

Sheet reference no:

Date:

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Learner name. (person being assessed)	
Learner signature.	
Workplace name.	
Name of assessor. (carrying out assessment)	
Signature of assessor.	

Task (s) being observed:

What was observed. This should reflect the criteria you are saying that the learner has met:

Questions asked by assessor with learner answer:

Note.

The criteria to be met by observation are found over page.

Tick the criteria covered. More than one criteria may be ticked during a single observation.

## Performance criteria

	1.1c	Demonstrate that they are working in accordance with the agreed ways of working with their employer.
	1.2d	Demonstrate how to access full and up to date details of agreed ways of working that are relevant to their role.
	1.4c	Demonstrate behaviours, attitudes and ways of working that can help improve partnership working.
	1.4d	Demonstrate how and when to access support and advice about: partnership working, resolving conflicts.
	2.2f	Demonstrate how to measure their own knowledge, performance and understanding against relevant standards.
	2.2h	Demonstrate how to record progress in relation to their personal development.
	3.3a	Demonstrate how to respond to comments and complaints in line with legislation and agreed ways of working.
	3.5d	Demonstrate how and when to access support and advice about resolving conflicts.
	4.2b	Demonstrate interaction with Individuals that respects their beliefs, culture, values and preferences.
	5.3a	Take appropriate steps to remove or minimise the environmental factors causing the discomfort or distress.
	5.3b	Report any concerns they have to the relevant person.
	5.4a	Raise any concerns directly with the individual concerned.
	5.4b	Raise any concern with their supervisor / manager.
	5.4c	Raise any concerns via other channels or systems e.g. at team meetings.
	5.5a	Ensure that where individuals have restricted movement or mobility that they are comfortable.
	5.5b	Recognise the signs that an individual is in pain or discomfort.
	5.5c	Take appropriate action where there is pain or discomfort.
	5.5d	Remove or minimise any environmental factors causing pain or discomfort.
	5.6b	Demonstrate that their own attitudes and behaviours promote emotional and spiritual wellbeing.
	5.6c	Support and encourage individuals own sense of identity and self-esteem.
	5.6d	Report any concerns about the individual's emotional and spiritual wellbeing to the appropriate person.
	5.7a	Demonstrate that their actions promote person centred values.
	6.5a	Demonstrate the use of appropriate verbal and non verbal communication.
	6.6a	Ensure that any communication aids / technologies are: Clean; Work properly; In good repair.
	6.6b	Report any concerns about the communication aid / technology to the appropriate person.
	7.2a	Demonstrate that their actions maintain the privacy of the individual.
	7.2b	Demonstrate that the privacy and dignity of the individual is maintained at all times being in line with the person's individual needs and preferences when providing personal care.
	7.2d	Report any concerns they have to the relevant person.
	7.4a	Demonstrate how to support Individuals to make informed choices.
	7.4c	Ensure your own personal views do not influence an individual's own choices or decisions.
	7.6a	Demonstrate that they can support the active participation of individuals in their care.
	7.6b	Reflect on how their own personal views could restrict the individual's ability to actively participate in their care.
	7.6c	Report any concerns to the relevant person.
	8.2a	Ensure drinks are within reach of those that have restrictions on their movement / mobility.
	8.2b	Ensure that drinks are refreshed on a regular basis.
	8.2c	Ensure that individuals are offered drinks in accordance with their plan of care.
	8.2d	Support and encourage individuals to drink in accordance with their plan of care.
	8.2e	Know how to report any concerns to the relevant person.
	8.3a	Ensure any nutritional products are within reach of those that have restrictions on their movement / mobility.
	8.3b	Ensure food is provided at the appropriate temperature and in accordance with the plan of care i.e. the individual is able to eat it.
	8.3c	Ensure that appropriate utensils are available to enable the individual to meet their nutritional needs as independently as possible.
	8.3d	Support and encourage individuals to eat in accordance with their plan of care.
	8.3e	Know how to report any concerns to the relevant person.
	10.1j	Demonstrate the importance of ensuring individuals are treated with dignity and respect when providing health and care services.
	13.3c	Demonstrate how to move and assist people and objects safely, maintaining the individual's dignity, and in line with legislation and agreed ways of working.
	13.6b	Demonstrate safe practices for storing, using and disposing of hazardous substances.
	14.1c	Demonstrate how to keep records that are up to date, complete, accurate and legible.
	15.1b	Demonstrate effective hand hygiene.