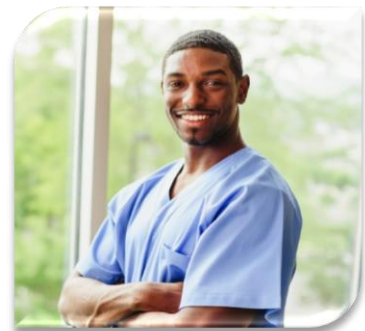


# Care Certificate Workbook

## 2 Your Personal Development



## 2 Contents

### 2.1 Agree a Personal Development Plan

- a) List sources of support for your own learning and development
- b) Describe the process for agreeing a personal development plan and who should be involved
- c) Explain why feedback from others is important in helping to improve and develop the way you work
- d) Contribute to drawing up your own personal development plan
- e) Agree a personal development plan

### 2.2 Develop your knowledge, skills and understanding

- a) Describe the functional level of literacy, numeracy and communication skills necessary to carry out your role
- b) Explain how to check your current level of literacy, numeracy and communication skills
- c) Describe how a learning activity has improved your own knowledge, skills and understanding
- d) Describe how reflecting on a situation has improved your knowledge, skills and understanding

- e) Describe how feedback from others has developed your knowledge, skills and understanding
- f) Demonstrate how to measure your own knowledge, performance and understanding against relevant standards
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- h) Demonstrate how to record progress in relation to your personal development
- i) Explain why continual professional development is important

## 2 How to use this workbook

### Do you need this workbook?

You need to do all 15 Care Certificate Standards. This workbook is designed to support you to learn about Standard 2. **Your manager is responsible for checking your knowledge, understanding and competence in your specific workplace(s).**

**If you already have a good level of knowledge and experience,** you could take an assessment instead and only do sections of the workbook (or sections of our eLearning) that you need to. Your knowledge would be recorded and you can build an evidence portfolio. **This will save you and your manager a lot of time.** Your organisation may have free or funded access to our assessment system. Check with your manager before you start this workbook. More information can be found at [www.CareCertificate.co.uk](http://www.CareCertificate.co.uk).

The following symbols refer to actions you should take to achieve the outcomes. There is also an action checklist at the end of this workbook.



LOCATE



THINK



DISCUSS



DEMONSTRATE

### Reference “Manager”

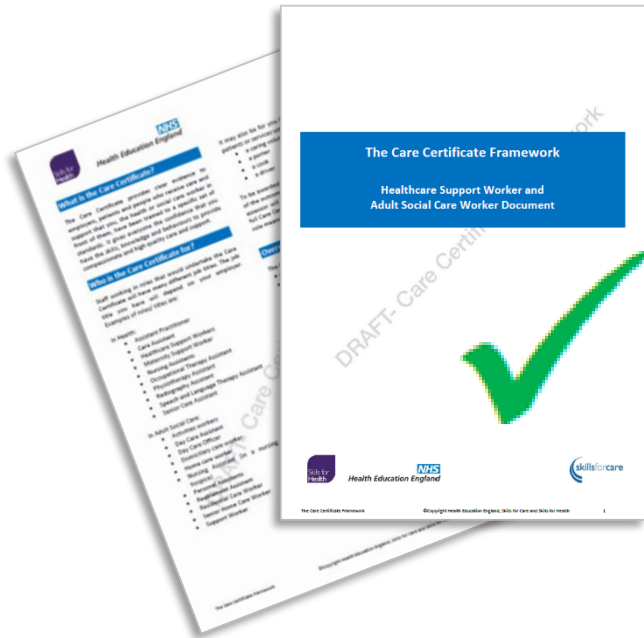
We refer to “manager” through the workbook. This may mean something different in your role, for example: supervisor, line manager, coach, buddy, mentor, employer or assessor. This is the person responsible for checking you are competent and confident to work.



2.1a

### List sources of support for your own learning and development

When you have completed your induction and achieved the standards of the Care Certificate, you will need to consider your on-going professional development. During your time at work, you will continue to learn new things and develop in your role.



Meanwhile, in order to achieve the Care Certificate, you need to construct a personal development plan. This is an action plan specific to your individual goals, values and future learning and development. It should include what you need to achieve, what you hope to achieve, how this will help you at work and a timescale for these achievements. It can also include personal goals and ambitions. Bear in mind there is a time limit for completing the Care Certificate (12 weeks).

What are my development objectives?	Priority	What activities do I need to undertake to achieve my objectives?	What support/resources do I need to achieve my objectives?	Target date for achieving my objectives	Actual date for achieving my objectives

There may be further learning you need to complete during the first few months of your employment, perhaps to meet the specific requirements of your job role. You may also need, or want, to complete qualifications that are relevant to your job role.



Your manager is there to support you in your role and you should regularly discuss your personal development and learning with them. This can be done formally in supervision (recommended every 6 to 8 weeks) or informally as and when you feel necessary.



It is important that your skills and competence are continuously monitored and assessed to meet the needs of the individuals being supported, particularly as their needs may change. This means that the skills you need to support their wellbeing may also change.

Assessing your skills and competence can identify gaps in your knowledge and help prioritise your learning and development. This is also an integral part of achieving the Care Certificate.

There are many different ways you can learn and get support.

Here are some examples:





We all learn in different ways and there are tools you can use to find out what learning method works for you. If you use something like a learning styles questionnaire to find out your preferred learning method, you can focus your learning on this method when it comes to learning something new.

There are several free questionnaires on the internet. These websites will assess your learning style and give you information about the types of learning activities suitable for you.

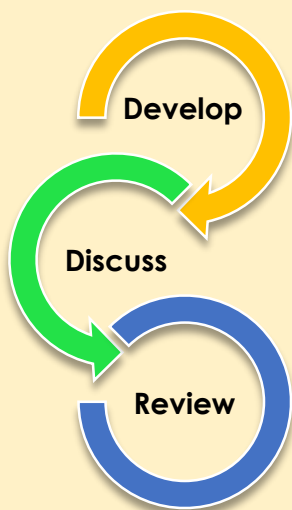
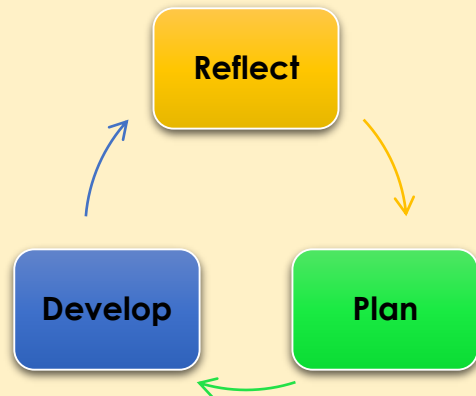


2.1b

**Describe the process for agreeing a personal development plan and who should be involved**

Everyone should have a Personal Development Plan. It is a formal process for agreeing and documenting what learning you need to undertake to become competent in your role.

Your Plan can be updated as you achieve your learning goals. You may also keep a separate Personal Development Record.



Your manager will work with you to identify your learning needs and goals based on your role.

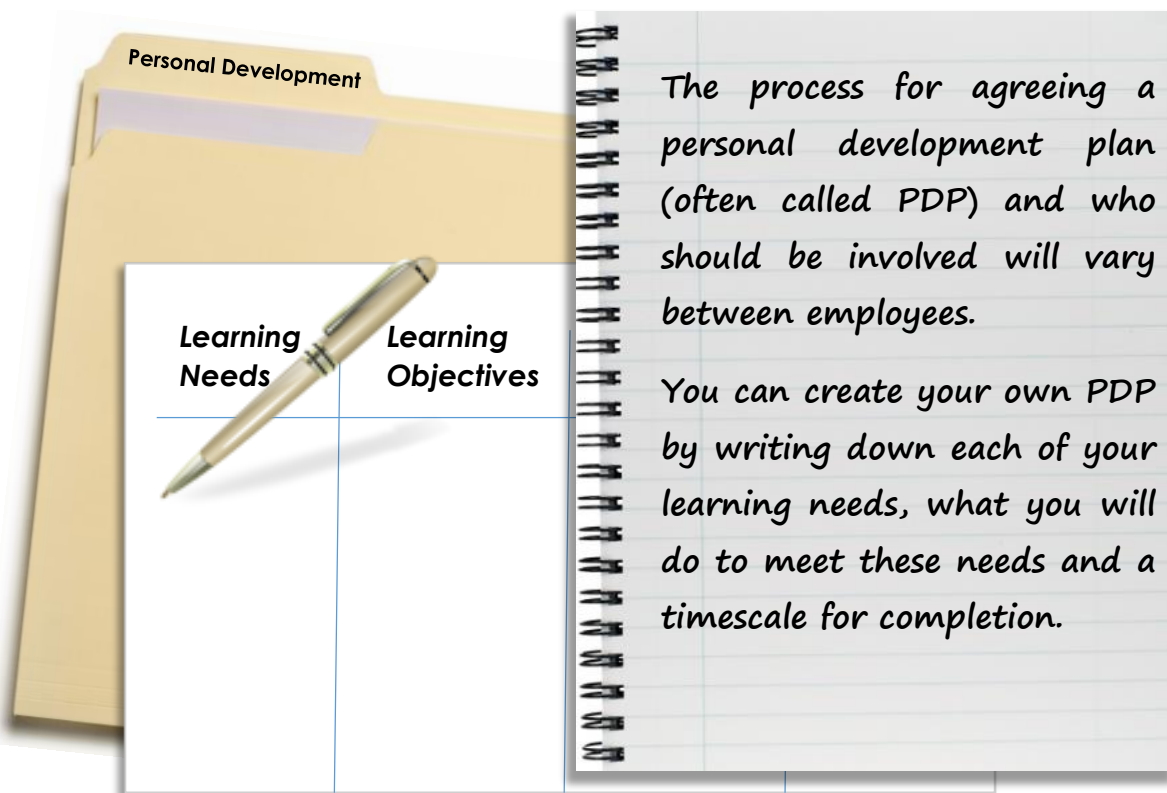
It is essential to consider the people you are supporting and their needs when identifying the skills you will need to support them.

Feedback from the people you are supporting should inform this process. Other people may also be involved.

# Care Certificate Workbook

## Your Personal Development

You will need to regularly refresh your learning to keep your skills up to date and to keep up with changes in legislation and the changing needs and conditions of the people you work with. You are accountable for the quality of your work and you must take responsibility for maintaining and improving your knowledge and skills. By keeping your knowledge and skills up to date, you are helping to maintain the wellbeing of the people you support.



Learning Needs	Learning Objectives

The process for agreeing a personal development plan (often called PDP) and who should be involved will vary between employees.

You can create your own PDP by writing down each of your learning needs, what you will do to meet these needs and a timescale for completion.

2.1c

**Explain why feedback from others is important in helping to improve and develop the way you work**

Supervision is a great opportunity for you to receive feedback about your performance and to ask any questions you may have about your employment or situations relating to the people you support. Your manager will also give you feedback on your performance which is important as it highlights what is working well and what might need improving.



Discussing this feedback and being open and honest during supervision can help you to develop and improve the way you work. Feedback can also lead to discussions about your learning and development needs and progress and is a good opportunity to discuss with you manager any extra qualifications or training you think you might need or like to do. Assessing your knowledge can also help to identify areas in which you may need to develop and improve.

Essentially, if you are unsure about anything covered in these Standards you can raise them at supervision where you will be offered support, advice and guidance from your manager.

Supervision is for **both you and your manager to benefit** from.



The Care Quality Commission have a document which you may find helpful. It is called ***‘Supporting information and guidance; supporting effective clinical supervision’***.



2.1d **Contribute to drawing up your own personal development plan**

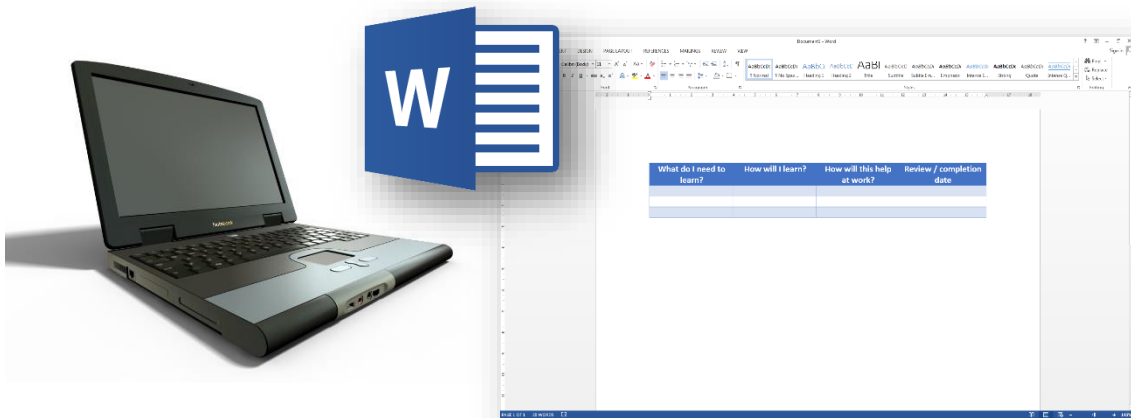


Your personal development plan is centred on your individual needs and goals, therefore **you** are key to the successful development of it.


Here is an example of what a PDP might look like and what you need to include in it:

What do I need to learn?	How will I learn?	How will this help at work?	Review / completion date

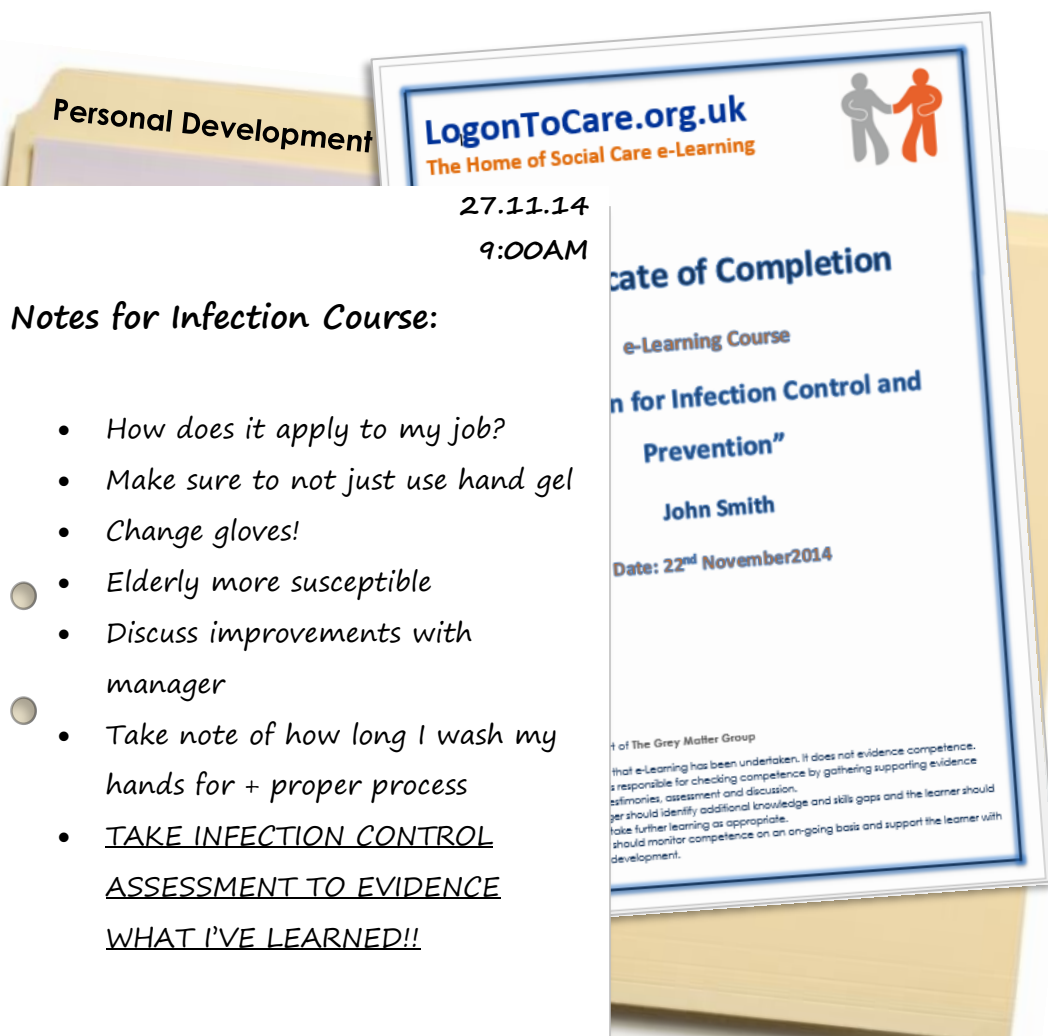
If you have regular access to a computer, you could use this table by copying and pasting it into a new Microsoft Word document, adding more rows and inserting information about yourself in the boxes. If you do not use Microsoft Word you may be able to copy the table into a different program. Remember, recorded evidence is an essential part of your learning.



### 2.1e Agree a personal development plan



You will be involved in a variety of learning activities as part of your on-going professional development. Therefore you should keep a record of any learning and development activities you participate in. Some activities will provide you with a certificate of attendance.



**LogonToCare.org.uk**  
The Home of Social Care e-Learning

27.11.14  
9:00AM

**Certificate of Completion**  
e-Learning Course  
"for Infection Control and Prevention"  
John Smith  
Date: 22<sup>nd</sup> November 2014

*Notes for Infection Course:*

- How does it apply to my job?
- Make sure to not just use hand gel
- Change gloves!
- Elderly more susceptible
- Discuss improvements with manager
- Take note of how long I wash my hands for + proper process
- TAKE INFECTION CONTROL ASSESSMENT TO EVIDENCE WHAT I'VE LEARNED!!

of The Grey Matter Group  
that e-Learning has been undertaken, it does not evidence competence. is responsible for checking competence by gathering supporting evidence testimonies, assessment and discussion.  
er should identify additional knowledge and skills gaps and the learner should take further learning as appropriate.  
should monitor competence on an on-going basis and support the learner with development.

You need to record the activity, the date, length of time and what the key learning points were. It is important that you always reflect on any learning activities you undertake.

Notes for Infection Course:

27.11.14  
9:00AM

- *How does it apply to my job?*
- *Make sure to not just use hand gel*
- *Change gloves!*
- *Elderly more susceptible*
- *Discuss improvements with manager*

- TAKE INFECTION CONTROL ASSESSMENT TO EVIDENCE WHAT I'VE LEARNED!!

