



**Modern Apprenticeship**

**Core Skills Mapping**

**Health and Social Care  
SVQ4**

**Appendix C**

**Scottish Social Services Council**

**June 2009**

SSSC  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY



## Modern Apprenticeships in Health and Social Care and Children’s Care Learning and Development

### Core Skills Mapping

The five core skills were mapped against the mandatory and optional units of the SVQs in Health and Social Care and Children’s Care Learning and Development. The table below contains a summary of the mapping of the combined mandatory units of each SVQ. The table identifies where the core skills are fully covered or not fully covered.

SVQ Mandatory Units	Communication	Working with others	Problem Solving	Numeracy	ICT
Health and Social Care level 2					
Health and Social Care level 3					
Health and Social Care level 4					
Leadership and Management for Care Services Level 4					
Children’s Care Learning and Development level 3					
Children’s Care Learning and Development level 4					

Fully covered	
Not fully covered	

The Core Skills Mapping documents contain detailed tables of the core skills mapping against the individual mandatory and optional units at the performance criteria level of each of the SVQs. These are in Core Skills Mapping Appendices A-F

**Key to the mapping in the Core Skills Mapping documents.**

- X = all bullets achievable
- 1,2,3 etc, the numbers indicate the number of the bullet(s) that have mapped against the PC/knowledge.

**HSC41 Use and develop methods and systems to communicate, record and report**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC41a</b>	<b>Identify methods and systems to promote effective communication and engagement with individuals and key people</b>															
HSC41a1			X	X												
HSC41a2			X													
HSC41a3						X										
HSC41a4			X	X			X									
HSC41a5							X									
HSC41a6			X	X												
HSC41a7																
HSC41a8			X													
<b>HSC41b</b>	<b>Develop and use communication methods and systems to promote effective communication</b>															
HSC41b1			X	X												
HSC41b2			X													
HSC41b3			X													
HSC41b4			X													
HSC41b5			X													
HSC41b6			X													
HSC41b7			X	X												
HSC41b8			X	X												
<b>HSC41c</b>	<b>Evaluate communication methods and systems</b>															
HSC41c1			X	X												
HSC41c2				X												
HSC41c3			X													
HSC41c4		X														
HSC41c5			X													
HSC41c6			X	X												

HSC41c7			X												
---------	--	--	---	--	--	--	--	--	--	--	--	--	--	--	--

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC41d</b>	<b>Maintain and share records and reports</b>															
HSC41d1	X	X														
HSC41d2																
HSC41d3																
HSC41d4		X														
HSC41d5			X													
HSC41d6																
HSC41d7			X													
HSC41d8																
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9																
Knowledge 10																
Knowledge 11																

Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																
Knowledge 29																
Knowledge 30																
Knowledge 31																

**HSC42 Contribute to the development and maintenance of healthy and safe practices in the working environment**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC42a</b>	<b>Contribute to monitoring compliance with health, safety and security regulations and requirements</b>															
HSC42a1			X													
HSC42a2			X	X												
HSC42a3				X		X										
HSC42a4																
HSC42a5			X			X										
HSC42a6				X												
HSC42a7						X										
HSC42a8						X										
HSC42a9		X														
<b>HSC42b</b>	<b>Contribute to the development of systems to manage risk to self, staff and others</b>															
HSC42b1			X	X												
HSC42b2			X	X												
HSC42b3			X	X												
HSC42b4			X	X												
HSC42b5			X	X												
HSC42b6			X	X												
HSC42b7			X	X		X										
<b>HSC42c</b>	<b>Contribute to the development of health, safety and security policies, procedures and practices</b>															
HSC42c1			X	X												
HSC42c2			X	X												
HSC42c3			X	X												
HSC42c4																

	Communication	Working with others	Problem Solving	Numeracy	ICT
--	---------------	---------------------	-----------------	----------	-----

NOS PC & knowledge				others											
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3	X														
Knowledge 4	X														
Knowledge 5															
Knowledge 6	X														
Knowledge 7															
Knowledge 8															
Knowledge 9	X														
Knowledge 10	X														
Knowledge 11	X														
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															



**HSC43 Take responsibility the continuing professional development of self and others**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC43a</b>	<b>Take responsibility for own person and professional development</b>														
HSC43a1															
HSC43a2			6/7/8/9/10												
HSC43a3															
HSC43a4			X	X											
HSC43a5															
HSC43a6															
<b>HSC43b</b>	<b>Contribute to the personal and professional development of others</b>														
HSC43b1			1/2/3/4/5												
HSC43b2			X			X									
HSC43b3			X	X											
HSC43b4			X	X											
HSC43b5			X												
HSC43b6			X	X											
HSC43b7															

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3	X														
Knowledge 4	X														

Knowledge 5	<b>X</b>														
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															

**HSC44 Develop practice which promotes the involvement, well-being and protection of children and young people**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC44a</b>	<b>Develop and support practice that values and respects children and young peoples' rights and responsibilities</b>															
HSC44a1			X	X												
HSC44a2			X	X												
HSC44a3																
HSC44a4			X			X										
HSC44a5			X	X												
HSC44a6																
<b>HSC44b</b>	<b>Develop and support practice that enables children and young people to express their views and preferences</b>															
HSC44b1		X	X													
HSC44b2			X	X												
HSC44b3			X	X												
HSC44b4			X	X												
HSC44b5			X	X												
HSC44b6			X	X												
<b>HSC44c</b>	<b>Promote the protection of children and young people from harm and abuse</b>															
HSC44c1			X	X												
HSC44c2			X	X												
HSC44c3			X	X												
HSC44c4			X	X												
HSC44c5			X	X												
HSC44c6			X	X		X										
HSC44c7			X	X												
HSC44c8			X	X		X	X									
HSC44c9			X	X												
HSC44c10		X		X												
HSC44c11																

HSC44c12			X												
HSC44c13			X	X											
HSC44c14			X	X											
HSC44c15															

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5	X															
Knowledge 6	X															
Knowledge 7																
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10	X															
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15	X															
Knowledge 16	X															
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																

Knowledge 24															
Knowledge 25															
Knowledge 26															

**HSC45 Develop practice which promotes choice, well-being and protection of all individuals**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC45a</b>	<b>Develop and maintain effective relationships to promote the individual's choice about their care</b>															
HSC45a1			X	X												
HSC45a2			X	X												
HSC45a3			X	X												
HSC45a4			X	X												
HSC45a5			X	X		X	X									
HSC45a6			X	X		X	X									
HSC45a7																
HSC45a8			X	X												
<b>HSC45b</b>	<b>Promote the individuals rights to expect and receive respect for their diversity, difference and preference</b>															
HSC45b1			X	X												
HSC45b2			X	X												
HSC45b3			X	X												
HSC45b4			X	X												
HSC45b5			X	X												
<b>HSC45c</b>	<b>Promote the protection of all individuals</b>															
HSC45c1			X	X												
HSC45c2			X	X												
HSC45c3			X	X		X	X									
HSC45c4			X	X												
HSC45c5			X	X												
HSC45c6			X	X		X	X									
HSC45c7			X	X												
HSC45c8		X		X												
HSC45c9				X												
HSC45c10			X													
HSC45c11			X	X												

HSC45c12			X	X											
HSC45c13															
HSC45c14		X													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10																
Knowledge 11																
Knowledge 12	X															
Knowledge 13																
Knowledge 14																
Knowledge 15	X															
Knowledge 16	X															
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																

Knowledge 24															
--------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**HSC46 Independently represent and advocate with, and behalf of, children and young people**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC46a</b>	<b>Work with the children and young people to identify how and by whom they wish to be represented</b>															
HSC46a1			X	X												
HSC46a2			X													
HSC46a3			X	X												
HSC46a4			X	X												
HSC46a5			X	X												
HSC46a6		X														
HSC46a7			X			X	X									
<b>HSC46b</b>	<b>Work with children and young people to represent their needs and wishes</b>															
HSC46b1			X	X												
HSC46b2			X	X												
HSC46b3				X												
HSC46b4			X	X												
HSC46b5			X	X												
HSC46b6																
HSC46b7																
HSC46b8																
HSC46b9			X	X												
HSC46b10			X													
HSC46b11			X	X												
HSC46b12			X	X												
HSC46b13		X		X												
<b>HSC46c</b>	<b>Help children and young people understand the procedures and outcomes from the representation</b>															
HSC46c1			X													
HSC46c2			X													
HSC46c3			X													
HSC46c4		X														



HSC46c5			X												
HSC46c6			X	X											

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC46d</b>	<b>Support children and young people to evaluate their experiences of the advocacy support and the systems they have encountered</b>														
HSC46d1			X	X											
HSC46d2			X												
HSC46d3			X	X											
HSC46d4			X	X											
HSC46d5			X	X											
HSC46d6			X	X											
HSC46d7		X													
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5	X														
Knowledge 6	X														
Knowledge 7															
Knowledge 8	X														
Knowledge 9	X														
Knowledge 10	X														
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14	X														

Knowledge 15	<b>X</b>														
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															
Knowledge 24															
Knowledge 25															
Knowledge 26															
Knowledge 27															
Knowledge 28															

**HSC47 Help parents and carers to acquire and use skills to protect and take care of children and young people**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC47a</b>	<b>Identify with parents and carers, the skills they require to protect and take care of their children and young people</b>															
HSC47a1			X													
HSC47a2			X													
HSC47a3			X	X												
HSC47a4			X	X												
HSC47a5			X	X												
HSC47a6																
<b>HSC47b</b>	<b>Help parents and carers develop, use and evaluate their interactions, behaviour and parenting skills</b>															
HSC47b1			X	X												
HSC47b2			X	X												
HSC47b3			X			X	X									
<b>HSC47c</b>	<b>Observe and evaluate parents and carers inter-acting with children and young people</b>															
HSC47c1																
HSC47c2			X													
HSC47c3																
HSC47c4			X	X												
HSC47c5																
HSC47c6			X	X												
HSC47c7			X	X												
HSC47c8			X	X		X	X									
HSC47c9		X														
HSC47c10			X	X												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5	X															
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9																
Knowledge 10	X															
Knowledge 11	X															
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																

**HSC48 Demonstrate a style of leadership that ensures an organisational culture of open and participatory management and practice**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC48a</b>	<b>Develop leadership practice which promotes the well-being of individuals through group care</b>															
HSC48a1			X													
HSC48a2		X	X	X												
HSC48a3			X	X												
HSC48a4			X	X												
<b>HSC48b</b>	<b>Develop and demonstrate a leadership style that promotes a culture of openness and participation</b>															
HSC48b1																
HSC48b2																
HSC48b3			X	X												
HSC48b4		X	X	X												
HSC48b5			X	X												
<b>HSC48c</b>	<b>Manage practice issues, conflicts and dilemmas</b>															
HSC48c1			X	X												
HSC48c2			X	X		X	X									
HSC48c3	X															
HSC48c4			X	X												
HSC48c5			X	X												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC48d</b>	<b>Promote a positive image of residential care as a part of the overall service</b>														
HSC48d1			X	X											
HSC48d2	X		X												
HSC48d3															
HSC48d4						X	X								
HSC48d5			X	X											
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2	X														
Knowledge 3	X														
Knowledge 4	X														
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															

**HSC49 Develop and maintain an environment which safeguards and protects children and young people**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC49a</b>	<b>Develop and maintain an open and safe environment</b>															
HSC49a1			X	X												
HSC49a2			X	X												
HSC49a3		X														
HSC49a4				X												
HSC49a5				X												
HSC49a6			X													
HSC49a7																
<b>HSC49b</b>	<b>Assess risk and minimise harm to individual children and young people and the group</b>															
HSC49b1			X	X		X										
HSC49b2			X													
HSC49b3			X	X												
HSC49b4			X	X												
HSC49b5			X	X												
HSC49b6			X	X		X	X									
HSC49b7		X	X													
<b>HSC49c</b>	<b>Protect children and young people from emotional, physical and sexual abuse, neglect and bullying</b>															
HSC49c1		X	X	X												
HSC49c2		X	X	X												
HSC49c3			X													
HSC49c4			X	X		X										
HSC49c5			X	X												
HSC49c6			X	X												

	Communication	Working with others	Problem Solving	Numeracy	ICT
--	---------------	---------------------	-----------------	----------	-----

NOS PC & knowledge				others												
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC49d</b>	<b>Create and maintain an environment which promotes acceptable behaviour</b>															
HSC49d1		X	X	X												
HSC49d2			X	X												
HSC49d3			X	X												
HSC49d4			X	X												
HSC49d5			X	X												
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2																
Knowledge 3	X															
Knowledge 4	X															
Knowledge 5	X															
Knowledge 6	X															
Knowledge 7																
Knowledge 8	X															
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15	X															
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																



**HSC410 Advocate with, and on behalf of, individuals, families, carers, groups and communities**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC410a</b>	<b>Assess whether you should act as an advocate for the individual, family, carer, group and community</b>															
HSC410a1			X													
HSC410a2			X													
HSC410a3			X													
HSC410a4																
<b>HSC410b</b>	<b>Assist individuals, families, carers, groups and communities to access independent advocacy</b>															
HSC410b1			X	X												
HSC410b2																
HSC410b3			X	X												
HSC410b4			X	X												
<b>HSC410c</b>	<b>Advocate for, and with, individuals, families, carers, groups and communities</b>															
HSC410c1	X															
HSC410c2																
HSC410c3			X													
HSC410c4			X	X												
HSC410c5			X													
HSC410c6		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1																

Knowledge 2																				
Knowledge 3																				
Knowledge 4																				
Knowledge 5																				
Knowledge 6																				
Knowledge 7		<b>X</b>																		
Knowledge 8		<b>X</b>																		
Knowledge 9		<b>X</b>																		
Knowledge 10		<b>X</b>																		
Knowledge 11		<b>X</b>																		
Knowledge 12		<b>X</b>																		
Knowledge 13		<b>X</b>																		
Knowledge 14																				
Knowledge 15																				
Knowledge 16																				
Knowledge 17																				
Knowledge 18																				
Knowledge 19																				
Knowledge 20																				
Knowledge 21																				
Knowledge 22																				
Knowledge 23																				
Knowledge 24																				
Knowledge 25																				
Knowledge 26																				
Knowledge 27																				
Knowledge 28																				
Knowledge 29																				
Knowledge 30																				

**HSC411 Manage a service which meets the best possible outcomes for the individual**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC411a</b>	<b>Ensure services are designed and reviewed to promote and maximise the achievement of the best possible outcomes for the individual</b>															
HSC411a1			X	X												
HSC411a2			X	X		X										
HSC411a3			X	X												
HSC411a4						X										
HSC411a5			X													
HSC411a6			X	X												
<b>HSC411b</b>	<b>Ensure the promotion of participation and independence in order to facilitate the achievement of the best possible outcomes</b>															
HSC411b1			X	X												
HSC411b2			X			X										
HSC411b3				X												
HSC411b4			X	X												
HSC411b5			X	X												
HSC411b6			X	X												
<b>HSC411c</b>	<b>Manage and monitor systems for the assessment of risk of abuse, failure to protect and harm to self and others</b>															
HSC411c1			X	X												
HSC411c2			X	X												
HSC411c3			X	X												
HSC411c4			X	X												
HSC411c5			X	X												
HSC411c6			X	X												
HSC411c7			X			X	X									
HSC411c8			X	X												
HSC411c9			X	X												

<b>HSC411d      Manage and monitor systems for the administration of medication</b>															
HSC411d1			<b>X</b>	<b>X</b>											
HSC411d2			<b>X</b>	<b>X</b>											
HSC411d3			<b>X</b>	<b>X</b>											

**HSC412 Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC412a</b>	<b>Design and implement a service which addresses the needs of individuals experiencing significant life events</b>															
HSC412a1			X	X												
HSC412a2																
HSC412a3			X	X												
HSC412a4			X	X												
HSC412a5			X	X												
HSC412a6			X	X												
HSC412a7			X	X												
HSC412a8			X	X												
HSC412a9			X	X												
<b>HSC412b</b>	<b>Ensure the service responds effectively to individuals experiencing major life changes or losses</b>															
HSC412b1																
HSC412b2			X													
HSC412b3				X												
HSC412b4			X	X												
HSC412b5			X	X												
HSC412b6			X	X												
HSC412b7			X	X												
HSC412b8			X	X												
HSC412b9			X	X												
HSC412b10			X	X												
HSC412b11			X	X												
HSC412b12			X	X												
	Communication			Working with others		Problem Solving			Numeracy			ICT				

NOS PC & knowledge				others											
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3															
Knowledge 4	X														
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17	X														
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															

**HSC413 Manage requests for health and care services**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC413a</b>	<b>Promote the health and care services offered by your organisation</b>														
HSC413a1		X	X												
HSC413a2		X													
HSC413a3			X	X											
HSC413a4															
HSC413a5			X	X											
HSC413a6			X												
<b>HSC413b</b>	<b>Evaluate your organisation's ability and willingness to provide health and care services for individuals</b>														
HSC413b1	X														
HSC413b2															
HSC413b3			X												
HSC413b4															
HSC413b5			X	X											
HSC413b6			X	X											
HSC413b7															
HSC413b8		X	X												
HSC413b9			X												
<b>HSC413c</b>	<b>Process successful requests for health and care services</b>														
HSC413c1			1/2/3/4/ 5												
HSC413c2			X	X											
HSC413c3			X	X											
HSC413c4			X	X											
HSC413c5			X	X		X	X								
HSC413c6		X		X											
HSC413c7			X												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13	X															
Knowledge 14																
Knowledge 15	X															
Knowledge 16	X															
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																
Knowledge 29																



Knowledge 30																
--------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**HSC414 Assess individual needs and preferences**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC414a</b>	<b>Work with individuals to assess their needs and preferences</b>															
HSC414a1	X															
HSC414a2			X													
HSC414a3	X	X														
HSC414a4			X	X												
HSC414a5			X	X												
HSC414a6			X	X												
HSC414a7			X			X	X									
HSC414a8		X														
<b>HSC414b</b>	<b>Support staff, individuals and key people to identify changes in the care needs of individuals</b>															
HSC414b1			X	X												
HSC414b2			X													
HSC414b3			X	X												
HSC414b4			X													
HSC414b5			X	X												
HSC414b6			X	X												
HSC414b7			X	X												
<b>HSC414c</b>	<b>Revise assessments to meet the changing needs and preferences</b>															
HSC414c1	X															
HSC414c2			X													
HSC414c3			X	X												
HSC414c4			X	X												
HSC414c5			X	X												
HSC414c6		X		X												
HSC414c7		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14	X															
Knowledge 15																
Knowledge 16	X															
Knowledge 17	X															
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																

**HSC415 Produce, evaluate and amend service delivery plans to meet individual needs and preferences**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC415a</b>	<b>Develop service delivery plans</b>														
HSC415a1	X														
HSC415a2			X	X											
HSC415a3			X	X		X									
HSC415a4			X	X											
HSC415a5		X													
HSC415a6			X												
HSC415a7															
HSC415a8															
<b>HSC415b</b>	<b>Monitor service delivery plans</b>														
HSC415b1			X	X											
HSC415b2			X	X											
HSC415b3	X														
HSC415b4	X		X	X											
HSC415b5			X	X											
HSC415b6		X	X												
<b>HSC415c</b>	<b>Evaluate and make adjustments to service delivery plans</b>														
HSC415c1															
HSC415c2			X	X											
HSC415c3			X	X											
HSC415c4			X	X											
HSC415c5	X														
HSC415c6			X												
HSC415c7			X												
HSC415c8															
HSC415c9			X												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6	X														
Knowledge 7	X														
Knowledge 8	X														
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14	X														
Knowledge 15	X														
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															

**HSC416 Develop, implement and review care plans with individuals**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC416a</b>	<b>Develop care plans to meet individual needs and preferences</b>															
HSC416a1			X	X												
HSC416a2	X															
HSC416a3			X	X												
HSC416a4			X	X												
HSC416a5			X	X												
HSC416a6		X														
HSC416a7			X	X												
HSC416a8		X														
HSC416a9		X		X												
HSC416a10																
<b>HSC416b</b>	<b>Implement care plans</b>															
HSC416b1			X	X												
HSC416b2			X	X												
HSC416b3				X												
HSC416b4			X	X												
HSC416b5			X	X												
HSC416b6			X	X												
HSC416b7						X	X									
<b>HSC416c</b>	<b>Review and revise care plans to meet changing needs, preferences and circumstances</b>															
HSC416c1			X	X												
HSC416c2			X	X												
HSC416c3			X	X												
HSC416c4			X													
HSC416c5	X	X														
HSC416c6																
HSC416c7		X														
HSC416c8		X		X												

HSC416c9															
----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7	X														
Knowledge 8	X														
Knowledge 9	X														
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14	X														
Knowledge 15	X														
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															
Knowledge 24															

Knowledge 25															
--------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3	X															
Knowledge 4	X															
Knowledge 5	X															
Knowledge 6	X															
Knowledge 7																
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10	X															
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																



Knowledge 29															
Knowledge 30															
Knowledge 31															
Knowledge 32															

**HSC417 Assess individuals' mental health and related needs**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC417a</b>	<b>Determine the appropriateness and priority of referrals</b>															
HSC417a1	X															
HSC417a2	X															
HSC417a3			X			X	X									
HSC417a4																
HSC417a5	X															
HSC417a6																
HSC417a7			X													
HSC417a8			X													
HSC417a9		X														
<b>HSC417b</b>	<b>Agree the nature and purpose of assessments with individuals</b>															
HSC417b1																
HSC417b2																
HSC417b3			X	X												
HSC417b4																
HSC417b5			X	X												
HSC417b6			X													
HSC417b7			X													
HSC417b8			X													
HSC417b9			X													
HSC417b10																
<b>HSC417c</b>	<b>Assess the nature and extent of individuals' mental health and related needs in accordance with relevant legislation</b>															
HSC417c1																
HSC417c2			X													
HSC417c3			X													
HSC417c4			X	X												
HSC417c5																
HSC417c6						X	X									

