



Target Audience

Managers, Housing and Support teams and team members who provide direct care and support and who are responsible for competency assessing staff members working in a variety of settings.

This programme has been developed to support organisations to build internal capacity for the observation, assessment, and development of their own staff.

Skills for Care have produced a document 'Ongoing Learning and Development' within which they recommend training refresher frequency and the requirement for competency assessment between learning engagements. With the effective implementation of competency assessors, organisations can evidence that they have achieved the recommendations of best practice.

The role of the competency assessor supports organisations to achieve their workforce development strategy; training costs can be reduced as there will be less requirement for training to be repeated when organisations can clearly evidence that their workforce is highly competent, well supported and developed through good quality, internal competency assessments.

Organisations often want to evidence how learning engagements have had a positive impact on practice. The role of the competency assessor can ensure that good practice is taking place across the business and is continuously developing through their observation, mentoring and feedback.

On completion of this programme learners will have:

- ♦ Attended a 3-day Programme
- ♦ Completed a competency assessment
- ♦ Planned for assessing competency
- ♦ Demonstrated how to make an assessment decision
- ♦ Demonstrated how to provide feedback
- ♦ Completed a competence assessment of Safe Handling of Medication practice

This course is delivered using a range of methods and resources including:

- ♦ Face to Face tutor facilitation, questionnaires, MAR charts and scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ♦ Skills for Care – Ongoing learning and development in adult social care
- ♦ The Leadership Qualities Framework
- ♦ Human Medicines Regulations 2012
- ♦ Guidance from the Royal Pharmaceutical Society

Course Content – Day 1

- ♦ The role of the Competency Assessor
- ♦ Benefits of internal Competency Assessors
- ♦ Supporting the organisation to meet CQC standards
- ♦ How competency assessments compliment workforce development plans
- ♦ Creating a learning culture
- ♦ Self-evaluation
- ♦ Maintaining own CPD

Learning Outcomes – Day 1

After attending this day, learners will be able to:

- ◆ State the role of the Competency Assessor
- ◆ List the benefits of internal competency assessors
- ◆ Describe how the role can support the organisation to meet CQC standards
- ◆ State how competency assessments compliment workforce development plans
- ◆ Explain how to create a learning culture
- ◆ Complete a self-evaluation document
- ◆ Describe how to maintain own CPD

Course Content – Day 2

- ◆ Competency assessment documents
- ◆ Effective use of gap analysis
- ◆ Planning for assessment
- ◆ Communicating the process
- ◆ Assessment methods
- ◆ Making assessment decisions
- ◆ Completing standardisation
- ◆ Providing feedback
- ◆ Maintaining records
- ◆ Confidentiality of assessment

Learning Outcomes – Day 2

After attending this day, learners will be able to:

- ◆ Complete competency assessment documents
- ◆ Describe how to effectively use gap analysis results
- ◆ Plan for an assessment
- ◆ Communicate the process to an individual being assessed
- ◆ Describe assessment methods
- ◆ Demonstrate how to make an assessment decision
- ◆ Describe the process of standardisation
- ◆ Demonstrate how to provide feedback
- ◆ State how to maintain records
- ◆ Explain principles of confidentiality of assessment

Course Content – Day 3

- ◆ An overview of legislation and the use of policies, procedures, and guidelines in relation to Safe Handling of Medication
- ◆ Completing assessment plans
- ◆ Assessment of the practical administration of medication
- ◆ Assessment of learner completing relevant documentation
- ◆ Providing feedback
- ◆ Documenting an observation
- ◆ Linking performance gaps to personal development plans, training and CPD

Learning Outcomes – Day 3

After attending this day, learners will be able to:

- ◆ Give an overview of legislation, policies, procedures, and guidelines relevant to Safe Handling of Medication
- ◆ Complete an individual assessment plan
- ◆ State how to link performance gaps to personal development plans, training and CPD
- ◆ Complete a competence assessment of Safe Handling of Medication practice
- ◆ Provide immediate verbal feedback when unsafe practice takes place
- ◆ Provide holistic written feedback from competence assessment
- ◆ Provide a portfolio of the completed competency assessment

Duration: 3 Days