

Relationship between Pearson L3 Diploma in Healthcare Support (603/2462/4) and new Standard – Mandatory units

The table shows the KSBs in the Apprenticeship Standard ST0217 (published November 2022 and where the Pearson L3 Diploma in Healthcare Support (603/2462/4) maps. This is for the mandatory units only.

From 1st April 2023, a new qualification will be available that all Senior Healthcare Support Worker Apprentices will be required to complete. The Specification will include guidance as to how the new qualification’s mandatory units map to the Standard. [See website](#) for more information.

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K1: The legislation, policies, standards, local ways of working and codes of conduct that apply to own role</p> <p>S1: Work in line with legislation, policies, standards, local ways of working and codes of conduct that apply to own role</p>	<p>Responsibilities of a care worker - Unit 7</p> <ol style="list-style-type: none"> 1. Understand working relationships in care settings 2. Be able to work in ways that are agreed with the employer 3. Be able to work in partnership with others
<p>K2: The scope of practice, limitations of own competence, including limitations of own role in relation to medication and who to ask for support</p> <p>S2: Work within the scope of practice, the limits of own knowledge and skills, escalating and reporting to others when needed</p>	<p>Responsibilities of a care worker - Unit 7</p> <ol style="list-style-type: none"> 1. Understand working relationships in care settings 2. Be able to work in ways that are agreed with the employer 3. Be able to work in partnership with others

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K3: The principles of 'person-centred care and support', including principles of equality, diversity and inclusion, active participation, consent and choice</p> <p>S3: Work as part of a multi-disciplinary team to provide safe and non-discriminatory person-centred care and support with individuals' established consent</p>	<p>Promote person-centred approaches in care settings - Unit 14</p> <ol style="list-style-type: none"> 1. Understand how to promote the application of person-centred approaches in care settings 2. Be able to work in a person-centred way 3. Be able to establish consent when providing care or support 4. Be able to implement and promote active participation 5. Be able to support the individual's right to make choices
	<p>Promote equality and inclusion in care settings Unit 13</p> <ol style="list-style-type: none"> 1. Understand the importance of diversity, equality and inclusion 2. Be able to work in an inclusive way 3. Be able to promote diversity, equality and inclusion
	<p>Responsibilities of a care worker - Unit 7</p> <ol style="list-style-type: none"> 1. Understand working relationships in care settings 2. Be able to work in ways that are agreed with the employer 3. Be able to work in partnership with others
<p>K4 The principles of a 'duty of care' and 'safeguarding', the signs of abuse and ways to reduce the risk of abuse</p> <p>S4: Implement a duty of care, recognising and responding to safeguarding and protection concerns and acting in the best interest of individuals to ensure they do not come to harm</p>	<p>Duty of care in care settings - Unit 12</p> <ol style="list-style-type: none"> 1. Understand how duty of care contributes to safe practice 2. Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care 3. Know how to respond to complaints
	<p>Safeguarding and protection in care settings - Unit 2</p> <ol style="list-style-type: none"> 1. Understand principles of safeguarding adults 2. Know how to recognise signs of abuse 3. Know how to respond to suspected or alleged abuse 4. Understand the national and local context of safeguarding and protection from abuse 5. Understand ways to reduce the likelihood of abuse 6. Know how to recognise and report unsafe practices 7. Understand principles for online safety

