

Highfield Level 2 End-Point Assessment for ST0005 Adult Care Worker

Mock Assessment Materials and Mock Marking Matrix for Professional Discussion

Mock Assessment Documentation

The following pages contain documentation that may be used for employer/training providers to carry out mock assessments for the professional discussion.

Professional Discussion: Sample Questions

Throughout the 45-minute professional discussion, the assessor will review the apprentice's competence in all of the outcomes listed below, below are some sample questions that can be used to support your mock assessment. The apprentice should prepare for the professional discussion by considering how the outcomes can be met.

Element	Question(s)
The main tasks and responsibilities according to their job role	<p>In what ways have you supported individuals in a person-centred way and in accordance with their personalised care plan?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> - How have you made sure you have communicated effectively with individuals under your care and gained their consent? - How have you encouraged individuals to actively participate and make choices about their own care? - (If relevant) how have you supported individuals with cognitive, physical or sensory impairments?
	<p>An adult care worker must be able to:</p>
	<p>Support individuals they are working with according to their personal care/support plan</p>
	<p>Ask for help from an appropriate person when not confident or skilled in any aspect of their role</p>
	<p>Provide individuals with information to enable them to have choice about the way they are supported</p>
	<p>Encourage individuals to participate in the way their care and support is delivered</p>
	<p>Ensure the individual knows what they are agreeing to regarding the way in which they are supported</p>
	<p>Contribute to the on-going development of care/support plans for the individual they support</p>
	<p>Support individuals with cognitive, physical or sensory impairments</p>

Element	Question(s)
Treating people with respect and dignity and honouring their human rights	<p>In what ways have you worked in an approach that maintains the dignity of individuals under your care?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> - How have you shown empathy to individuals under your care? - How have you shown courage to support individuals that might challenge their personal or cultural beliefs?
	<p>An adult care worker must be able to:</p>
	<p>Ensure dignity is at the centre of all work with the individuals they support, their families, carers and advocates</p>
	<p>Demonstrate all work is person centred, accommodating the individual's needs, wishes and preferences</p>
	<p>Demonstrate empathy (understanding and compassion) for individuals they support</p>
	<p>Demonstrate courage in supporting people in ways that may challenge their personal/cultural beliefs</p>

Element	Question(s)
Communicating clearly and responsibly	<p>How have you used both verbal and non-verbal communication methods to ensure individuals under your care understand a situation?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> - How have you tailored your communication methods depending on individuals' needs, wishes or preferences? - How have you addressed barriers to communication? - In what ways have you maintained confidentiality of information whilst at work?
	<p>An adult care worker must be able to:</p>
	<p>Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates</p>
	<p>Use the preferred methods of communication of the individual they support according to their language, culture, sensory needs and their wishes</p>
	<p>Identify and take steps to reduce environmental barriers to communication</p>
	<p>Demonstrate they can check for understanding</p>
	<p>Write clearly and concisely in records and reports</p>
	<p>Keep information safe and confidential according to agreed ways of working</p>

Element	Question(s)
Supporting individuals to remain safe from harm (Safeguarding)	What are the signs of abuse and, if identified, how should you respond? Refer to a real example, if you can. Supplementary questions <ul style="list-style-type: none"> - How should you respond to any unsafe practices you have identified?
	An adult care worker must be able to:
	Recognise potential signs of different forms of abuse
	Respond to concerns of abuse according to agreed ways of working
	Recognise, report and challenge unsafe practices

Element	Question(s)
Championing health and wellbeing for the individuals they support and for work colleagues	<p>In what ways have you kept yourself and the individuals under your care healthy, safe and secure?</p> <p>Supplementary questions</p> <ul style="list-style-type: none"> - How have you reduced the spread of infection? - How have you promoted healthy eating and ensured individuals have access to fluids?
	<p>An adult care worker must be able to:</p>
	<p>Promote the health and wellbeing of the individuals they support</p>
	<p>Move people and objects safely</p>
	<p>Demonstrate how to reduce the spread of infection, including use of best practice in hand hygiene</p>
	<p>Demonstrate the promotion of healthy eating and wellbeing by ensuring individuals have access to fluids, food and nutrition</p>
	<p>Demonstrate how to keep people, buildings and themselves safe and secure</p>
	<p>Carry out fire safety procedures when required</p>
	<p>Use risk assessments to support individuals safely</p>
	<p>Recognise symptoms of cognitive impairment, e.g. dementia, learning disabilities and mental health</p>
	<p>Monitor and report changes in health and wellbeing for individuals they support</p>

Element	Question(s)
Working professionally and seeking to develop their own professional development	Give an example of how you have developed a skill that has supported you in meeting the responsibilities of your role. Supplementary questions <ul style="list-style-type: none"> - In what ways have you worked well in partnership with others? - How and when would you access support and guidance about conflicts in the workplace?
	An adult care worker must be able to:
	Reflect on own work practices
	Demonstrate the development of their own skills and knowledge, including core skills in writing, numbers and information technology
	Demonstrate their contribution to their development plan
	Demonstrate ability to work in partnership with others to support the individual
	Identify sources of support when conflicts arise with other people or organisations
	Demonstrate they can work within safe, clear professional boundaries
	Show they can access and apply additional skills required to perform the specific job role competently

