are available from the NISCC website **www.niscc.info**

- The NISCC Induction Standards
- Guidance for those responsible for new workers' induction

The NISCC Code of Practice for Social Care Workers

NISCC is the regulatory body for the social care workforce in Northern Ireland. Similar councils have been established in England, Scotland and Wales. Together, the councils have developed a Code of Practice for Social Care Workers, which describes the standards of professional conduct and practice required of registered social care workers. A registered social care worker must meet these agreed standards for their conduct and practice and is committed to continually developing their skills and knowledge throughout their career in the social care profession.

Social care employers must meet the standards set out in the NISCC Code of Practice for Employers of Social Care Workers. The code requires employers to establish a competent workforce and to support employees to develop their skills and knowledge. Successfully completing your induction is part of this.

Every social care worker should have a copy of the NISCC Codes of Practice. Free copies are available from the NISCC Registration Team. Telephone 028 9041 7633 to request a copy. Alternatively, the codes can be accessed from the NISCC website **www.niscc.info**



What's in the NISCC Induction Standards?

The Induction Standards consist of six standards which each contain a number of topics, or 'areas of knowledge' that workers need to know about before they can work safely without close supervision:

- 1** Understand the principles of care
- 2** Understand the organisation and the role of the worker
- 3** Maintain safety at work
- 4** Communicate effectively
- 5** Recognise and respond to abuse and neglect
- 6** Develop as a worker.

Each 'area of knowledge' is made up of 'outcomes', which say exactly what you need to know about the topic. The way you show you have learned about the topic – by showing, doing or explaining – is by producing evidence.

You are not expected to know all the outcomes straight away. The outcomes state what you will know 'after you have been through induction'. Induction may take between three and six months to complete, although some of the topics will be completed within the first few weeks of starting your new job role.

These NISCC Induction Standards will not cover the whole of your induction as there will be lots of other knowledge and skills you will need to succeed in your new role. Your manager will tell you what they are and arrange for you to learn and be assessed in those areas too.

Induction programmes work best as part of performance management systems. These are the systems which make sure people are clear about what they should be doing, how well they are performing and what they need to improve on.

You can expect to be appraised and supervised as part of these systems. This will give your manager(s) the chance to assess how you are applying your learning to your job and to identify any extra learning or support that you might need. If you are self-employed and therefore not part of a wider organisation, systems for supervision and appraisal may not be readily available to you. It is therefore important that you find a way to improve your skills and knowledge. This may be by sharing resources with others in a similar situation, through your local Health and Social Care Trust if you contract with them, or through a professional body.



How to use this workbook

This edition of the NISCC Induction Standards has been produced specifically for new workers in Northern Ireland. There is a separate NISCC publication for managers. Each standard is preceded by a summary and also an explanation of the links to the other Induction Standards. Some of the standards are highlighted in bold, which indicates they are workplace specific and will need to be covered by people moving to new job roles as well as new workers.

The Induction Standards are listed in three columns headed 'Main areas', 'Outcomes' and 'NISCC Code'. The 'Main areas' column tells you the topics that you will need to understand and be able to do in your job role. The 'Outcomes' column tells you in detail the knowledge and skills you need to be assessed in so that your manager knows you are competent in the way you apply your understanding of the main areas. The 'NISCC Code' column shows you how the standards link to the NISCC Code of Practice for Social Care Workers.

There are an additional four columns listed against the standards, headed, 'Sample questions', 'Induction plan', 'Evidence' and 'Date signed off'. These columns are not part of the standards themselves, but you can use them as follows:

'Sample questions' are the types of questions your manager may ask to check your understanding. It is not intended that you should write exam-type answers to these questions. They are for you to use to help you think about how you will answer similar questions that you may be asked. If any of the examples do not fit with your work or workplace, then you and your manager should think of examples which do fit.

'Induction plan' is the column where you and your manager can write what you are going to do and find out what evidence you are going to collect to prove that you are able to meet the outcomes. It is also useful to collect further learning materials that are relevant to your induction. It may be useful to record these materials in the evidence column in this booklet. Examples of further learning materials could include:

- Welcome pack material given to you by your new employer/manager
- Your employer's Health and Safety Statement
- Any Policy or Procedures documents you have been given
- In-house induction materials provided by your employer.



'Evidence' should be used to record any other evidence of learning which you collect. For example, supervision and assessment notes.

'Date signed off' is simply a space for you and your manager to keep a note of which outcomes you have covered. Your manager can put the date and their initials against the outcomes as you demonstrate that you have achieved that area of learning, either in practice or through some form of assessment.

At the end of this booklet there is a 'Certificate of Successful Completion' to be completed and signed by your assessing manager when you have completed the NISCC Induction Standards. You should keep this record for future use along with any other evidence and learning materials you have collected. This certificate also shows any other learning and skills you need to gain in order to complete your organisation's full induction. Your manager should also keep a record of your induction (possibly a photocopy of the certificate) for your file and to show to inspectors, for example from the Registration and Quality Improvement Authority.

Finally, there is a section for you to make notes as you work through your induction.



What to expect from your manager

The NISCC Induction Standards have been designed to help make sure you can provide a quality service for the people you support and that includes making sure you are safe to leave alone with responsibilities. It is your manager who will make the decision about when you have successfully completed induction and that you are safe to work on your own.

Your manager is responsible for:

- The safety and well-being of individuals whom the organisation supports.
- The safety and well-being of you and your colleagues while at work.
- Fulfilling legal and professional obligations to meet the above two requirements e.g. according to health and safety law and the NISCC Code of Practice.


The NISCC Code of Practice for Employers of Social Care Workers says they must make sure that people they employ are 'suitable to enter the social care workforce and understand their roles and responsibilities'.

Making sure you understand and can work according to these NI Induction Standards is part of the way in which your employer and manager fulfil their responsibilities to you and those in your care.

Your manager has two duties in relation to these Induction Standards:

- They must arrange for you to learn about the different areas within the standards, or check that your previous learning is enough to meet the standards.
- They must make sure you know enough to meet the outcomes for each area; that is to say, to do your job properly.

During your induction period (which could last between three and six months) you will be assessed to make sure that you have understood everything that you have learned. This assessment will be carried out by someone within your organisation, for example, your line manager or the person responsible for your induction. If part of your induction includes an external training programme, then someone outside of your organisation may carry out the assessment. In any case, your manager will have the responsibility to sign off your Certificate of Successful Completion when you have successfully completed your induction.



There are expectations upon your employer to complete induction for workers. Service providers can be inspected to make sure they are inducting new workers properly. This includes an expectation that you, as a new worker, should complete your induction before you are considered 'safe to leave alone with responsibility' for individuals you are caring for and that this should normally be between three and six months of starting your new role.

If you are being inducted to work in domiciliary, community or children's services it is likely that you will have to complete your induction before you can take up your full range of duties with people who use services. This is because while you are being inducted you will be supervised, but once your manager is happy with your levels of competence you will be working away from your supervisor and often in the homes of the people you provide care for.

Assessing your knowledge and skills against the NISCC Induction Standards

There are different ways to learn new things. Sometimes it is better to be told information, sometimes better to watch someone else do a task, sometimes better to talk about ideas with other people, and so on. Different people learn best in different ways.

The NISCC Induction Standards do not say how people should learn what is in them, but you will be asked to prove you understand them and that you can put what you have learned into practice.

You and your manager will decide how you learn and how you are to be assessed. You may be assessed by:

- Your manager or a senior staff member observing your work.
- Talking about information, policies and procedures you have been given.
- Showing examples of work you have done, for example, risk assessments, care records etc. (If you are using this kind of evidence, remember to protect the confidentiality of the people concerned in these records.)
- Having evidence of previous learning, for example, certificates, and proving you still have the knowledge and skills that previous learning had given you.

Assessment is not an exam. Your manager should use forms of assessment that best suit you. Assessment will take place both during and at the end of the induction programme. If you are not able to show your manager that you have fully understood any area of your induction programme, your manager will need to set up further training or learning opportunities for you.



If you change jobs before completing induction, your new manager will want to see your workbook to assess what training and learning is required for you to successfully complete induction. If you change jobs after you have successfully completed the Induction Standards, your new manager will want to see your Certificate of Successful Completion. Irrespective of whether you have changed job to work for a new employer, or have simply changed job roles within the same organisation, your new manager will also want to assess whether you have the knowledge and skills your workbook and certificate says you have. Those parts of the Induction Standards that are workplace specific will need to be done each time you change posts. These are the 'Outcomes' marked in bold within the standards.

When you have successfully completed induction, you should be on your way to meeting many of the requirements for the core units of the National Vocational Qualifications in Health and Social Care. You will also have evidence towards some of the other units you need for your NVO level 2. Your training manager will help you identify which evidence and assessment is relevant.

> The NISCC Induction Standards with summaries and sample questions

The tables in the following section will help you and your manager to plan and monitor your progress through induction.

The outcomes marked in bold are workplace specific and must be achieved every time a worker changes post.

The sample questions in the tables are only to be used as a guide to help you and your manager. Your manager will let you know which questions you need to think about and whether there are other questions for your particular workplace.

> **Standard 1** | Understand the principles of care

Summary

This Induction Standard sets out what you are expected to know about the principles of care and how you should put them into practice. You will be expected to show you understand how to promote the values listed and work in a way which supports and respects diversity.

You will be expected to understand the importance of confidentiality, including what you should keep confidential and what you should not. You will also be expected to know how to put into practice your organisation's policies and procedures about sharing information with others.

Main Areas	Outcomes	NISCC Code	Sample Questions	
1.1 The values	<p>1.1.1</p> <p>Understand the need to promote the following values at all times: individuality, rights, choice, privacy, independence, dignity, respect and partnership.</p>	1.1–1.4, 3.1	<p>Give an example of how you show the following in your work:</p> <ul style="list-style-type: none"> • Individuality • Independence • Privacy • Partnership • Respect • Choice • Rights • Dignity 	
	<p>1.1.2</p> <p>Understand the need to promote equal opportunities for the children and/or adults(s) you are supporting.</p>	<p>Guidance: You should know practical ways to do this.</p>	1.5, 5.5, 5.6	<p>Explain what you think equal opportunities means and give an example of how you will practise this in your work.</p>
	<p>1.1.3</p> <p>Understand the need to support and respect diversity and different cultures and values for all age groups.</p>	<p>Guidance: You should know practical ways to do this in the context of non-English speaking children / adults.</p>	1.6	<p>Give two examples of the ways in which you may need to vary the care you provide to meet the cultural needs of an individual e.g. their dietary requirements and the festivals they celebrate.</p>



Taking a person centred approach to your work is one of the ways you will put the principles of care into practice. You will be expected to show you understand how to put people you are supporting at the centre of you work by meeting the outcomes set out in this standards. This includes understanding the right of individuals you support to take risks and your role in relation to that risk-taking.

Relationship to other standards within the Induction Standards

This standard is about the principles which underpin all the other standards, so your knowledge and work in other areas will be assessed using the values in this standard.

Induction plan	Evidence	Date signed off

> **Standard 1** | Understand the principles of care

Main Areas	Outcomes	NISCC Code	Sample Questions
1.2 Confidentiality	1.2.1 Understand the importance of confidentiality.	2.3, 5.3	What do you understand by the word confidentiality and why is it important?
	1.2.2 Understand the limits of confidentiality.	2.3, 5.3	Give two examples of when and to whom you would disclose information you have been given.
	1.2.3 Know how to apply your organisation's policies and procedures about sharing information.	2.3, 5.3	If, for example, a GP/ nurse/social worker or professional from another organisation asked for information about a person in your care, what would you do? If a relative, friend or neighbour asked for information about a person in your care, what would you do?



