

SOCIAL AND PERSONAL SERVICES

# Health and Social Care



## WorldSkills Occupational Standards

# WorldSkills Occupational Standards (WSOS)

## General notes on the WSOS

The WSOS 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/WSOS](http://www.worldskills.org/WSOS)).

The skill competition is intended to reflect international best practice as described by the WSOS, and to the extent that it is able to. The Standard 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 Standard 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. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

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

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

# WorldSkills Occupational Standards

Section	Relative importance (%)
<b>1 Work organization and management</b>	<b>5</b>

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

Section	Relative importance (%)
<b>2 Communication and interpersonal skills</b>	<b>25</b>

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 misunderstandings 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 clients in the appropriate style, establishing rapport
  - Respect clients as individuals with autonomy and rights to accept or refuse care
  - Act honestly with clients
  - Respect client's culture and religious beliefs
  - Use therapeutic communication methods in the delivery of care, including active listening, questioning techniques, interpretation of non-verbal signals, and appropriate educational techniques
  - Use coaching techniques to enable clients to learn new "life skills"
  - Communicate in a professional way with clients who have disabilities in communication and understanding
  - Manage professional and effective communications with clients' families in the appropriate manner, ensuring the needs of the clients are central
  - Negotiate with colleagues, medical professionals, clients, and their families to ensure the right type and level of care is provided and that clients' autonomy and needs are met
  - Ensure 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

Section	Relative importance (%)
<b>3 Problem solving, innovation, and creativity</b>	<b>15</b>

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 clients 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 clients are 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 clients to discuss their problem(s)
- Recognize problems swiftly and follow a self-managed process for resolving
- Determine the root cause(s) of clients' problem(s) through careful and structured discussion/questioning/observation
- Pro-actively re-prioritize clients' problem(s) as situations demand
- Recognize the boundaries of own expertise/authority in dealing with clients' 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 clients 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

Section	Relative importance (%)
<b>4 Assessing needs and planning client care</b>	<b>10</b>

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 clients' environments and situations to accurately determine care needs, recognizing boundaries of role
- Assess the clients' capabilities and the capabilities of families
- Identify clients' nutritional status and requirements
- Plan how client-centred care will be delivered
- Secure required resources to facilitate client care plans
- Plan how to support client rehabilitation
- Obtain consent before the delivery of care

Refer to medical professionals as appropriate

Section	Relative importance (%)
<b>5 Managing and delivering client care</b>	<b>35</b>

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 clients' 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 clients' medication
- Potential safety hazards
- Techniques for promoting mobility and knowledge about safe use of mobility devices
- The risk factors for the clients who are weak and unable to move much
- The roles of related professionals, and the significance of knowing when to refer clients to colleagues and other medical 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, s growth and development, caring and rehabilitation
- Respect clients and the principles of law and ethics in the delivery of care
- Create a positive environment for clients and deliver safe care
- Assist with hygiene needs as required and respect clients' need for intimacy
- Include patients' capabilities in the delivery of care
- Use 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 who are sick, e.g. pressure ulcers, pneumonia, and contractions
- Consistently observe clients 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 clients' independence within any limitations
- Recommend and administer appropriate measures to support nutritional well-being within the scope of practice and regulations

Section	Relative importance (%)
<ul style="list-style-type: none"> <li>• Educate clients in the promotion of a healthy lifestyle, e.g. do exercise regularly, stop smoking</li> <li>• Advise clients on common drug groups and their side effects within the scope of practice and regulations, e.g. antihypertensive and analgesics</li> <li>• Support clients in the administration and storage of their medication within the scope of practice and regulations</li> <li>• Plan and adapt schedules to ensure each client receives the time they need, ensuring individuals are not rushed</li> <li>• Organize educational and rehabilitative activities to meet the needs of clients of different adult age groups</li> <li>• Promote mobility by using the clients' resources and respecting the clients' needs by the use of adequate mobilization techniques</li> <li>• Use resources effectively and efficiently</li> <li>• Promote the quality of life</li> </ul>	
<b>6 Evaluating client care</b>	<b>10</b>
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• The importance of reviewing care at regular intervals and gaining feedback from all parties including clients</li> <li>• The expected level of client quality of life in relation to their circumstances</li> <li>• The possibilities for the care to be changed/improved e.g. resources available</li> <li>• Latest developments in products and services</li> <li>• How to gain an outcome and assess it</li> </ul>	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• Understand the clients' perspectives through careful discussion with them</li> <li>• Gain inputs from the clients' families, colleagues, and related professionals</li> <li>• Recognize what makes clients happy and what they consider to be 'well-being'</li> <li>• Listen carefully and respond positively to any problems, endeavouring to develop solutions</li> <li>• Judge the extent to which care plans are helping clients</li> <li>• Agree any changes to care plans with clients, their families, colleagues, and related professionals</li> <li>• Record outcomes of evaluations</li> <li>• Develop action plans, taking into consideration the available resources</li> <li>• Report and record any concerns to the relevant parties</li> <li>• Reflect on feedback and evaluate own working practices</li> </ul>	
<b>Total</b>	<b>100</b>



## References for industry consultation

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards 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 Occupational Standards 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/>) ILO 5321
- ESCO: (<https://ec.europa.eu/esco/portal/home> )
- O\*NET OnLine ([www.onetonline.org/](http://www.onetonline.org/))

This WSOS 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.

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Shanghai 2021.

There were no responses to the requests for feedback this cycle.