Element	The adult care worker is expected to demonstrate the following behaviours throughout their professional discussion:
Behaviours	Care: is caring consistently and enough about individuals to make a positive difference to their lives
	Compassion: is delivering care and support with kindness, consideration, dignity and respect
	Courage: is doing the right thing for people and speaking up if the individual they support is at risk
	Communication: good communication is central to successful caring relationships and effective team working
	Competence: is applying knowledge and skills to provide high quality care and support
	Commitment: to improving the experience of people who need care and support ensuring it is person centred

Mock Assessment Documentation

The following pages contain documentation that may be used for employer/training providers to carry out mock assessments for the professional discussion.

Adult Care Worker

The main tasks and responsibilities according to their job role			
Ref	The apprentice will be able to:	Achieved	Not yet achieved
SA1	Support individuals they are working with according to their personal care/support plan		
SA2	Ask for help from an appropriate person when not confident or skilled in any aspect of their role		
SA3	Provide individuals with information to enable them to have choice about the way they are supported		
SA4	Encourage individuals to participate in the way their care and support is delivered		
SA5	Ensure the individual knows what they are agreeing to regarding the way in which they are supported		
SA6	Contribute to the on-going development of care/support plans for the individual they support		
SA7	Support individuals with cognitive, physical or sensory impairments		

Treating people with respect and dignity and honouring their human rights

Ref	The apprentice will be able to:	Achieved	Not yet achieved
SB8	Ensure dignity is at the centre of all work with the individuals they support, their families, carers and advocates		
SB9	Demonstrate all work is person centred, accommodating the individual's needs, wishes and preferences		
SB10	Demonstrate empathy (understanding and compassion) for individuals they support		
SB11	Demonstrate courage in supporting people in ways that may challenge their personal/cultural beliefs		

Communicating clearly and responsibly

Ref	The apprentice will be able to:	Achieved	Not yet achieved
SC12	Speak clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates		
SC13	Use the preferred methods of communication of the individual they support according to their language, culture, sensory needs and their wishes		
SC14	Identify and take steps to reduce environmental barriers to communication		
SC15	Demonstrate they can check for understanding		
SC16	Write clearly and concisely in records and reports		
SC17	Keep information safe and confidential according to agreed ways of working		

Supporting individuals to remain safe from harm (Safeguarding)

Ref	The apprentice will be able to:	Achieved	Not yet achieved
SD18	Recognise potential signs of different forms of abuse		
SD19	Respond to concerns of abuse according to agreed ways of working		
SD20	Recognise, report and challenge unsafe practices		

Championing health and wellbeing for the individuals they support and for work colleagues

Ref	The apprentice will be able to:	Achieved	Not yet achieved
SE21	Promote the health and wellbeing of the individuals they support		
SE22	Move people and objects safely		
SE23	Demonstrate how to reduce the spread of infection, including use of best practice in hand hygiene		
SE24	Demonstrate the promotion of healthy eating and wellbeing by ensuring individuals have access to fluids, food and nutrition		
SE25	Demonstrate how to keep people, buildings and themselves safe and secure		
SE26	Carry out fire safety procedures when required		
SE27	Use risk assessments to support individuals safely		
SE28	Recognise symptoms of cognitive impairment, e.g. dementia, learning disabilities and mental health		
SE29	Monitor and report changes in health and wellbeing for individuals they support		

Working professionally and seeking to develop their own professional development

Ref	The apprentice will be able to:	Achieved	Not yet achieved
SF30	Reflect on own work practices		
SF31	Demonstrate the development of their own skills and knowledge, including core skills in writing, numbers and information technology		
SF32	Demonstrate their contribution to their development plan		
SF33	Demonstrate ability to work in partnership with others to support the individual		
SF34	Identify sources of support when conflicts arise with other people or organisations		
SF35	Demonstrate they can work within safe, clear professional boundaries		
SF36	Show they can access and apply additional skills required to perform the specific job role competently		

Ref	The apprentice is expected to demonstrate:	Achieved: Y/N
B1	Care: is caring consistently and enough about individuals to make a positive difference to their lives	
B2	Compassion: is delivering care and support with kindness, consideration, dignity and respect	
B3	Courage: is doing the right thing for people and speaking up if the individual they support is at risk	
B4	Communication: good communication is central to successful caring relationships and effective team working	
B5	Competence: is applying knowledge and skills to provide high quality care and support	
B6	Commitment: to improving the experience of people who need care and support ensuring it is person centred	

Professional discussion grade	
Fail	
Pass	
Merit	
Distinction	

Mock assessment feedback: