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| https://www.westsussexcpd.co.uk/_images/14106/Care%20Act/The_Care_Certificate.jpg | ***Learner Resource***  ***Question Workbook*** |
| **Care Certificate Question Workbook – Standard 2** | |

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| --- | --- |
| **Name of Care Worker:** |  |
| **Start Date:** |  |
| **Completion Date:** |  |

Version 1.0 – 10/2020

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# The Care Certificate for Adult Social Care Workers

## Introduction

Welcome to the Care Certificate Question Workbook for Standard 2. This sets out a series of questions that you need to complete to demonstrate that you have the knowledge, skills and behaviours of an effective Care Worker within Adult Social Care.

The details you provide in this Workbook will be used by your Assessor to determine if you meet the requirements set out in the Standard. There may be times that your Assessor will come back to you and ask for some more information or further details to demonstrate your knowledge, skills and behaviours.

## Developing Knowledge, Skills and Behaviours

You may be an experienced Care Worker or new to a care giving role, but it is essential that you develop and keep your knowledge, skills and behaviours up-to-date to ensure we provide quality service user focussed care services.

We have made available a range of learning resources and eLearning to help you develop and aid the completion of the Care Certificate. These can be accessed on the **Induction Hub for new Care Workers** is available on ASC LeadER ([www.ascleader.co.uk](http://www.ascleader.co.uk)).

Although the majority of learning resources and eLearning are available for those without an ASC LeadER Account, it is recommended that Care Workers create an account. This provides a broader range of services and learning resources.

Care Workers can request an ASC LeadER account on the following link - <https://www.ascleader.co.uk/login/signup.php?>, or by clicking the *Login* button at the top of the screen and then clicking the *Create new account* button. Account requests are validated by the Social Care Academy and approval is normally given within 24 hours.

## Assessment

This Workbook will be assessed by a nominated person that has experience and competence of working in the Adult Social Care Sector.

* Within the East Riding of Yorkshire Council, this will be carried out by an Assessor from the Social Care Academy.
* In the Independent Care Sector this may be a Trainer, Champion or Manager appointed by the provider. You need to discuss this with your Senior or Manager and they will advise who will support you.

# Key Terminology

The following key terms are used throughout the Care Certificate Assessment.

|  |  |
| --- | --- |
| **Term** | **Details** |
| Demonstrate | This means to show how a task is completed in the course of real work or a simulated activity |
| Describe | This means to create a picture with words but not simply writing a list of bullet points |
| List | This means to identify the main points which can be written as bullet points |
| Explain | This means you will need to provide a clear account of your understanding, including details like why and how. |
| Define | This means to provide a definition, **in your own words**, to demonstrate your understanding. |
| Identify | This means to point out, highlight or note down the main answers or examples that relate to the subject. |
| Summarise | This means to think about the main points and simplify or shorten these points to provide a basic outline. |

**Note:** Please ensure you refer to and follow the above terminology guidelines when completing your answers to the activity questions.

# Standard 2 - Your personal development

**Activity 2.1a:** There are a range of different sources of support available to you that will help you to progress your learning and development in your role. Complete the boxes below to **identify** some of the sources of support that you could use or access.

|  |
| --- |
| **1** |
|  |

|  |
| --- |
| **2** |
|  |

|  |
| --- |
| **3** |
|  |

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| --- |
| **4** |
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| --- |
| **5** |
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**Activity 2.1b:** Creating a personal development plan is a step-by-step process and will involve you working with different people. Fill in the boxes below to **describe** the process for agreeing a personal development plan and for each step **identify** who will be involved in the process.

|  |  |  |
| --- | --- | --- |
| **Step 1** | **Step 2** | **Step 3** |
|  |  |  |
| **The following people will be involved…** | **The following people will be involved…** | **The following people will be involved…** |
|  |  |  |

**Activity 2.1c:** Learning is a process that we are involved in throughout our lives and not just at school. There are many different ways in which we can learn, for example using feedback from others is a great way to learn and help us to develop/improve the way we work.

Complete the table below to **explain** why feedback from others is so important for our learning process. When doing so, try and use as many of the following words in your explanation as possible; Constructive, Competence, Confidence, Knowledge, Improvement, Learning from others.

|  |
| --- |
| **Feedback from others is important in helping me to develop / improve because..** |
|  |

**Activity 2.2a:** Literacy, numeracy and communication skills are necessary for you to carry out the requirements of your role. Often the skills that you need to use will be very specific to your responsibilities and the service that you work in. Fill in the boxes below to **describe** how you will use your literacy, numeracy and communication skills in practice.

|  |
| --- |
| **I will need to use my literacy skills when I...** |
|  |

|  |
| --- |
| **I will need to use my numeracy skills when I...** |
|  |

|  |
| --- |
| **I will need to use my communication skills when I...** |
|  |

**Activity 2.2b:** Your current levels of competence in relation to literacy, numeracy and communication are likely to be very specific to you as an individual. **Explain** how you would check your current levels of literacy, numeracy and communication skills

|  |
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**Activity 2.2c, 2.2d and 2.2e:** Complete the table below to **describe** how the different development activities have helped to improve your knowledge, skills and understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Development activity** | **Provide a description of the development activity** | **How has it helped to improve your knowledge?** | **How has it helped to improve your skills?** | **How has it helped to improve your understanding?** |
| **1. A learning activity that you have undertaken recently** |  |  |  |  |
| **2. Reflecting on a situation** |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Development activity** | **Provide a description of the development activity** | **How has it helped to improve your knowledge?** | **How has it helped to improve your skills?** | **How has it helped to improve your understanding?** |
| **3. Feedback from others** |  |  |  |  |

**Activity 2.2f Part i)** For each of the learning opportunities below, decide whether each is an example of a formal or informal learning opportunity and highlight your answer in **bold.**

|  |  |  |
| --- | --- | --- |
| Annual Appraisal with Manager | Formal | Informal |
| E-Learning courses | Formal | Informal |
| Watching a documentary | Formal | Informal |
| Undertaking a training course | Formal | Informal |
| Breaktime discussion with colleagues | Formal | Informal |
| Reading a magazine or journal | Formal | Informal |

**Activity 2.2f Part ii)** Select 3 learning opportunities that are available to you, you could select ones from the activity on the previous page or ones that are specific to you. For **each** learning opportunity **list** how it will help you to improve the way you work:

|  |  |
| --- | --- |
| **Learning Opportunity** | **How will it help you improve the way you work?** |
|  |  |
|  |  |
|  |  |

**Activity 2.2i:** Continuing professional development (CPD) is essential for work in the health and social care sectors. **Explain** why CPD is important for your own and others’ development:

|  |
| --- |
|  |