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K5: National and local definitions of health and well-being and priorities for promoting public health and reducing inequalities</p> <p>S5: Support individuals to make informed and positive lifestyle choices</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K6: The availability of services to support individuals with lifestyle choices and how to make a referral if required</p> <p>S6: Actively seek out and act on opportunities to support individuals to maximise their health, well-being and positive lifestyle choices</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K7: The signs and symptoms that an individual's health and wellbeing is changing, including the role of prescribed medication</p> <p>S7: Recognise and respond to changes in an individual's health and wellbeing</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K8: The signs that an individual is in pain, distress or discomfort</p> <p>S8: Recognise and respond to the signs and symptoms that an individual is in pain, distress or discomfort to maximise comfort and well-being</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K9: The principles of hydration, nutrition and food safety</p> <p>S9: Promote and monitor access to fluids and nutrition in line with an individual's care plan</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K10: Communication techniques to maximise understanding including for individuals with specific communication needs or wishes</p> <p>S10: Communicate with individuals, their families, carers and others in the workplace using techniques designed to facilitate understanding</p>	<p>Promote communication in care settings - Unit 6</p> <ol style="list-style-type: none"> 1. Understand why effective communication is important in the work setting 2. Be able to meet the communication and language needs, wishes and preferences of individuals 3. Be able to overcome barriers to communication 4. Be able to apply principles and practices relating to confidentiality
<p>K11: The meaning of 'capacity', the differences between mental illness, dementia and learning disability and the impact of these conditions on an individual's needs</p> <p>S11: Recognise and respond to limitations in an individual's mental capacity</p>	<p>Understand mental health problems - Unit 9</p> <ol style="list-style-type: none"> 1. Understand the types of mental ill health 2. Understand the impact of mental ill health on individuals and others in their social network <p>Understand mental well-being and mental health promotion - Unit 4</p> <ol style="list-style-type: none"> 1. Understand the different views on the nature of mental well-being and mental health and the factors that may influence both across the life span 2. Know how to implement an effective strategy for promoting mental well-being and mental health with individuals and groups
<p>K12: The principles of infection prevention and control and the importance of good personal hygiene, hand hygiene and personal protective equipment (PPE)</p> <p>S12: Maintain a safe and healthy working environment, using infection prevention and control techniques including hand washing, sanitisation, disinfection and personal protective equipment (PPE)</p>	<p>Promote health, safety and wellbeing in care settings - Unit 3</p> <ol style="list-style-type: none"> 1. Understand own responsibilities, and the responsibilities of others, relating to health and safety 2. Be able to carry out own responsibilities for health and safety 3. Understand procedures for responding to accidents and sudden illness 4. Be able to reduce the spread of infection 5. Be able to move and handle equipment and other objects safely 6. Be able to handle hazardous substances and materials 7. Be able to promote fire safety in the work setting 8. Be able to implement security measures in the work setting 9. Know how to manage stress

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K12 & S12 continued.</p>	<p>The principles of infection prevention and control - Unit 10</p> <ol style="list-style-type: none"> 1. Understand own and others' roles and responsibilities in the prevention and control of infections 2. Understand legislation and policies relating to prevention and control of infections 3. Understand systems and procedures relating to the prevention and control of infections 4. Understand the importance of risk assessment in relation to the prevention and control of infections 5. Understand the importance of using Personal Protective Equipment (PPE) in the prevention and control of infections 6. Understand the importance of good personal hygiene in the prevention and control of infections
	<p>Causes and spread of infection - Unit 5</p> <ol style="list-style-type: none"> 1. Understand the causes of infection 2. Understand the transmission of infection
	<p>Cleaning, decontamination and waste management - Unit 11</p> <ol style="list-style-type: none"> 1. Understand how to maintain a clean environment 2. Understand the principles and steps of the decontamination process 3. Understand the importance of good waste management
<p>K13: Local systems and processes to manage the supply, storage, use and safe disposal of stocks and supplies</p> <p>S13: Maintain the safe supply, storage, use and disposal of supplies and equipment</p>	<p>Cleaning, decontamination and waste management - Unit 11</p> <ol style="list-style-type: none"> 1. Understand how to maintain a clean environment 2. Understand the principles and steps of the decontamination process 3. Understand the importance of good waste management

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K14: The principles of safe moving and assisting individuals, and moving and handling equipment</p> <p>S14: Move and handle equipment or other items safely and assist individuals</p>	<p>Promote health, safety and wellbeing in care settings - Unit 3</p> <ol style="list-style-type: none"> 1. Understand own responsibilities, and the responsibilities of others, relating to health and safety 2. Be able to carry out own responsibilities for health and safety 3. Understand procedures for responding to accidents and sudden illness 4. Be able to reduce the spread of infection 5. Be able to move and handle equipment and other objects safely 6. Be able to handle hazardous substances and materials 7. Be able to promote fire safety in the work setting 8. Be able to implement security measures in the work setting 9. Know how to manage stress
<p>K15: The meaning of 'risk' in the workplace, ways to raise concerns and own responsibilities in relation to incidents, errors and near misses</p> <p>S15: Take appropriate action in response to concerns, risks, incidents or errors and near misses arising in the workplace</p>	<p>Promote health, safety and wellbeing in care settings - Unit 3</p> <ol style="list-style-type: none"> 1. Understand own responsibilities, and the responsibilities of others, relating to health and safety 2. Be able to carry out own responsibilities for health and safety 3. Understand procedures for responding to accidents and sudden illness 4. Be able to reduce the spread of infection 5. Be able to move and handle equipment and other objects safely 6. Be able to handle hazardous substances and materials 7. Be able to promote fire safety in the work setting 8. Be able to implement security measures in the work setting 9. Know how to manage stress
<p>K16: Techniques and principles to safely perform basic life support</p> <p>S16: Perform basic life support techniques</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>

NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD
<p>K17: The common causes of conflict and how to respond to them in the workplace</p> <p>S17: Recognise and respond to potential conflict, challenging behaviour or an escalating situation</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K18: The importance of continuing personal and professional development</p> <p>S18: Undertake own training and development activities and contribute to the training and development of others</p>	<p>Promote personal development in care settings Unit 1</p> <ol style="list-style-type: none"> 1. Understand what is required for competence in own work role 2. Be able to reflect on practice 3. Be able to evaluate own performance 4. Be able to agree a personal development plan 5. Be able to use learning opportunities and reflective practice to contribute to personal development
<p>K19: The local arrangements for appraisal of performance in the workplace</p> <p>S19: Participate in appraisal to support professional development</p>	<p>Promote personal development in care settings Unit 1</p> <ol style="list-style-type: none"> 1. Understand what is required for competence in own work role 2. Be able to reflect on practice 3. Be able to evaluate own performance 4. Be able to agree a personal development plan 5. Be able to use learning opportunities and reflective practice to contribute to personal development
<p>K20: The principles of reflective practice</p> <p>S20: Reflect on and develop your own practice</p>	<p>Promote personal development in care settings Unit 1</p> <ol style="list-style-type: none"> 1. Understand what is required for competence in own work role 2. Be able to reflect on practice 3. Be able to evaluate own performance 4. Be able to agree a personal development plan 5. Be able to use learning opportunities and reflective practice to contribute to personal development
<p>K21: Ways to record and store information securely, including the safe use of technology</p> <p>S21: Record and store information related to individuals securely, including the safe use of technology</p>	<p>Promote effective handling of information in care settings - Unit 8</p> <ol style="list-style-type: none"> 1. Understand requirements for handling information in care settings 2. Be able to implement good practice in handling information 3. Be able to support others to handle information
NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022	PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD

<p>K22: The principles of confidentiality, duty of confidence and disclosure</p> <p>S22: Report and share information related to individuals securely and in line with local and national policies, maintaining confidentiality, duty of confidence and disclosure</p>	<p>Promote effective handling of information in care settings - Unit 8</p> <ol style="list-style-type: none"> 1. Understand requirements for handling information in care settings 2. Be able to implement good practice in handling information 3. Be able to support others to handle information <p>Promote communication in care settings - Unit 6</p> <ol style="list-style-type: none"> 1. Understand why effective communication is important in the work setting 2. Be able to meet the communication and language needs, wishes and preferences of individuals 3. Be able to overcome barriers to communication 4. Be able to apply principles and practices relating to confidentiality
<p>K23: The principles of 'quality improvement' and ways to measure quality in the workplace</p> <p>S23: Participate in and support others with quality improvement activities in the workplace</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K24: The principles of investigatory techniques, research and evidence-based practice, and how to access existing evidence and use it to validate and improve practice</p> <p>S24: Use investigatory techniques to source evidence to validate and improve the delivery of care and support within own scope of practice</p>	<p>Study skills for senior healthcare support workers - Unit 15</p> <ol style="list-style-type: none"> 1. Understand what is meant by study skills within the context of the role of Senior Healthcare Support Worker 2. Understand how to use investigatory techniques 3. Be able to plan an extended piece of work 4. Be able to carry out research to inform an extended piece of work 5. Be able to present an extended piece of work 6. Be able to review an extended piece of own work
<p>K25: The principles of critical thinking and methods of critical appraisal</p> <p>S25: Critically appraise sources of information and apply to practice</p>	<p>Study skills for senior healthcare support workers - Unit 15</p> <ol style="list-style-type: none"> 1. Understand what is meant by study skills within the context of the role of Senior Healthcare Support Worker 2. Understand how to use investigatory techniques 3. Be able to plan an extended piece of work 4. Be able to carry out research to inform an extended piece of work 5. Be able to present an extended piece of work 6. Be able to review an extended piece of own work
<p>NEW STANDARD SENIOR HCSW CORE KSBs - 1st November 2022</p>	<p>PEARSON L3 DIPLOMA (603/2462/4) MANDATORY UNITS COVERING NEW STANDARD</p>

<p>K26: The principles and styles of leadership in relation to own role and place of work</p> <p>S26: Provide leadership and act as a role model for others within the scope of own role</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K27: The relationship and differences between leadership, management, supervision and mentoring</p> <p>S27: Contribute to mentoring and supervision of others in the workplace within the scope of own role</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>
<p>K28: The physiological states, their normal ranges and the correct tools or equipment to use to measure them</p> <p>S28: Undertake physiological measurements, selecting and using the correct tools or equipment</p>	<p>Not covered in this qualification. Centres will need to ensure delivery of the knowledge and skills stated to prepare them for EPA.</p>