

HSC3111 Promote the equality, diversity, rights and responsibilities of individuals

Elements of Competence

HSC3111a Promote the rights and interests of individuals

HSC3111b Promote the equal treatment of individuals

HSC3111c Promote the individuals' confidence in you and your organisation

About this unit¹

For this unit you will be expected to encourage other workers to adhere to the values you demonstrate and support individuals to recognise their own, and the equality, diversity, rights and responsibilities of others.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communicate using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Key people: family; friends; carers; others with whom individuals have a supportive relationship.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation, eg whether you have responsibility to support the work of others; the individuals, key people and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement², the statement of expectations from carers and people accessing services, relevant service standards and codes of practice for health, social or care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

¹ The term 'unit' is used in this report to refer to each separate standard within the NOS suite

² The key purpose identified for those working in health, social or care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Active support	Working in a way that recognises people have a right to take part in the activities and relationships of everyday life as independently as they can, and so supports them by helping only with what they really cannot do for themselves
Colleagues	Colleagues can be anyone with whom you work, including, where appropriate any staff for whom you have responsibility. Colleagues can also be people from outside your organisations with whom you are working
Declare interests	The interests may be: knowledge and relationship with the individual or others; vested interests; past experiences that might affect the way you work with the individuals etc
Individuals	People requiring health, social or other care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers individuals and their advocates or interpreters
Key people	Those people who are key to an individual's health and social well-being. These are people in individuals lives who can make a difference to their health and well-being
Others	Other people within and outside your organisation who are necessary for you to fulfil your job role
Rights	<p>The rights that individuals have to:</p> <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be supported and cared for in a way they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC3111a Promote the rights and interests of individuals

Performance Criteria

You need to,

1. work in ways that demonstrate to **colleagues** how to:
 - respect the dignity and privacy of **individuals**
 - respect and promote the views, choices and wishes of individuals, **key people** and others
 - provide **active support** to enable individuals to participate and to manage their own lives as much as they are able
2. provide up to date information, appropriate explanations and support to enable individuals and key people to:
 - understand their **rights** and responsibilities
 - acknowledge the complexities of decisions that individuals need to make to balance their rights, preferences and responsibilities
 - to exercise their rights
3. support the rights of individuals, and demonstrate through your practice how colleagues can support the rights of individuals to:
 - access information about themselves
 - compliment, comment and complain about the services they are receiving and have any comments and complaints taken seriously and responded to appropriately
 - communicate using their preferred method of communication and language
 - make informed choices and decisions about their lives, well-being and about taking and managing potential and actual risks
4. interpret the rights and responsibilities of individuals in a way that is consistent with the law, regulation and organisational requirements
5. seek assistance when conflicts arise that you cannot deal with

HSC3111b Promote the equal treatment of individuals

Performance Criteria

You need to,

1. treat and value each person as an individual and support colleagues to do the same
2. promote equal opportunities for individuals
3. respect, and support colleagues to respect, the individual's diversity, culture and values
4. use your own behaviour and actions, to support colleagues to work in ways that:
 - are consistent with the individual's beliefs and preferences
 - puts the individual's preferences at the centre of everything they do
 - acknowledge the diversity of individuals
 - do not discriminate against any individual

- do not condone discrimination by others
 - challenge behaviours and practice that discriminate against individuals
5. you provide active support to promote the participation, contribution and inclusion of individuals
 6. you seek advice when you are having difficulty promoting equality and diversity

HSC3111c Promote the individuals' confidence in you and your organisation

Performance Criteria

You need to,

1. work, and support colleagues to work in ways that are consistent with the law, regulation and organisational requirements
2. recognise, and demonstrate to colleagues through your practice, the influence your job role and responsibilities may bring and how to use such influence sensitively and responsibly
3. demonstrate that you are honest, trustworthy, reliable and dependable and support colleagues to do the same
4. communicate and work with others to communicate in appropriate, open, accurate and straightforward ways
5. ensure that you honour your work commitments and support colleagues to do the same
6. **declare interests**, and support colleagues to declare interests, that might influence judgements and practice
7. disclose and encourage others to disclose information only to those who have the right and need to know, once proof of identity has been obtained
8. ensure confidentiality of information and record and report on your work within confidentiality agreements and according to legal and organisational requirements

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information

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2. how to provide active support and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks when relating to individuals
3. dilemmas between:
 - the individual's rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities for their care and protection
 - the individual's views, preferences and expectations and how these can and are being met
 - your own values and those of the individual and key people
 - your own professional values and those of others within and outside your organisations
4. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met
5. methods that are effective:
 - in promoting equality and diversity
 - when dealing with and challenging discrimination

Legislation and organisational policy and procedures

6. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others for valuing and respecting individuals and key people
7. current local, UK legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management
 - dealing with comments and complaints
 - the protection of yourself, individuals, key people and others from danger, harm and abuse
8. working with others to provide integrated services
9. practice and service standards relevant to your work setting and relating to valuing and respecting individuals
10. the purpose of, and arrangements for your supervision and appraisal

Theory and practice

11. how and where to access information and support that can inform your practice relating to valuing and respecting people
12. how you can access, review and evaluate information about valuing and respecting people
13. government reports, inquiries and research relevant to valuing and respecting individuals and key people
14. theories relevant to the individuals with whom you work, about:

- human rights and responsibilities
 - human growth, development and behaviour
 - enabling individuals to communicate and have their views and preferences heard and taken account of
 - enabling individuals to influence and take responsibility for their own lives
 - conflicts and dilemmas
 - power and how it can be used and abused
15. role of relationships and support networks in promoting the well-being of individuals
 16. The meaning and application of participation and why this is important.
 17. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people with whom you work
 18. methods of supporting individuals to:
 - express their needs and preferences
 - understand and take responsibility for promoting their own health and care
 - identify how their care needs should be met
 - assess and manage risks to their health and well-being
 19. methods that are effective in forming, maintaining and ending relationships with individuals and key people
 20. different ways of communicating with individuals, families, carers, groups and communities about choice, well-being and protection
 21. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met
 22. how to work with, and resolve conflicts that you are likely to meet
 23. how to help others, use power and influence sensitively and responsibly