HSC417c7															
HSC417c8			X												
HSC417c9															
HSC417c10							X								
HSC417c11		X													
HSC417c12			X	X											
HSC417c13															
HSC417c14															
HSC417c15		X													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC417d</b>	<b>Agree courses of action with individuals following assessment</b>															
HSC417d1			X													
HSC417d2			X													
HSC417d3	X		X													
HSC417d4																
HSC417d5			X													
HSC417d6		X														
HSC417d7			X													
HSC417d8		X														
HSC417d9			X													
HSC417d10		X														
HSC417d11																
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2																
Knowledge 3	X															
Knowledge 4																
Knowledge 5																

Knowledge 6																
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10	<b>X</b>															
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
<b>NOS PC &amp; knowledge</b>	<b>Communication</b>			<b>Working with others</b>		<b>Problem Solving</b>			<b>Numeracy</b>			<b>ICT</b>				
	<b>Tasks</b>															
	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																
Knowledge 29																
Knowledge 30																
Knowledge 31																
Knowledge 32																
Knowledge 33																
Knowledge 34																
Knowledge 35																

Knowledge 36															
Knowledge 37															
Knowledge 38															
Knowledge 39															
Knowledge 40															
Knowledge 41															
Knowledge 42															
Knowledge 43															
Knowledge 44															
Knowledge 45															
Knowledge 46															
Knowledge 47															
Knowledge 48															
Knowledge 49															
Knowledge 50															
Knowledge 51															
Knowledge 52															
Knowledge 53															
Knowledge 54															
<b>NOS PC &amp; knowledge</b>	<b>Communication</b>			<b>Working with others</b>		<b>Problem Solving</b>			<b>Numeracy</b>			<b>ICT</b>			
	<b>Tasks</b>														
	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Knowledge 55															
Knowledge 56															
Knowledge 57															
Knowledge 58															
Knowledge 59															
Knowledge 60															
Knowledge 61															
Knowledge 62															
Knowledge 63															
Knowledge 64															
Knowledge 65															

Knowledge 66																
Knowledge 67																
Knowledge 68																
Knowledge 69																
Knowledge 70																
Knowledge 71																
Knowledge 72																
Knowledge 73																
Knowledge 74																
Knowledge 75																
Knowledge 76																
Knowledge 78																
Knowledge 79																
Knowledge 80																
Knowledge 81																
Knowledge 82																
Knowledge 83																
Knowledge 84																

**HSC418 Work with individuals with mental health needs to negotiate and agree plans for addressing those needs**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC418a</b>	<b>Obtain information about individuals' mental health needs</b>														
HSC418a1			X												
HSC418a2															
HSC418a3			X	X											
HSC418a4			X												
HSC418a5			X												
HSC418a6			1/2/3/4/5												
HSC418a7	X														
HSC418a8			X												
HSC418a9		X													
<b>HSC418b</b>	<b>Identify and review the preferred options of individuals for addressing their mental health needs</b>														
HSC418b1			X	X											
HSC418b2			X												
HSC418b3			X	X											
HSC418b4			X	X											
HSC418b5		X													
<b>HSC418c</b>	<b>Review needs, risks and options taking into account legal and other requirements</b>														
HSC418c1						X	X								
HSC418c2						X	X								
HSC418c3			X	X											
HSC418c4		X													

NOS PC &	Communication	Working with others	Problem Solving	Numeracy	ICT
----------	---------------	---------------------	-----------------	----------	-----

knowledge	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC418d</b>	<b>Agree a course of action to meet individual's mental health needs</b>															
HSC418d1																
HSC418d2	X															
HSC418d3	X															
HSC418d4			X													
HSC418d5																
HSC418d6			X	X												
HSC418d7		X														
HSC418d8		X														
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7																
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10																
Knowledge 11																
Knowledge 12	X															
Knowledge 13	X															
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19	X															
Knowledge 20	X															
Knowledge 21																
Knowledge 22																



Knowledge 23															
Knowledge 24															

**HSC419 Provide advice and information to those who enquire about mental health needs and related services**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC419a</b>	<b>Determine individual's requirements for advice and information about mental health needs and related services</b>															
HSC419a1			X													
HSC419a2			X													
HSC419a3			X													
HSC419a4			X													
HSC419a5			X													
HSC419a6																
HSC419a7																
HSC419a8			X													
HSC419a9			X													
<b>HSC419b</b>	<b>Provide advice and information about mental health needs and related services</b>															
HSC419b1		X	X													
HSC419b2		X														
HSC419b3		X	X													
HSC419b4			X													
HSC419b5			X													
HSC419b6			X													
HSC419b7			X													
HSC419b8			X			X										
HSC419b9		X														
HSC419b10																
HSC419b11																
HSC419b12																

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2																
Knowledge 3	<b>X</b>															
Knowledge 4	<b>X</b>															
Knowledge 5																
Knowledge 6	<b>X</b>															
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																

**HSC420 Promote leisure opportunities and activities for individuals**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC420a</b>	<b>Raise awareness of the value of leisure opportunities and activities for individuals</b>															
HSC420a1			X													
HSC420a2		X														
HSC420a3			X													
HSC420a4			X			X										
HSC420a5			X													
HSC420a6			X													
HSC420a7			X	X												
<b>HSC420b</b>	<b>Negotiate and agree leisure opportunities and activities for individuals</b>															
HSC420b1			X	X												
HSC420b2			X	X												
HSC420b3																
HSC420b4																
HSC420b5			X	X												
HSC420b6			X	X												
HSC420b7		X														
HSC420b8		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	

<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3	<b>X</b>														
Knowledge 4	<b>X</b>														
Knowledge 5															
Knowledge 6															
Knowledge 7	<b>X</b>														
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															

**HSC421 Promote employment, training and education opportunities for individuals**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC421a</b>	<b>Raise awareness of the value of employment, training and education for individuals</b>															
HSC421a1			X													
HSC421a2		X	X													
HSC421a3			X													
HSC421a4			X													
HSC421a5			X													
HSC421a6			X													
HSC421a7			X	X												
<b>HSC421b</b>	<b>Negotiate employment, training and education opportunities for individuals</b>															
HSC421b1			X													
HSC421b2																
HSC421b3																
HSC421b4			X	X												
HSC421b5			X													
HSC421b6			X													
HSC421b7		X														
HSC421b8		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3	<b>X</b>														
Knowledge 4															
Knowledge 5	<b>X</b>														
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															

**HSC422 Promote housing opportunities for individuals**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC422a</b>	<b>Raise awareness of the housing needs of individuals</b>															
HSC422a1			X													
HSC422a2		X	X													
HSC422a3			X													
HSC422a4			X													
HSC422a5			X													
HSC422a6			X													
HSC422a7			X	X												
<b>HSC422b</b>	<b>Negotiate and agree housing for individuals</b>															
HSC422b1			X													
HSC422b2																
HSC422b3																
HSC422b4			X	X												
HSC422b5			X													
HSC422b6			X													
HSC422b7		X														
HSC422b8		X														



NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3	<b>X</b>														
Knowledge 4															
Knowledge 5	<b>X</b>														
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															

**HSC423 Assist individuals at formal hearings**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC423a</b>	<b>Support individuals to understand the format and proceedings of the formal hearing</b>															
HSC423a1	X															
HSC423a2			X	X												
HSC423a3			X													
HSC423a4			X													
HSC423a5			X													
HSC423a6			X													
HSC423a7																
<b>HSC423b</b>	<b>Work with individuals to identify and understand papers, documents and likely outcomes from the hearing</b>															
HSC423b1	X		X													
HSC423b2			X													
HSC423b3	X															
HSC423b4			X													
HSC423b5			X	X												
HSC423b6				X												
HSC423b7			X	X												
HSC423b8			X													
HSC423b9			X													
<b>HSC423c</b>	<b>Assist individuals present their case at the hearing</b>															
HSC423c1																
HSC423c2			X	X												
HSC423c3			X	X												
HSC423c4			X	X												
HSC423c5				X												
HSC423c6			X													
HSC423c7			X	X												