Standard 1 | Understand the principles of care

Induction plan	Evidence	Date signed off

Standard 1 | Understand the principles of care

Main Areas	Outcomes	NISCC Code	Sample Questions
1.3 Person centred approaches	1.3.1 Know how to support the privacy and dignity of the children and/or adults you support.	Guidance: You should know practical ways to do this.	1.4 How can you support the privacy and dignity of the people in your care?
	1.3.2 Understand the importance of finding out the history, preferences, wishes and needs of the children and/or adults you are supporting.	1.1 1.2	Why is it important to find out the history, preferences and wishes of people you are supporting?
	1.3.3 Understand the range of development needs of children and young people.	1.1	Why is it important to understand the development needs of children and young people?



Standard 1 | Understand the principles of care

Induction plan	Evidence	Date signed off

> **Standard 1** | Understand the principles of care

Main Areas	Outcomes	NISCC Code	Sample Questions
1.3 Person centred approaches	1.3.4 Understand the need to make sure that everything you do is based around the children and/or adults you are supporting.	1.2 3.1	Give two examples of how you will make sure your work is based around the needs and wishes of the person you are supporting?
	1.3.5 Understand the need to enable the children and/or adults you support to control their own lives and make informed choices about the services they receive.	1.3	What is your role in maintaining the independence of the people you support? Why is this such an important part of your job?
	1.3.6 Know how to use a care plan or work plan when providing support.	4.3	What is a care plan? How do you use it?



Standard 1 | Understand the principles of care

Induction plan	Evidence	Date signed off

> **Standard 1** | Understand the principles of care

Main Areas	Outcomes	NISCC Code	Sample Questions
1.4 Risk assessment	1.4.1 Recognise that the children and/or adults you support have the right to take risks.	4.1	What would you do if a person you are supporting wants to do something 'risky' or dangerous? What would you say to them?
	1.4.2 Understand how to use your organisation's risk assessment procedures to assess whether the behaviour/activities of the children and/or adults you support present a risk of harm to themselves or others.	4.2, 4.3, 5.7	Explain what a risk assessment is. How do you contribute to your organisation's risk assessment procedures? How would you use risk assessment to assess whether someone is at risk of harming themselves or others?
	1.4.3 Know how to inform relevant people about any risks identified.	4.4	What would you do if you identified a risk?



Standard 1 | Understand the principles of care

Induction plan	Evidence	Date signed off

> **Standard 2** | Understand the organisation and the role of the worker

Summary

This Induction Standard sets out what you should know about your role as a social care worker in relation to your organisation, other workers and the code of practice within which you must work.

- You will be expected to know and understand the NISCC Code of Practice for Social Care Workers and how to put it into effect.
- You will be expected to know and understand your organisation's values, policies and procedures.

Main Areas	Outcomes	NISCC Code	Sample Questions
2.1 Your role as a worker	2.1.1 Understand your responsibilities as outlined in the NISCC Code of Practice for Social Care Workers.	All	<p>What are your responsibilities as a social care worker?</p> <p>What are the expected standards of behaviour of a social care worker?</p>
	2.1.2 Understand your job role in relation to the aims and values of the organisation.	6.1	<p>What are your organisation's aims and values?</p> <p>How do these aims and values affect the way you work?</p>



- You will be expected to know how to work well with colleagues in your organisation and other organisations involved with the people you support.
- You will also be expected to understand how to support and work with unpaid carers, advocates, family and friends

Relationship to other standards within the Induction Standards

This standard is about how you need to behave as a social care worker and the relationship you build with others supporting the same people as you.

These relationships and ways of behaving are what will allow you to succeed as a social care worker. Part of how you demonstrate your competence in this standard will be the way in which you show your understanding of your organisation and your role in your work towards the remaining four standards.

Induction plan	Evidence	Date signed off

> Standard 2 | Understand the organisation and the role of the worker

Main Areas	Outcomes	NISCC Code	Sample Questions	
2.1 Your role as a worker	2.1.3 Understand the roles of other workers and the importance of working in partnership with them.	Guidance: This refers to colleagues within your organisation, and workers from other organisations with whom you are likely to come into regular contact during the course of your work.	6.6, 6.7	List the other professionals you will be working with and briefly explain their roles?
	2.1.4 Understand the value and importance of working in partnership with family members, unpaid carers / advocates / significant others.	Guidance: 'Unpaid carers' refers to those who provide unpaid support to relatives, friends or partners. 'Significant other' means anyone who is significant to the individual(s) you are supporting.	1.2	What do the following people contribute to an individual's care: <ul style="list-style-type: none"> • Unpaid carers • Advocates • Significant others (other health & social care professionals, family and friends) • How can your work help support these people?

> **Standard 2** | Understand the organisation and the role of the worker

Induction plan	Evidence	Date signed off

> **Standard 2** | Understand the organisation and the role of the worker

Main Areas	Outcomes	NISCC Code	Sample Questions
2.2 Policies and procedures	2.2.1 Understand why it is important for you to know and follow policies and procedures for both children and adults, as appropriate to the job.	6.1	<p>Explain what is meant by a policy?</p> <p>Explain what is meant by a procedure?</p> <p>Why do we have them?</p> <p>Pick two of your organisation's policies and explain how they affect your work?</p>
	2.2.2 Know how to access a full list and up to date copy of all organisational policies and procedures.	6.2	Where can you get a copy of your organisation's policies and procedures?

> **Standard 2** | Understand the organisation and the role of the worker

Induction plan	Evidence	Date signed off

> **Standard 2** | Understand the organisation and the role of the worker

Main Areas	Outcomes	NISCC Code	Sample Questions
2.3 Worker relationships	2.3.1 Understand the responsibilities and limits of your relationship with the children and/or adults you support.	2.7, 5.2, 5.4	Explain your relationship with the people you support, including how this differs from a relationship with a friend.
	2.3.2 Understand the need to be reliable and dependable.	2.4	Why is it important to be reliable and dependable? List four things which make you a social care worker.



Standard 2 | Understand the organisation and the role of the worker

Induction plan	Evidence	Date signed off

> **Standard 3** | Maintain safety at work

Summary

This Induction Standard is all about the things you need to know to do your job safely and effectively and not to put yourself, your colleagues, or the individuals you support at risk. How your organisation expects you to behave in these areas is governed not only by its policies and procedures, but also by laws and regulations.

- You will be expected to understand these laws and regulations as they apply to your role.
- You will be expected to undertake specialist learning or training in some or all of these areas.

Main Areas	Outcomes	NISCC Code	Sample Questions
3.1 Health and safety	3.1.1 Be aware of key legislation relating to health and safety in your work setting(s) and understand the responsibilities of yourself and your employer for the children and/or adults you support.	3.6	What legislation relating to health and safety applies to your work setting? What are the health and safety responsibilities for: <ul style="list-style-type: none">• You?• Your employer?• People you support? What law covers health and safety in your work setting?



Current certificates from training, for example a first aid certificate, are evidence that you have achieved the induction outcomes in the area it covers. However, your manager will want to check that you have understood what you have been taught and can put it into practice.

Relationship to other standards within the Induction Standards

This standard is about the safety of everyone involved in social care. You will be assessed on your understanding of how to maintain safety at work in co-operation with your organisation and other people (see standard 2) while at the same time maintaining the principles of care (see standard 1).

Induction plan	Evidence	Date signed off

> Standard 3 | Maintain safety at work

Main Areas	Outcomes	NISCC Code	Sample Questions
3.1 Health and safety	3.1.2 Understand your organisation's policies and procedures in relation to health and safety in your work setting(s) and the children and/or adults you support.	3.6	How do your organisation's policies and procedures contribute to maintaining health and safety in your work setting? <ul style="list-style-type: none"> • Give two examples of how they keep the workplace safe. • Give two examples of how they keep you safe. • Give two examples of how they keep individuals you support safe.
	3.1.3 Know how to apply your organisation's policies and procedures in relation to health and safety in your work setting(s) and the children and/or adults you support.		Guidance example: How to safely store and dispose of substances and articles that are harmful to health.



> **Standard 3** | Maintain safety at work

Induction plan	Evidence	Date signed off

> Standard 3 | Maintain safety at work

Main Areas	Outcomes	NISCC Code	Sample Questions
3.1 Health and safety	3.1.4 Know what you are <u>not</u> allowed to do at this stage of your training in relation to health and safety in your work setting(s) and the children and/or adults you support.	3.6	What are you <u>not</u> allowed to do at this stage of your training in relation to health and safety at work? Give one example which relates to a person you are caring for.
3.2 Moving and handling	3.2.1 Be aware of key legislation that governs all moving and handling tasks.	3.6	What legislation governs moving and handling tasks?
	3.2.2 Know how to assess risks in relation to moving and handling children and /or adults and/or objects.	3.4	Describe three risks which you have to assess before beginning a moving and handling task? How would you record you have assessed these risks? How would you minimise these risks? What are the differences between moving objects and people?



> **Standard 3** | Maintain safety at work

Induction plan	Evidence	Date signed off

> **Standard 3** | Maintain safety at work

Main Areas	Outcomes	NISCC Code	Sample Questions
3.2 Moving and handling	3.2.3 Know safe moving and handling techniques in relation to people and/or objects.	3.3	Describe how you would safely move an object? If applicable to your job role, describe how you would safely move a person from their bed to a chair?
	3.2.4 Know what you are <u>not</u> allowed to do in relation to moving and handling at this stage of your training.	Guidance example: You must not use moving and handling equipment until you have been trained to do so.	3.6 What are you <u>not</u> allowed to do in relation to moving and handling at this stage of your training?
3.3 Fire safety	3.3.1 Understand how to promote fire safety in your work setting.	3.6	Give three examples of how you can promote fire safety in your work setting?



> **Standard 3** | Maintain safety at work

Induction plan	Evidence	Date signed off

> Standard 3 | Maintain safety at work

Main Areas	Outcomes	NISCC Code	Sample Questions
3.4 Emergency first aid	3.4.1 Know what to do in response to illness or accident.	3.6	What would you do if one of the people you support fell ill or had an accident?
	3.4.2 Understand basic emergency first aid techniques for both.	Guidance example: This could be covered by an emergency first aid course or an appointed person's course.	3.6 Describe how you can tell and what you would do if someone: <ul style="list-style-type: none"> • Is bleeding heavily? • Has had a heart attack? • Has had a major seizure, Epileptic fit or convulsion? • Has broken a bone? • Has been electrocuted?
	3.4.3 Understand what you are <u>not</u> allowed to do in relation to emergency first aid at this stage of your training.	Guidance example: You must not attempt to undertake any emergency first aid that you have not been trained to offer.	3.6



Standard 3 | Maintain safety at work

Induction plan	Evidence	Date signed off

> Standard 3 | Maintain safety at work

Main Areas	Outcomes	NISCC Code	Sample Questions
3.5 Infection prevention & control	3.5.1 Understand the main routes of infection.	3.6	Explain how infection can be passed from person to person?
	3.5.2 Know how to prevent the spread of infection.	3.6	What is your role in preventing the spread of infection? Give three examples of things you can do in your role to prevent infection spreading?
	3.5.3 Know how to wash hands properly.	3.6	What are the stages of the correct hand washing procedure?
3.6 Medication and health care procedures	3.6.1 Understand your organisation's policies and procedures in relation to medication and health care tasks.	3.6	Explain your organisation's policy on medication administration and health care tasks. What tasks are you <u>not</u> allowed to do in relation to medication and health care procedures?



Standard 3 | Maintain safety at work

Induction plan	Evidence	Date signed off

> Standard 3 | Maintain safety at work

Main Areas	Outcomes		NISCC Code	Sample Questions
3.6 Medication and health care procedures	3.6.2 Understand how to apply these policies and procedures in relation to the children and adults you support.	Guidance: This may include how to obtain relevant permissions.	3.6	Use an example of someone you support who takes medication to explain how your organisation's policies affects the support you give them. What should you do if someone you are supporting refuses to take their medication?
3.7 Security	3.7.1 Be aware of security measures in your workplace.	Guidance example: How to use alarms and locks; how to check the identity of visitors (this will need to be done in partnership with the individual(s) you support); procedures for missing people, bomb scares.	3.6	What system does your workplace have to maintain security? What is your role in maintaining security? How do you involve the individuals you support in maintaining security?
	3.7.2 Recognise the risks to your personal safety and well being in your work setting(s), and the safeguards required to minimise these.	Guidance example: The risks arising from lone working, conflict management.	3.3 3.6	List three risks to personal safety in your workplace.



Standard 3 | Maintain safety at work

Induction plan	Evidence	Date signed off

> **Standard 4** | Communicate effectively

Summary

This standard is about how you communicate with others and how you record information.

- You will be expected to show that you know about communication, what helps and hinders communication and how to use it effectively.
- You will be expected to know about, use and understand different forms of communication.

Main Areas	Outcomes	NISCC Code	Sample Questions
4.1 Encourage communication	4.1.1 Know what motivates people to communicate.	2.2	List three things that will make people want to communicate.
	4.1.2 Recognise main barriers to communication for children and adults.	2.2	What kinds of behaviour from a social care worker might discourage people from communicating with them? What aspects of your workplace environment might affect good communication?



- You will be expected to understand the importance of good record keeping and how you can make, use and keep records properly.

Relationship to other standards within the Induction Standards

Communicating with others and recording information are fundamental skills for a social care worker and are needed to achieve all the other standards.

You will need to communicate to your manager that you understand all the outcomes expected of you in all the standards. How well you put these outcomes into practice in your daily work will, in part, depend on the communication skills required of you in this standard.

Induction plan	Evidence	Date signed off

> Standard 4 | Communicate effectively

Main Areas	Outcomes	NISCC Code	Sample Questions
4.1 Encourage communication	4.1.3 Understand how behaviour is a form of communication.	Guidance: This may include behaviours that challenge. 1.1 1.2	How can behaviour be a form of communication? If someone is behaving aggressively, is that a form of communication? Please explain your answer.
4.2 Use communication techniques	4.2.1 Understand the basic forms of verbal/non-verbal communication and how to use these in your work setting(s) and with children and/or adults.	2.2	In your work, how do you use: • Verbal communication? • Non-verbal communication? Give two examples of verbal and non-verbal communication in your work.
	4.2.2 Understand how to listen effectively.	Guidance: This involves 'active listening', which includes paying attention to non-verbal as well as verbal communication. 2.2	What do you need to do to listen effectively?
	4.2.3 Understand how to use touch to promote communication.	2.2	How can touching someone help to communicate with them? How would you expect the person to respond if you touch them?
	4.2.4 Understand when touch is not appropriate.	2.2	When would touch <u>not</u> be appropriate?



> **Standard 4** | Communicate effectively

Induction plan	Evidence	Date signed off

> Standard 4 | Communicate effectively

Main Areas	Outcomes	NISCC Code	Sample Questions	
4.3 The principles of good record keeping	4.3.1 Know the use and purpose of each record or report the worker has to use or contribute to.	6.2	What records are you expected to use and keep in relation to: <ul style="list-style-type: none"> • People you support? • Your organisation? • Your employment? 	
	4.3.2 Know how to record information that is: <ul style="list-style-type: none"> • Understandable • Relevant to purpose • Clear and concise • Factual and checkable. 	Guidance: Where information is written, it must be legible. Where information is recorded on tape, it must be audible.	6.2	What are the most important points of keeping a record?
	4.3.3 Understand the importance of, and your role in, record keeping.		6.2	Why is it important that you keep a record? What information will you record as part of your job role which would be of use to the following: <ul style="list-style-type: none"> • GP? • Your supervisor? • Other social care workers? • People you support?
	4.3.4 Understand how to use reports and records appropriately.		2.3 6.2	What is the difference between a factual and an opinionated record or report? Give an example



> **Standard 4** | Communicate effectively

Induction plan	Evidence	Date signed off

> **Standard 5** | Recognise and respond to abuse and neglect

Summary

This standard sets out what you need to know and do if you find yourself supporting someone in danger of abuse or neglect. This is a situation in which you will have to make difficult decisions.

By achieving the outcomes in this standard, you can be confident you have the basic skills to support someone in this situation.

- You will be expected to show you understand what laws, policies and procedures there are to protect individuals from abuse.
- You will be expected to show you understand what abuse and neglect are and how to recognise they may be happening to someone you support.

Main Areas	Outcomes	NISCC Code	Sample Questions
5.1 Legislation, policies and procedures	5.1.1 Be aware of key legislation in relation to abuse and neglect of children and/or adults.	Guidance example: The need for, and importance of, POCVA checks.	3.2 Give two examples of ways in which the law tries to protect people from abuse?
	5.1.2 Understand your organisation's policies and procedures in relation to abuse and neglect of children and/or adults.	Guidance: To understand the definition of a vulnerable adult and/or child in need of protection.	3.2 Briefly describe your organisation's policies and procedures on abuse and neglect.



- You will be expected to show that you understand what to do if the abuse and neglect is happening and who you should report it to.
- You will be expected to show that you understand what to do if the abuse or neglect is occurring as a result of the systems of your organisation, or because of the actions of a colleague or manager.

Relationship to other standards within the Induction Standards

Abuse and neglect are contrary to the principles of care (standard 1). Dealing with them effectively will need good communication skills (standard 4) and close working with your organisation and colleagues (standard 2).

Abuse and neglect put a person's safety and well-being at risk (standard 3). To support a person who is at risk, or suffering from abuse or neglect, will require you to use all the skills you are developing as part of this induction.

Induction plan	Evidence	Date signed off

> **Standard 5** | Recognise and respond to abuse and neglect

Main Areas	Outcomes	NISCC Code	Sample Questions
5.1 Legislation, policies and procedures	5.1.3 Know how to apply your organisation's policies and procedures in relation to abuse and neglect of children and/or adults.	3.2 3.4	If you suspect someone in your care is being abused or neglected, what do your organisation's policies and procedures tell you to do?
5.2 Understand the nature of abuse and neglect	5.2.1 Know what the following terms mean: <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Financial abuse • Institutional abuse • Self neglect • Neglect by others. 	3.2	Give two examples of each of the following types of abuse and neglect: <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Financial abuse • Institutional abuse • Self neglect • Neglect by others.
5.3 Recognise the signs and symptoms of abuse and neglect	5.3.1 Recognise the signs and symptoms associated with the following: <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Financial abuse • Institutional abuse • Neglect by self or others. 	3.2	Give two examples of the signs and symptoms you might expect to see in someone suffering from: <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Financial abuse • Institutional abuse • Self neglect • Neglect by others.



> **Standard 5** | Recognise and respond to abuse and neglect

Induction plan	Evidence	Date signed off

> **Standard 5** | Recognise and respond to abuse and neglect

Main Areas	Outcomes	NISCC Code	Sample Questions
5.4 Understand how to respond to suspected abuse or neglect	5.4.1 Understand the need to report any suspicions about the abuse or neglect of the children and/or adults you support.	3.2, 6.2	Why is it important to report abuse or neglect?
	5.4.2 Know when and to whom suspected abuse/neglect should be reported.	3.2, 3.3, 3.5	When would you report abuse or neglect? 1. When you are sure it is happening? 2. When you have evidence to prove it is happening? 3. When the person or those around them are behaving in a way which makes you suspect it is happening? What would you do if the person does not want you to take action? Who should you report suspected abuse or neglect to and what action would you expect that person to take?
	5.4.3 Know what to do if you suspect any child or adult is being abused or neglected	3.2, 3.3, 3.5	What would you do if you suspected a child was being abused or neglected? Who would you report your suspicions to?



> **Standard 5** | Recognise and respond to abuse and neglect

Induction plan	Evidence	Date signed off

> **Standard 5** | Recognise and respond to abuse and neglect

Main Areas	Outcomes	NISCC Code	Sample Questions
5.5 'Whistle Blowing'	5.5.1 Understand that your first responsibility is to the safety and well being of the children and/or adults you support.	3.2	<p>Give four examples of things which might go wrong and affect the safe care of a person you support.</p> <p>What would you do if something was affecting the delivery of safe care to any person you support?</p>
	<p>5.5.2 Know how and when to report any resource or operational difficulties that might affect the delivery of safe care.</p> <p>Guidance example: Inadequate staff cover.</p>	3.4	<p>Give two examples of situations where lack of resources or organisational difficulties within your organisation might affect the delivery of safe care?</p> <p>How would you report such problems?</p> <p>What would you do if nothing changed following your report?</p>



> **Standard 5** | Recognise and respond to abuse and neglect

Induction plan	Evidence	Date signed off

> Standard 5 | Recognise and respond to abuse and neglect

Main Areas	Outcomes	NISCC Code	Sample Questions
5.5 'Whistle Blowing'	5.5.3 Know how and when it is your duty to report the practice of colleagues which may be unsafe.	Guidance example: Not following agreed procedures or a care plan.	3.5 What would you do if you felt a colleague's practice was unsafe? What would you do if you suspected that a colleague on the previous shift or visit had failed to complete their duties as listed in the care plan?
	5.5.4 Know what to do if you have followed your organisation's policies and procedures to report suspected abuse, neglect, operational difficulties or unsafe practices, and no action has been taken.	3.2, 3.5	What would you do if you have reported abuse or unsafe behaviour by a colleague, but no action was taken by the person you reported it to? What is meant by 'whistle blowing'? Explain your organisation's 'whistle blowing' policy.



> **Standard 5** | Recognise and respond to abuse and neglect

Induction plan	Evidence	Date signed off

> Standard 6 | Develop as a worker

Summary

This standard aims to help prepare you to make the most of the support and development opportunities that will be available to you in your career. This is important both for your own professional development and well-being and to help you provide the highest standard of care possible.

- You will be expected to show that you know how to access and use information and supervision systems in your organisation.
- You will be expected to show that you understand the importance of your own learning and development as part of your job role and career development.

Main Areas	Outcomes	NISCC Code	Sample Questions
6.1 Support and supervision	6.1.1 Know how to get advice, information and support about the organisation, your own role and responsibilities and the role/responsibilities of others.	6.1	Where and from whom will you get advice, information and support in your workplace? Who can you expect to support you in your new role?
	6.1.2 Understand the purpose and arrangements for supervision in your work setting.	6.1	Why is supervision necessary in your area of work? What is the supervision process and how frequently does it take place in your organisation?



Relationship to other standards within the Induction Standards

This induction is the first learning and development milestone in your new job role.

When you have successfully completed the Induction Standards your manager will complete the certificate at the back of this booklet. There is also a section within the certificate for further learning or standards you need to achieve as you progress in your job role.

Standard 6 is about making this induction the beginning, rather than the end, of your professional development in social care.

Induction plan	Evidence	Date signed off

> Standard 6 | Develop as a worker

Main Areas	Outcomes	NISCC Code	Sample Questions
6.1 Support and supervision	6.1.3 Know how to use supervision effectively.	6.3 6.4	Give four examples of the types of problems or issues you would need to discuss in supervision. What do you expect to gain from supervision?
6.2 Knowledge and skill development	6.2.1 Understand the need to gain skills and knowledge to support and develop your work.	6.8	In your work role, why do you need to develop and improve your skills and knowledge? Give three examples of training which you are required to update regularly?
	<p>6.2.2 Know how to work with your line manager to agree and follow your personal development plan.</p> <p>Guidance: This should happen as part of performance management systems, and be linked to supervision and appraisal.</p>	6.8	What is a personal development plan? How do you agree your development plan? Who is responsible for making sure your personal development plan is followed? What is the purpose of your personal development plan and how will you follow this?



> **Standard 6** | Develop as a worker

Induction plan	Evidence	Date signed off



>What next? Further knowledge and skills

Once you have completed your induction your manager should complete and sign your 'Certificate of Completion' which is included at the back of this workbook. Your manager or supervisor should take a copy of the certificate for your supervision or personnel record. You should keep this workbook and certificate secure as you will need it when you change job role or employer.

It is important to continue training, learning and developing your skills, both to progress your career and to better meet the needs of the people you support and provide services for. This section looks at some of the approaches to training and development you may find useful.

Personal development plan

The NISCC Induction Standards provide you with the basic information and skills necessary for working in social care and children's services. There will be some tasks, however, that you may be required to do that will require further learning before they can be performed safely. This could include handling medication, using moving and handling equipment and preparing food. You should have the appropriate learning for these tasks before you are asked to undertake them on your own.

Your manager will discuss with you what extra learning you require and this will be included in your 'Certificate of Completion' at the end of this booklet. The information in that certificate will form the basis of your 'Personal Development Plan'. This plan will set out how you are going to learn and progress. Reviewing your progress against this plan should form part of regular supervision and appraisal meetings with your manager.

Once your manager is sure you have all the knowledge and skills needed to fulfil your job role, you will be ready to work unsupervised if/when your job requires.

Basic skills or skills for life

It may be that you have found some parts of your induction difficult to complete. Perhaps your reading, writing skills or computer ('basic skills', or 'skills for life') set you back. If this has been a problem for you, then talk this over with your manager. Many people have the same problem and there is a range of services available to help you develop the basic skills you need.



Underpinning knowledge and further qualifications

Your employer is required to provide you with relevant training and support throughout your career. Many workers complete work-based qualifications relevant to their job role, such as National Vocational Qualifications. The evidence you have gathered for your induction may be used in demonstrating you have met some of the requirements for such qualifications. Therefore it is important that you keep this workbook and any supporting evidence secure. Your manager (or a training officer) is responsible for reviewing your training and development. They will help you find an appropriate qualification for your job role.

Continuing professional development

Learning should continue throughout your career. It will enable you to develop new skills and open up career options. Your manager will discuss which knowledge and skills you should concentrate on to support your knowledge and skills development in work. This will be beneficial to the organisation and for your career progression.

Continuing professional competence

Even if you are not currently undertaking additional training or qualifications for your job, it is still necessary for you to keep the skills that you have up to date. Regularly updating your skills and knowledge will help ensure that you are working in accordance with current best practice. Your organisation is required to ensure that you update your skills regularly. For example, First Aid and Moving and Handling certificates are only valid for a limited period and then must be updated. If you know that any of your certificates are about to expire in this way, you should tell your manager so they can arrange a refresher course for you.



> Glossary of terms used in the NISCC Induction Standards

This section clarifies some of the words used in the Northern Ireland Induction Standards.

Words used about people

Individual(s)

The person or people receiving care or support.

Manager/Line Manager

The person who is directly responsible for supervising a worker, or who has responsibility for a workplace where one or more workers may visit or work. Looking at all the new work roles emerging in the sector this role might include someone (e.g. an individual receiving direct payments) instructing a personal assistant or a volunteer.

Significant others

Those, other than workers, who are significant to the person receiving care or support. These are likely to include family members, friends, and others in a person's local community or network.

Unpaid carer

Anyone who has a role caring for or supporting one or more people, having acquired that role by virtue of their relationship to that person. Unpaid carers are often family members.

Worker

Anyone who has a role caring for or supporting one or more individuals, having been recruited to that role through a social care sector organisation or an individual. A worker may be a paid employee, self-employed or a volunteer.

Words used about work and work documents

Active listening

The process of actively seeking to understand the meaning of another person's communication, whether the communication is spoken or conveyed in a different way. Active listening includes the use of verbal and non-verbal skills (and may also involve use of technological or other aids).



Care plan

A formal document that sets out in detail the way daily care and support must be provided for an individual. Care plans may also be known as 'plans of support', 'individual plans', etc.

Continuing Professional Competence (CPC)

The maintenance or updating of knowledge, skills and competence to keep abreast of good practice and changes in legislation (e.g. the need to update or refresh your First Aid course every three years).

Continuing Professional Development (CPD)

An ongoing and planned learning process that contributes to personal and professional development and can be applied or assessed against competences and organisational performance. This can include the development of new knowledge, skills and competences. Comprehensive induction can be viewed as the initial building block of an ongoing CPD process.

Skills for Life / Essential Skills / Basic Skills / Key Skills

All of these terms refer to the skills of reading, writing and handling numbers in various forms and at various levels. "Skills for Life" is now the official term used by the Skills for Business network for 'entry level' skills, but you may find these terms used loosely and interchangeably (strictly speaking they are not interchangeable).

Healthcare procedures/tasks

Procedures of a medical nature, carried out following training by workers or unpaid carers, as part of a person's care or treatment. These may include tasks relating to colostomy, catheter, peg feeding, injections, etc.

Person-centred approaches

Approaches to care planning and support which empower individuals to make the decisions about what they want to happen in their lives. These decisions then form the basis for any plans that are developed and implemented.

Personal development plan

A required document drawn up by a worker and line manager, setting out the learning needs, activities and qualification opportunities agreed as a route to develop the worker's knowledge and skills over a period of time.



Safe care

Care and support provided by workers who have the knowledge and skills to carry out their responsibilities safely. This includes workers knowing what their own responsibilities are and where the limits of their capabilities and responsibilities lie.

Safe to leave

The definition of 'safe to leave' may change according to the context and circumstances. Managers may will have to assess a worker's skills to define 'safe to leave' in relation to any one worker and any one job role. Ultimately, the manager is responsible for the definition. They should use a risk assessment in relation to a worker's capabilities and the specific tasks required by the job role. Induction should cover all those things a worker needs to know/be able to do to be safe to leave alone in their particular context. If the worker needs to know more than the Induction Standards provide, then essential additional learning must be provided (e.g. using moving and handling equipment or handling medications), before the worker undertakes these tasks alone. The manager might decide that one worker can do most things alone, but that certain more specialist tasks should be supervised until appropriate learning has taken place and been assessed. A successfully completed induction may provide another worker with everything that is needed at that point. Similarly, one worker may be assessed as being safe to leave alone with help at the end of a phone, or in another building, whereas another might be assessed as needing line of sight supervision, at least for certain tasks. Managers will always need to take into account and make a judgement about a worker's spoken English, literacy and numeracy in relation to their ability to safely undertake given tasks.

Whistle blowing

Raising concerns about the way care and support is being provided, such as practices that are dangerous, abusive, discriminatory or exploitative.

Words used about levels of knowledge

Be aware of

To know that something exists (e.g. legislation about promoting equal rights), and what it is concerned with at a general level rather than in detail.

Know / know how to

To have a clear and practical understanding of an area of work, with enough detail to be able to carry out any tasks or procedures linked with it.



Understand

To grasp the meaning of a concept and to grasp its broad purpose and principles (such as with legislation, policies and procedures).

Recognise

To understand a concept (e.g. equal opportunities) and how it affects the way work is carried out in practice.

Acronyms explained

- BSL** British Sign Language
- CPD** Continuing Professional Development
- CPC** Continuing Professional Competence
- NISCC** Northern Ireland Social Care Council
- NVQ** National Vocational Qualification



> Certificate of Successful Completion of induction

The 'Certificate of Successful Completion' must be completed and signed by your assessing manager when you have successfully achieved all the areas and outcomes in the NISCC Induction Standards.

You should keep this record for future use along with any other evidence and learning materials you have collected. This certificate also shows any other learning and skills you need to enable you to carry out essential tasks specific to your job, which are not covered by the Induction Standards. Your manager should also keep a record of your induction (possibly a photocopy of the certificate) for your file and to show to inspectors, for example from the Registration and Quality Improvement Authority.

If you change jobs before completing induction, your new manager will want to see your workbook to assess what training and learning is required for you to successfully complete induction.

If you change jobs after you have successfully completed the Induction Standards, your new manager will want to see your Certificate of Successful Completion. Irrespective of whether you have changed job to work for a new employer, or have simply changed job roles within the same organisation, your new manager will also want to assess whether you have the knowledge and skills your workbook and certificate says you have. Those parts of the Induction Standards that are workplace specific will need to be done each time you change posts. These are the 'Outcomes' marked in bold within the standards.

Northern Ireland Induction Standards



>Certificate of Successful Completion

Name of worker

Job role

Location

Name of organisation

Organisation address

Postcode

Telephone no



> Certifier's Declaration of Successful Completion

1. I certify that the worker named on this certificate has successfully met all the outcomes in the NISCC Induction Standards and is safe to leave alone with responsibility for the individuals she/he is supporting at this stage.

Certifier's Name

Signature Date

Certifier's job role

2. I certify that the worker named on this certificate has successfully undertaken learning that will enable them to carry out the tasks listed below.

-
-
-
-
-
-
-
-
-

Certifier's Name

Signature Date

Certifier's job role



3. I certify that I have seen and accepted prior certification relating to the worker named on this certificate having covered the knowledge and skills listed below.

-
-
-
-
-

Certifier's Name

Signature Date

Certifier's job role

4. Summary of learning to complete the Induction Standards

4.1 Time taken to complete (in weeks)

4.2 Type of delivery (please circle all that apply)

- On-the-job training
- Distance learning
- E-learning
- Taught course
- Mentoring
- Private study
- Other



4.3 Who provided the learning? (please circle all that apply)

- In-house trainer
- Manager
- Colleague
- Private training provider
- College
- Other

4.4 Did the learning include a formally accredited programme with an awarding body? (please tick as appropriate)

Yes - Please state which awarding body.

No - How was the learning assessed? (please circle all that apply)

- Written
- Discussion
- Presentation of evidence
- Verbal questioning
- Role play
- Other

4.5 Who was the learning assessed by?

4.6 Was the learning externally assessed?

Yes No



4.7 Outline of additional learning needs (summary of personal development plan)

To be completed following discussion with your line manager / training officer.

A large rectangular box with rounded corners and a blue border, containing horizontal dotted lines for writing.



> Your notes and 'things to remember'

You can use this section to record useful information or contact details for people you deal with in your work e.g.

- Names of your new colleagues
- Telephone numbers or email addresses
- Information for your work

However, remember the importance of confidentiality (standard 1.2.1). This book should not contain information that should only go in the official records for you workplace. Ask for you manager's advice if you are unsure what can be written here.

A large rectangular area with rounded corners, outlined in blue, containing 20 horizontal dotted lines for writing notes.



Your notes continued

A large rectangular area with rounded corners, outlined in blue, containing 25 horizontal dotted lines for writing notes.

