WorldSkills Standards Specification

Health and Social Care

Social and Personal Services

worldskills

THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

GENERAL NOTES ON THE WSSS

The WSSS specifies the knowledge, understanding and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSSS).

The skill competition is intended to reflect international best practice as described by the WSSS, and to the extent that it is able to. The Standards Specification is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standards Specification is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards Specification. This is often referred to as the "weighting". The sum of all the percentage marks is 100.

The Marking Scheme and Test Project will assess only those skills that are set out in the Standards Specification. They will reflect the Standards Specification as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme and Test Project will follow the allocation of marks within the Standards Specification to the extent practically possible. A variation of five percent is allowed, provided that this does not distort the weightings assigned by the Standards Specification.

WORLDSKILLS STANDARDS SPECIFICATION

SECTION		RELATIVE IMPORTANCE (%)
1	**Work organization and management**	**10**
	The individual needs to know and understand: • Health, safety, environmental and hygiene legislation, obligations, regulations, and documentation • Infection hazards for clients • The purpose of a uniform/personal protective clothing • The purpose, safe use, care, and storage of materials • Regulations regarding the safety and security of medication • Techniques of time management • The principles of ergonomics • The significance of sustainability and environmentally friendly work practices • The importance of working together with other practitioners or/and other persons • The importance of sustainability (e.g. using resources economically) • The value of managing own continuing professional development	
	The individual shall be able to: • Follow health, safety, and hygiene standards, rules, and regulations • Take appropriate hygiene precautions for infection prevention • Identify and use the appropriate uniform/personal protective clothing including safe footwear • Select, use effectively/efficiently, and store materials safely • Maintain safe and secure storage of medication in accordance with regulations • Plan, schedule, and re-prioritize work as the need arises • Ensure safe and ergonomic working practices • Discard waste ecologically • Work together in an efficient way with other practitioners and any person • Keep up-to-date with new practices and regulations e.g. safe moving and health and safety	

2	Communication and interpersonal skills	25
	The individual needs to know and understand: • The importance of establishing and maintaining client confidence • Rules and regulations for confidentiality and privacy related to the delivery of care • Coaching styles and techniques to support client recovery, growth, and development and health education • Negotiation methods within the scope of health promotion • Techniques for resolving miss-understandings and conflicts • Techniques and ways to communicate with clients who have disabilities in communication, e.g. dementia and hearing problems • The importance of accurately recording information • Professional interaction between practitioner and client and also practitioner with other health personnel • The roles, competences, and requirements of colleagues and professionals involved in the care of the client • The importance of building and maintaining productive working relationships	
	The individual shall be able to: • Work sensitively with clients • Maintain excellent professional conduct including appearance • Open and closed communication with client in the appropriate style, establishing a rapport • Respect client as an individual with autonomy and right to accept or refuse care, always be honest to the client • Respect client's culture and religious beliefs • Use therapeutic communication methods in the delivery of care to include: • Active listening, questioning techniques, interpretation of non-verbal signals, and appropriate educational techniques • Use coaching techniques to enable client to learn new 'life skills' • Communicate in a professional way with clients who have disabilities in communication and understanding • Manage a professional and effective communication with the client's family in the appropriate manner ensuring the needs of the client are central • Negotiate with colleagues, medical professionals, the client, and their family to ensure the right type and level of care is provided and that the client's autonomy and needs are met • Manage consistently effective verbal and written communications with colleagues • Record client information/records in the appropriate format e.g. 'Communication Book' or patient's record (hospital) Discuss and represent individual client cases in professional settings	

3	**Problem solving, innovation, and creativity**	10
	The individual needs to know and understand: • The common types of situations which can occur within health and social care work • The difference between symptoms and causes of problems • Why individuals may be not willing to discuss problems e.g. client and family members and techniques for addressing • The value of 'working with' clients and respecting their wishes in resolving problems • The importance of observing clients closely and consistently to identify any concerns they may not be aware of • Techniques for developing creative solutions to improve the quality of life of the client and their happiness e.g. providing support and aids for a client to remain in their own home • Latest trends and developments in health and social care to ensure the client is provided with best possible support	
	The individual shall be able to: • Value the individual, take a strong interest and gain a deep understanding of their character • Gain the confidence of the client to discuss their problem(s) • Recognize problems swiftly and follow a self-managed process for resolving • Determine the root cause(s) of client's problem(s) through careful and structured discussion/questioning/observation • Pro-actively re-prioritize client's problem(s) as the situation demands • Recognize the boundaries of own expertise/authority in dealing with client's problem(s) and refer to colleagues and professionals as appropriate • Create, develop, and negotiate 'new safe ways of working' to improve the daily life of the client and their happiness, e.g. use of aids to support mobility • Recognize opportunities and pro-actively contribute ideas to improve client care, e.g. through a new way to use the client's environment effectively, through discussions with the client at the right time	
4	**Assessing needs and planning client care**	10
	The individual needs to know and understand: • Principles of growth and development across the lifespan • The range of illnesses and the relevant treatments • Health, social care, and rehabilitation of clients holistically across the lifespan in a variety of daily life situations • Ethics and law with respect to rights, discrimination, and abuse • Techniques for working with clients and their families to accurately determine the care needs of the client • The role of nutrition and special diets • Techniques to assess the capabilities of the patient and the family • Financial implications e.g. budgetary constraints	

	The individual shall be able to:	
	- Carefully assess the client's environment and situation to accurately determine care needs, recognizing boundaries of role - Assess the client's capabilities and the capabilities of the family - Identify nutritional status and requirements - Plan how the client-centred care will be delivered - Secure required resources to facilitate the client care plan - Plan how to support client rehabilitation - Obtain consent before the delivery of care - Refer to medical professionals as appropriate	
5	**Managing and delivering client care**	**35**
	The individual needs to know and understand: - The holistic needs of clients and inclusion of capabilities - Patterns of client behaviour and what drives it - History of the client's situation (e.g. Biography, medical history) - The importance of flexibility when working with different clients and their families - Techniques for encouraging clients to learn 'new' skills building confidence and independence - Anatomy and pathology, illnesses, and treatment according to the level of education - Standard normal values of health parameters (e.g. normal blood pressure) - General topics of a healthy lifestyle and how to promote them in a positive way - The purpose and potential side effects of client's medication - Potential safety hazards - Techniques for promoting mobility and knowledge about safe use of mobility devices - The risk factors for the clients which are weak and not able to move too much - The significance of knowing when to refer clients to colleagues and other medical professionals and the roles of related professionals - The circumstances when immediate medical assistance should be sought	

The individual shall be able to:
- Promote and assist with physical, social, and psychological well-being, support of growth and development, caring and rehabilitation
- Respect the client and the principles of law and ethics in the delivery of care
- Create a positive environment for the client and deliver safe care
- Assist with hygiene needs as required and respect the client's need for intimacy
- Include patient`s capabilities in the delivery of care
- Perform culturally appropriate measures
- Perform medical tasks within the scope of practice e.g. first aid, wound care, breathing exercises
- Monitor different health parameters e.g. blood pressure, pulse, temperature, blood sugar, pain, and weight and give information about them
- Take precautions for risks which are common in clients which are sick, e.g. pressure ulcers, pneumonia, and contractions
- Consistently observe client and quickly identify any new problems that need attention or medical referral, e.g. pressure ulcer
- Accurately judge when immediate medical attention or support may be required and start with first aid measures
- Implement measures that promote client's independence within any limitations
- Recommend and administer appropriate measures to support nutritional well-being within the scope of practice and regulations
- Educate the client in the promotion of a healthy lifestyle, e.g. do exercise regularly, stop smoking
- Advise client on common drug groups and their side effects within the scope of practice and regulations, e.g. antihypertensive and analgesics
- Support client in the administration and storage of their medication within the scope of practice and regulations
- Plan and adapt schedule to ensure each client receives the time they need, ensuring individuals are not rushed
- Organize educational and rehabilitative activities to meet the needs of adult clients of different adult age groups
- Promote mobility by using the client's resources and respecting the clients' needs by the use of adequate mobilization techniques
- Use resources effectively and efficiently
- Promote the quality of life

6	Evaluating client care	10

The individual needs to know and understand:
- The importance of reviewing care at regular intervals and gaining feedback from all parties including the client
- The expected level of client quality of life in relation to their circumstances
- The possibilities for the care to be changed/improved e.g. resources available
- Latest developments in products and services
- How to gain an outcome and assess that

	The individual shall be able to: • Understand the client's perspective through careful discussion with them • Gain inputs from the client's family, colleagues and related professionals • Recognize what makes a client happy and what they consider to be 'well-being' • Listen carefully and respond positively to any problems endeavouring to develop solutions • Judge the extent to which the care plan is helping the client • Agree any changes to the care plan with the client, their family, colleagues, and related professionals • Record outcomes of the evaluation • Develop an action plan taking into consideration resources available • Report and record any concerns to the relevant parties • Reflect on feedback and evaluate own working practices	
	Total	**100**

REFERENCES FOR INDUSTRY CONSULTATION

WorldSkills is committed to ensuring that the WorldSkills Standards Specifications fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Standards Specification on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (http://www.ilo.org/public/english/bureau/stat/isco/isco08/)
- ESCO: (https://ec.europa.eu/esco/portal/home)
- O*NET OnLine (www.**oneto**nline.org/)

This WSSS (Section 2) appears most closely to relate to *Nursing Assistants*:
https://www.onetonline.org/link/summary/31-1014.00

or *Nursing Assistant*: http://data.europa.eu/esco/occupation/87d0795a-d41f-47ee-979f-0ab7d73836e7

Adjacent occupations may also be explored through these links.