HSC423c8			X	X												
<b>NOS PC &amp; knowledge</b>	<b>Communication</b>			<b>Working with others</b>		<b>Problem Solving</b>			<b>Numeracy</b>			<b>ICT</b>				
	<b>Tasks</b>															
	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>HSC423d</b>	<b>Support individuals to evaluate and understand the outcomes and assess the implications of the outcomes on themselves and others</b>															
HSC423d1			X	X												
HSC423d2			X	X												
HSC423d3			X	X												
HSC423d4			X	X												
HSC423d5			X													
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8																
Knowledge 9																
Knowledge 10	X															
Knowledge 11	X															
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																

**HSC424 Supervise methadone consumption**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC424a</b>	<b>Establish and maintain contact with methadone prescribers and individuals</b>															
HSC424a1																
HSC424a2			X													
HSC424a3			X													
HSC424a4																
HSC424a5				X												
HSC424a6				X												
<b>HSC424b</b>	<b>Dispense methadone prescription for individuals</b>															
HSC424b1																
HSC424b2																
HSC424b3																
HSC424b4			X													
HSC424b5			X													
<b>HSC424c</b>	<b>Supervise methadone consumption by individuals</b>															
HSC424c1																
HSC424c2																
HSC424c3																
HSC424c4																
HSC424c5																
HSC424c6																
HSC424c7		X														
HSC424c8																
HSC424c9																

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2	<b>X</b>															
Knowledge 3	<b>X</b>															
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																

**HSC425 Support people who are providing homes for individuals and/or children and young people**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC425a</b>	<b>Provide information and support for those providing homes for individuals and/or children and young people</b>															
HSC425a1			X													
HSC425a2			X													
HSC425a3			X													
HSC425a4			X													
HSC425a5	X															
HSC425a6			X													
<b>HSC425b</b>	<b>Support those who are providing homes for individuals and/or children and young people</b>															
HSC425b1			X	X												
HSC425b2			X	X												
HSC425b3			X													
HSC425b4			X													
HSC425b5			X													
HSC425b6			X													
HSC425b7			X	X												
HSC425b8			X	X												
<b>HSC425c</b>	<b>Review the care being provided for individuals and/or children and young people</b>															
HSC425c1			X													
HSC425c2			X													
HSC425c3			X													
HSC425c4			X	X												
HSC425c5			X	X												
HSC425c6			X	X												
HSC425c7			X	X												
HSC425c8		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12	X															
Knowledge 13	X															
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																

### HSC426 Empower families, carers and others to support individuals

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC426a</b>	Promote the contribution of families, carers and others to supporting individuals														
HSC426a1			X	X											
HSC426a2			X												
HSC426a3															
HSC426a4															
HSC426a5			X	X											
HSC426a6			X												
HSC426a7			X												
HSC426a8				X											
HSC426a9															
<b>HSC426b</b>	Work with families, carers and others to achieve positive goals for individuals														
HSC426b1				X											
HSC426b2			X	X											
HSC426b3			X	X											
HSC426b4			X	X											
HSC426b5															
HSC426b6															
HSC426b7			X												
HSC426b8			X												
HSC426b9			X												
HSC426b10			X												
HSC426b11		X	X												
<b>HSC426c</b>	Enable families, carers and others to review the effectiveness of the support they provide														
HSC426c1			X	X											
HSC426c2			X	X											
HSC426c3			X												



HSC426c4			<b>X</b>	<b>X</b>											
HSC426c5		<b>X</b>													
HSC426c6			<b>1/2/3/4/ 5</b>												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2																
Knowledge 3	X															
Knowledge 4	X															
Knowledge 5	X															
Knowledge 6																
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																

**HSC427 Assess the needs of carers and families**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC427a</b>	Identify the needs, vulnerabilities and circumstances of carers and families															
HSC427a1			X	X												
HSC427a2			X	X												
HSC427a3			X	X												
HSC427a4			X	X												
HSC427a5			X													
HSC427a6			X													
HSC427a7			X	X												
HSC427a8			X													
HSC427a9			X	X												
HSC427a10		X														
<b>HSC427b</b>	Evaluate and review the needs, vulnerabilities and circumstances of carers and families															
HSC427b1	X															
HSC427b2																
HSC427b3	X															
HSC427b4																
HSC427b5																
HSC427b6																
HSC427b7			X													
HSC427b8			X	X												
<b>HSC427c</b>	Make and present assessments of the needs, vulnerabilities and circumstances of carers and families															
HSC427c1																
HSC427c2																

HSC427c3			<b>X</b>	<b>X</b>											
HSC427c4		<b>X</b>													
HSC427c5		<b>X</b>	<b>1/2/3/4/ 5</b>												
HSC427c6		<b>X</b>													
HSC427c7		<b>X</b>													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3	X														
Knowledge 4															
Knowledge 5	X														
Knowledge 6	X														
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															
Knowledge 24															

**HSC428 Develop, implement and review programmes of support for carers and families**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC428a</b>	Obtain information about the needs of carers and families															
HSC428a1			X													
HSC428a2																
HSC428a3			X													
HSC428a4			X													
HSC428a5		X														
HSC428a6	X															
HSC428a7			X													
<b>HSC428b</b>	Develop programmes of support for carers and families															
HSC428b1																
HSC428b2																
HSC428b3																
HSC428b4			X	X												
HSC428b5			X	X												
HSC428b6																
HSC428b7			X	X												
<b>HSC428c</b>	Implement programmes of support for carers and families															
HSC428c1		X														
HSC428c2			X													
HSC428c3				X												
HSC428c4			X	X												
HSC428c5																
HSC428c6			X			X	X									
HSC428c7		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC428d</b>	Review the effectiveness of support programmes with carers and families														
HSC428d1	X														
HSC428d2			X	X											
HSC428d3			X												
HSC428d4			X												
HSC428d5															
HSC428d6			X												
HSC428d7		X													
HSC428d8															
HSC428d9		X	X												
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3	X														
Knowledge 4															
Knowledge 5															
Knowledge 6	X														
Knowledge 7	X														
Knowledge 8															
Knowledge 9															
Knowledge 10	X														
Knowledge 11	X														
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															

**HSC429 Work with groups to promote individual growth, development and independence**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC429a</b>	Identify opportunities to form and support groups															
HSC429a1				X												
HSC429a2				X												
HSC429a3	X															
HSC429a4			X													
<b>HSC429b</b>	Use group programmes, processes and dynamics to promote individual growth, development and independence, and to foster interpersonal skills															
HSC429b1				X												
HSC429b2				X												
HSC429b3		X	X	X												
HSC429b4			X	X												
HSC429b5			X	X												
<b>HSC429c</b>	Help groups to achieve planned outcomes for their members and to evaluate the appropriateness of their work															
HSC429c1			X	X												
HSC429c2				X		X	X									
HSC429c3																
HSC429c4																
HSC429c5			X	X												



NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC429d</b>	Disengage from groups appropriately														
HSC429d1			X	X											
HSC429d2			X	X											
HSC429d3			X	X											
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7	X														
Knowledge 8	X														
Knowledge 9	X														
Knowledge 10	X														
Knowledge 11	X														
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															

### HSC430 Support the protection of individuals, key people and others

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC430a</b>	Support individuals to identify and take action to deal with situations, events and behaviour that may result in danger, harm and abuse															
HSC430a1			X	X												
HSC430a2			X	X												
HSC430a3																
HSC430a4			X	X												
HSC430a5			X	X												
HSC430a6																
HSC430a7																
HSC430a8			X	X												
HSC430a9																
<b>HSC430b</b>	Support individuals to evaluate and provide feedback on actions to manage the risk of danger, harm and abuse															
HSC430b1			X	X												
HSC430b2			X	X												
HSC430b3			X	X												
HSC430b4			X	X												
<b>HSC430c</b>	Monitor and evaluate systems to protect individuals															
HSC430c1																
HSC430c2			X	X												
HSC430c3		X	X	X												
HSC430c4			X	X												
HSC430c5																
HSC430c6																
HSC430c7		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15	X															
Knowledge 16	X															
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																

**HSC431 Support individuals where abuse has been disclosed**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC431a</b>	Support individuals who disclose abuse															
HSC431a1			X	X												
HSC431a2			X	X												
HSC431a3			X	X												
HSC431a4			X	X												
HSC431a5																
HSC431a6			X	X												
HSC431a7			X	X		X	X									
HSC431a8		X														
<b>HSC431b</b>	Support individuals who have been abused															
HSC431b1	X															
HSC431b2			X	X		X	X									
HSC431b3			X			X	X									
HSC431b4			X	X												
HSC431b5			X	X												
HSC431b6			X	X												
HSC431b7			X	X												
HSC431b8			X	X												
HSC431b9		X	X			X	X									
HSC431b10			X													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7	X														
Knowledge 8	X														
Knowledge 9	X														
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15	X														
Knowledge 16	X														
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															
Knowledge 24															
Knowledge 25															
Knowledge 26															
Knowledge 27															

Knowledge 28															
Knowledge 29															
Knowledge 30															

**HSC432 Enable families to address issues with individuals' behaviour**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC432a</b>	Negotiate and agree with families how they may help individuals address their behaviour															
HSC432a1			X													
HSC432a2			X													
HSC432a3						X										
HSC432a4						X										
HSC432a5			X				X									
HSC432a6		X														
<b>HSC432b</b>	Support families as they help individuals address their behaviour															
HSC432b1	X	X														
HSC432b2			X	X												
HSC432b3			X	X												
HSC432b4			X	X												
HSC432b5			X	X												
HSC432b6			X	X												
<b>HSC432c</b>	Enable families to review the effectiveness of addressing individuals' behaviour															
HSC432c1			X	X												
HSC432c2			X	X												
HSC432c3			X	X												
HSC432c4			X	X												
HSC432c5		X														
HSC432c6			X													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3															
Knowledge 4	X														
Knowledge 5															
Knowledge 6	X														
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															



**HSC433 Develop joint working agreements and practices and review their effectiveness**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC433a</b>	Establish requirements for joint working															
HSC433a1				1/2/3												
HSC433a2				1/2/3												
HSC433a3				1/2/3												
HSC433a4	X															
HSC433a5				1/2/3												
HSC433a6			X	X												
<b>HSC433b</b>	Agree and review joint working agreements and practices															
HSC433b1			X	X												
HSC433b2																
HSC433b3				X		X	X									
HSC433b4			X													
HSC433b5				4												
HSC433b6				X												
HSC433b7			X													
HSC433b8			X	X												
<b>HSC433c</b>	Identify and work within the boundaries, roles and responsibilities of joint working agreements and practices															
HSC433c1			X	X												
HSC433c2				X												
HSC433c3			X	1/2/3												
HSC433c4																
HSC433c5			X	1/2/3												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7																
Knowledge 8	X															
Knowledge 9	X															
Knowledge 10	X															
Knowledge 11																
Knowledge 12																
Knowledge 13	X															
Knowledge 14																
Knowledge 15	X															
Knowledge 16	X															
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																

### HSC434 Maintain and manage records and reports

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC434a</b>	Maintain records and reports															
HSC434a1	X															
HSC434a2			X													
HSC434a3		X														
HSC434a4																
<b>HSC434b</b>	Provide evidence for judgements and decisions															
HSC434b1		X														
HSC434b2		X														
HSC434b3			X													
HSC434b4		X	X													
<b>HSC434c</b>	Implement legal and policy framework and protocols for access to records and reports															
HSC434c1	X															
HSC434c2																
HSC434c3	X															
HSC434c4																
HSC434c5																

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC434d</b>	Share information with individuals, families, groups and communities															
HSC434d1	X															
HSC434d2																
HSC434d3			X													

HSC434d4		<b>X</b>													
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7	<b>X</b>														
Knowledge 8															
Knowledge 9															
Knowledge 10	<b>X</b>														
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															

**HSC435 Manage the development and direction of the provision**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC435a</b>	Develop, implement and review a Statement of Purpose															
HSC435a1		X	X													
HSC435a2	X	X														
HSC435a3		X														
HSC435a4																
<b>HSC435b</b>	Manage time and resources to deliver a quality service															
HSC435b1				X												
HSC435b2				X												
HSC435b3			X	X												
HSC435b4			X	X												
HSC435b5																
HSC435b6		X														
<b>HSC435c</b>	Contribute to the strategic and business planning of the service															
HSC435c1		X														
HSC435c2																
HSC435c3	X															
HSC435c4			X	X												
HSC435c5			X	X												
HSC435c6		X														

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC435d</b>	Contribute to the management and monitoring of budgets															

HSC435d1		<b>X</b>													
HSC435d2															
HSC435d3			<b>X</b>	<b>X</b>											
HSC435d4															
HSC435d5															
HSC435d6		<b>X</b>	<b>X</b>												
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3	<b>X</b>														
Knowledge 4	<b>X</b>														
Knowledge 5	<b>X</b>														
Knowledge 6															
Knowledge 7	<b>X</b>														
Knowledge 8	<b>X</b>														
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															

**HSC436 Promote and manage a quality provision**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC436a</b>	Develop systems to ensure that quality standards are implemented and achieved															
HSC436a1			X	X												
HSC436a2			X	X												
HSC436a3			X	X												
HSC436a4			X	X												
HSC436a5			X	X												
HSC436a6		X	X													
<b>HSC436b</b>	Implement policies to maximise quality of care, protection and appropriate control															
HSC436b1			X	X												
HSC436b2			X	X												
HSC436b3			X	X												
HSC436b4		X	X													
<b>HSC436c</b>	Ensure residents are involved in setting up and monitoring quality systems															
HSC436c1		X														
HSC436c2			X	X												
HSC436c3			X	X												
HSC436c4		X	X													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC436d</b>	Monitor and review quality systems, policies and procedures															

HSC436d1																
HSC436d2			X	X												
HSC436d3			X	X												
HSC436d4			X	X												
HSC436d5			X	X												
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2																
Knowledge 3	X															
Knowledge 4	X															
Knowledge 5	X															
Knowledge 6	X															
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																



### HSC437 Promote your organisation and its services to stakeholders

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC437a</b>	Plan to promote your organisation and its services															
HSC437a1																
HSC437a2			X													
HSC437a3			X													
HSC437a4																
HSC437a5			X													
HSC437a6																
HSC437a7			X													
HSC437a8			X													
HSC437a9																
HSC437a10																
<b>HSC437b</b>	Communicate key messages to stakeholders															
HSC437b1																
HSC437b2			X													
HSC437b3			X													
HSC437b4			X													
HSC437b5			X													
HSC437b6			X													
HSC437b7			X													
HSC437b8			X													
HSC437b9																
<b>HSC437c</b>	Evaluate the effectiveness of promotional activities															
HSC437c1																
HSC437c2																
HSC437c3																
HSC437c4																

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5	X															
Knowledge 6																
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																

**HSC438 Develop and disseminate information and advice about health and social well-being**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC438a</b>	Plan the production of information and advice materials															
HSC438a1		1														
HSC438a2																
HSC438a3																
HSC438a4		1														
HSC438a5																
HSC438a6																
HSC438a7	X	5														
HSC438a8		5														
HSC438a9																
<b>HSC438b</b>	Design and produce information and advice materials															
HSC438b1	X	5														
HSC438b2																
HSC438b3		2/3														
HSC438b4		5/7														
HSC438b5		3														
HSC438b6		3														
HSC438b7		6														
HSC438b8																
HSC438b9																
HSC438b10																
HSC438b11			X													
HSC438b12																
<b>HSC438c</b>	Disseminate information and advice materials															
HSC438c1		1														
HSC438c2																
HSC438c3			X													

HSC438c4	<b>X</b>	<b>5</b>													
HSC438c5			<b>X</b>												
HSC438c6															

<b>NOS PC &amp; knowledge</b>	<b>Communication</b>			<b>Working with others</b>		<b>Problem Solving</b>			<b>Numeracy</b>			<b>ICT</b>			
	<b>Tasks</b>														
	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>HSC438d</b>	Evaluate the production and dissemination of information and advice materials														
HSC438d1		<b>1</b>													
HSC438d2			<b>X</b>												
HSC438d3															
HSC438d4	<b>X</b>														
HSC438d5		<b>3</b>													
HSC438d6			<b>X</b>												
HSC438d7		<b>X</b>													
<b>Knowledge</b>															
Knowledge 1	<b>X</b>														
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															

Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															
Knowledge 24															
Knowledge 25															

**HSC439 Contribute to the development of organisational policy and practice**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC439a</b>	Contribute to identifying potential for organisational development														
HSC439a1															
HSC439a2			X	X											
HSC439a3	X														
HSC439a4															
HSC439a5			X	X											
HSC439a6			X	X											
HSC439a7			1/2/3/4/ 5												
HSC439a8			1/2/3/4/ 5	X											
HSC439a9															
HSC439a10		X													
<b>HSC439b</b>	Present information and ideas to contribute to organisational development														
HSC439b1															
HSC439b2			X	X											
HSC439b3															
HSC439b4	X														
HSC439b5															
HSC439b6															
HSC439b7		5													
HSC439b8						X	X								

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2	<b>X</b>														
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															

**HSC440 Support effective governance**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC440a</b>	Establish your organisation's legal, regulatory, social and ethical responsibilities														
HSC440a1															
HSC440a2	<b>1</b>														
HSC440a3	<b>1</b>														
HSC440a4			<b>X</b>												
HSC440a5			<b>1/2/3/4/5</b>												
<b>HSC440b</b>	Ensure compliance with legal, regulatory, social and ethical responsibilities														
HSC440b1				<b>X</b>											
HSC440b2															
HSC440b3	<b>X</b>														
HSC440b4			<b>X</b>	<b>X</b>											
HSC440b5			<b>1/2/3/4/5</b>												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	<b>X</b>														
Knowledge 2	<b>X</b>														
Knowledge 3															



Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															

**HSC441 Invite tender and award contracts**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC441a</b>	Invite and evaluate tenders														
HSC441a1															
HSC441a2		X													
HSC441a3		2/3													
HSC441a4		3/5													
HSC441a5		5													
HSC441a6															
HSC441a7															
HSC441a8															
HSC441a9	X														
HSC441a10															
<b>HSC441b</b>	Negotiate and award contracts for the provision of services														
HSC441b1															
HSC441b2			X												
HSC441b3															
HSC441b4															
HSC441b5		5													
HSC441b6		5													
HSC441b7		5													
HSC441b8		5													
HSC441b9		5													
HSC441b10															
HSC441b11			1/2/3/4/ 5												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2	X															
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																

**HSC442 Monitor and evaluate the quality, outcomes and cost-effectiveness of substance misuse services**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC442a</b>	Manage the performance of providers of substance misuse services														
HSC442a1			X												
HSC442a2			X												
HSC442a3															
HSC442a4															
HSC442a5	X														
HSC442a6															
HSC442a7	X														
HSC442a8			X												
HSC442a9															
HSC442a10			1/2/3/4/5												
<b>HSC442b</b>	Evaluate and improve the quality, outcomes and cost-effectiveness of services														
HSC442b1															
HSC442b2	X														
HSC442b3	X														
HSC442b4			X												
HSC442b5															
HSC442b6			X	X											
HSC442b7			X	X											
HSC442b8															

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															

**HSC443 Procure services for individuals**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC443a</b>	Specify services to meet the needs of individual service users														
HSC443a1	X														
HSC443a2															
HSC443a3		X													
HSC443a4		X													
HSC443a5		X													
HSC443a6		X													
HSC443a7		X													
<b>HSC443b</b>	Negotiate and agree contracts for specific services														
HSC443b1			X												
HSC443b2															
HSC443b3		X													
HSC443b4		X													
HSC443b5		X													
HSC443b6		X													
HSC443b7		X													
HSC443b8															
<b>HSC443c</b>	Monitor and evaluate the quality of services provided														
HSC443c1			X	X											
HSC443c2	X														
HSC443c3	X														
HSC443c4															
HSC443c5			X												
HSC443c6			X	X											
HSC443c7			X	X											

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2	X															
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7																
Knowledge 8																
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																

**HSC444 Contribute to the selection, recruitment and retention of staff to develop a quality service**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC444a</b>	Identify requirements for staff selection															
HSC444a1			X	X												
HSC444a2	X															
HSC444a3																
HSC444a4																
HSC444a5		X														
<b>HSC444b</b>	Contribute to the recruitment of staff in accordance with legal, regulatory and service guidance															
HSC444b1	X															
HSC444b2			X	X												
HSC444b3																
HSC444b4		X														
HSC444b5			X													
HSC444b6		X														
HSC444b7																
HSC444b8																
HSC444b9				X												
HSC444b10																
<b>HSC444c</b>	Ensure recruitment of suitable staff to meet the needs of the service															
HSC444c1																
HSC444c2		X														
HSC444c3																
HSC444c4			X	X												
HSC444c5			X	X												
HSC444c6		X														



NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC444d</b>	Contribute to staff retention policies and practice														
HSC444d1			X	X											
HSC444d2			X												
HSC444d3			X	X											
HSC444d4		X	1/2/3/4/5												
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3	X														
Knowledge 4	X														
Knowledge 5	X														
Knowledge 6	X														
Knowledge 7															
Knowledge 8	X														
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															

## HSC445 Recruit and place volunteers

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC445a</b>	Specify volunteer roles and the knowledge, skills and experience required														
HSC445a1				X											
HSC445a2				X											
HSC445a3				X											
HSC445a4				X											
HSC445a5		X													
HSC445a6		X													
HSC445a7															
<b>HSC445b</b>	Assess with volunteers their suitability for volunteer roles														
HSC445b1			X	X											
HSC445b2			X												
HSC445b3															
HSC445b4				X											
HSC445b5															
HSC445b6															
HSC445b7															
HSC445b8															
HSC445b9															
HSC445b10			X												
<b>HSC445c</b>	Place volunteers														
HSC445c1				X											
HSC445c2															
HSC445c3				X											
HSC445c4			X												
<b>HSC445d</b>	Enter into volunteering arrangement with volunteers														
HSC445d1				X											
HSC445d2		X		X											
HSC445d3			X												

HSC445d4															
HSC445d5															

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2															
Knowledge 3	X														
Knowledge 4															
Knowledge 5	X														
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															
Knowledge 23															
Knowledge 24															
Knowledge 25															

Knowledge 26															
Knowledge 27															

**HSC446 Manage a dispersed workforce to meet the needs and preferences of individuals at home**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC446a</b>	Manage the work of staff in an individual's home															
HSC446a1		X	X													
HSC446a2																
HSC446a3																
HSC446a4																
HSC446a5																
HSC446a6			X													
HSC446a7			X	X												
<b>HSC446b</b>	Supervise and support staff to ensure that health and care services are meeting individual needs and preferences															
HSC446b1	X															
HSC446b2				X												
HSC446b3																
HSC446b4			X			X	X									
HSC446b5			X													
HSC446b6			X	X												
HSC446b7			X													
HSC446b8			X	X												
<b>HSC446c</b>	Respond to day-to-day changes and emergencies															
HSC446c1				X												
HSC446c2	X		X	X												
HSC446c3			X	X												
HSC446c4		X														
HSC446c5			X													
HSC446c6			X													
HSC446c7			X	X												
HSC446c8				X												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9																
Knowledge 10																
Knowledge 11																
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																
Knowledge 26																
Knowledge 27																
Knowledge 28																

**HSC447 Represent the agency in courts and formal hearings**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC447a</b>	Exchange information at courts and formal hearings														
HSC447a1			X												
HSC447a2															
HSC447a3			X	X											
HSC447a4	1														
HSC447a5	X														
HSC447a6	X														
HSC447a7		X													
HSC447a8		X													
HSC447a9			X												
HSC447a10						X	X								
HSC447a11		X													
HSC447a12			X												
<b>HSC447b</b>	Present reports at courts and formal hearings														
HSC447b1			X												
HSC447b2			1/2/3/4/ 5												
HSC447b3			X												
HSC447b4			X	X											
HSC447b5			X												
HSC447b6			X												
HSC447b7															
HSC447b8		X													
HSC447b9			X												
HSC447b10															

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1															
Knowledge 2	<b>X</b>														
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															
Knowledge 10															
Knowledge 11															



**HSC448 Provide and obtain information at courts and formal hearings**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC448a</b>	Provide and obtain written information at courts and formal hearings														
HSC448a1		X													
HSC448a2															
HSC448a3			X												
HSC448a4			X												
HSC448a5	X														
HSC448a6	X														
HSC448a7	X														
HSC448a8		X													
<b>HSC448b</b>	Make oral contributions to courts and formal hearings														
HSC448b1			1/2/3/4/5												
HSC448b2			1/2/3/4/5												
HSC448b3			X												
HSC448b4															
HSC448b5			X												
HSC448b6			X												
HSC448b7		X													

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4

<b>Knowledge</b>															
Knowledge 1															
Knowledge 2	<b>X</b>														
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8															
Knowledge 9															

**HSC449 Represent one's own agency at other agencies' meetings**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC449a</b>	Obtain information from other agencies' meetings														
HSC449a1			X												
HSC449a2			X												
HSC449a3			X												
HSC449a4	X														
HSC449a5			X												
HSC449a6			X												
HSC449a7						X	X								
HSC449a8		X													
<b>HSC449b</b>	Make contributions to other agencies' meetings														
HSC449b1			X												
HSC449b2															
HSC449b3			1/2/3/4/5												
HSC449b4				X											
HSC449b5															
HSC449b6			X												
HSC449b7															
HSC449b8			X												
HSC449b9			X												
HSC449b10		X													
HSC449b11			X												

NOS PC &	Communication	Working with others	Problem Solving	Numeracy	ICT
----------	---------------	---------------------	-----------------	----------	-----

knowledge	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1																
Knowledge 2	<b>X</b>															
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6																
Knowledge 7																
Knowledge 8																

**HSC450 Develop risk management plans to support individuals' independence and daily living within their home**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>HSC450a</b>	Prepare to carry out risk assessments														
HSC450a1	X														
HSC450a2			X												
HSC450a3															
HSC450a4	X														
HSC450a5			X												
HSC450a6		X	1/2/3/4/5												
<b>HSC450b</b>	Carry out risk assessments														
HSC450b1			X	X											
HSC450b2			X												
HSC450b3			X												
HSC450b4			X	X											
HSC450b5															
HSC450b6			X	X											
HSC450b7															
HSC450b8			X												
HSC450b9		X	1/2/3/4/5												
<b>HSC450c</b>	Develop, agree and regularly review risk management plans for individuals														
HSC450c1															
HSC450c2			X												
HSC450c3			X	X											
HSC450c4			X												
HSC450c5			X	X											
HSC450c6			X	X											

HSC450c7																
NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>Knowledge</b>																
Knowledge 1	X															
Knowledge 2																
Knowledge 3																
Knowledge 4																
Knowledge 5																
Knowledge 6	X															
Knowledge 7	X															
Knowledge 8	X															
Knowledge 9																
Knowledge 10																
Knowledge 11	X															
Knowledge 12																
Knowledge 13																
Knowledge 14																
Knowledge 15																
Knowledge 16																
Knowledge 17																
Knowledge 18																
Knowledge 19																
Knowledge 20																
Knowledge 21																
Knowledge 22																
Knowledge 23																
Knowledge 24																
Knowledge 25																

**HSC451 Lead teams to support a quality provision**

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT				
	Tasks															
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4	
<b>HSC451a</b>	Establish effective working relationships with team members															
HSC451a1			X	X												
HSC451a2			X	X												
HSC451a3																
HSC451a4			X	4												
HSC451a5			X	X												
HSC451a6			X	X												
HSC451a7			X	X												
HSC451a8			X													
HSC451a9			X													
HSC451a10			X													
<b>HSC451b</b>	Establish and support team members to carry out their work activities, roles and responsibilities															
HSC451b1			X	X												
HSC451b2			X	X												
HSC451b3			X	X												
HSC451b4			X	X												
HSC451b5			X	X												
HSC451b6			X													
HSC451b7			X													
HSC451b8																
HSC451b9			X	X												
HSC451b10			X													
<b>HSC451c</b>	Assess and provide feedback on individual and team performance															
HSC451c1			X	X												
HSC451c2			1/2/3/4/5													
HSC451c3			X	X												

HSC451c4			X												
HSC451c5	X														
HSC451c6															
HSC451c7			X												
HSC451c8			X												
HSC451c7			X												

NOS PC & knowledge	Communication			Working with others		Problem Solving			Numeracy			ICT			
	Tasks														
	1	2	3	1	2	1	2	3	1	2	3	1	2	3	4
<b>Knowledge</b>															
Knowledge 1	X														
Knowledge 2															
Knowledge 3															
Knowledge 4															
Knowledge 5															
Knowledge 6															
Knowledge 7															
Knowledge 8	X														
Knowledge 9	X														
Knowledge 10	X														
Knowledge 11															
Knowledge 12															
Knowledge 13															
Knowledge 14															
Knowledge 15															
Knowledge 16															
Knowledge 17															
Knowledge 18															
Knowledge 19															
Knowledge 20															
Knowledge 21															
Knowledge 22															



Knowledge 23															
Knowledge 24															
Knowledge 25															
Knowledge 26															
Knowledge 27															
Knowledge 28															
Knowledge 29															
Knowledge 30															
Knowledge 31															
Knowledge 32															