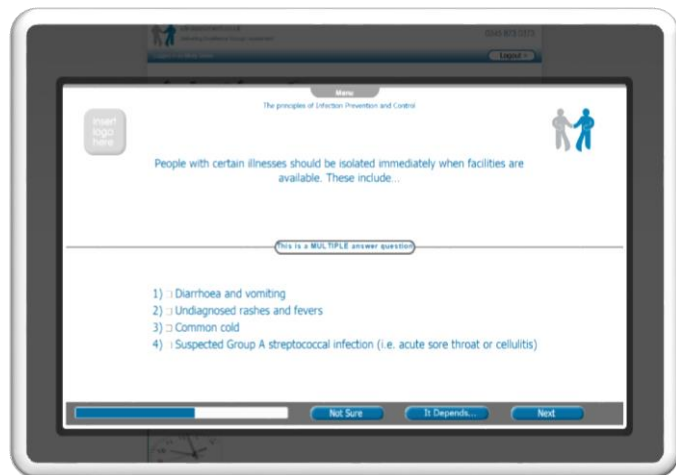
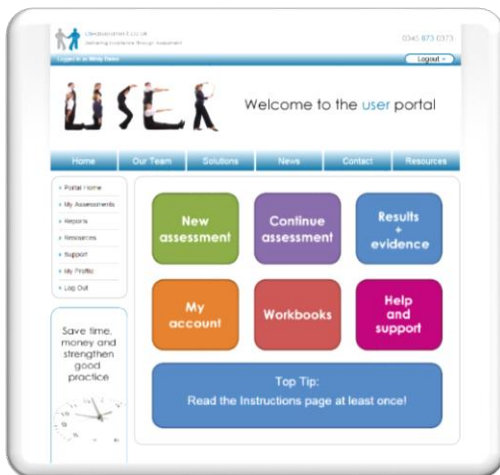
You should write down what you have learned and consider how the learning relates to your job role.

Using benchmarking systems, like **online assessments** and **360 degree feedback\***, will enable you to measure your knowledge and skills at a particular point in time. By using these systems regularly, you will be able to track your progress.

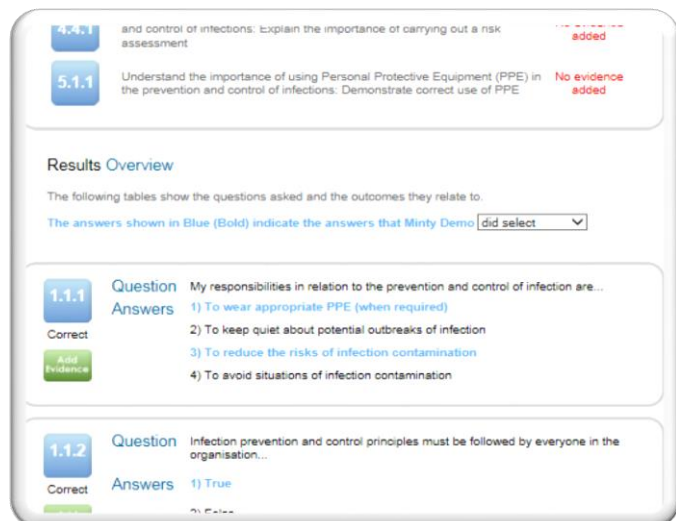
You should always ask for feedback from the people you support and record their comments. Their well-being is the focus of your care and support. You can make comparisons with previous comments and track progress.

\*[www.Three60degree.co.uk](http://www.Three60degree.co.uk) is a performance feedback tool offered by The Grey Matter Group





If you are using **The Grey Matter Group's online assessments** to assess your knowledge make sure that you regularly add evidence about your practice – include feedback from the people you support wherever possible.



**Feedback from others with your manager to work through both positive and negative to achieve a constructive development plan**



**Think about your own learning and development and what you want to achieve**

## 2.2 Develop your knowledge, skills and understanding



2.2a

**Describe the functional level of literacy, numeracy and communication skills necessary to carry out your role**

In order to work confidently and effectively, you will need to be able to:



**Read and write clearly in English**

This will help you when you are updating support plans, supporting a person with paperwork, medication and reading important documents like agreed ways of working.



**Verbally communicate in clear English**

Effective communication helps us understand a person or situation better, reducing misunderstandings and building relationships.



**Complete basic maths calculations**

This will help with tasks such as telling the time, administering medication, cooking times and temperatures, money transactions etc.



**Undertake basic IT functions**

Computers are an important factor in the 21st Century and basic skills can help in a variety of ways.

Make sure you are aware of the most effective ways to communicate with individuals who may not have English as their first language.

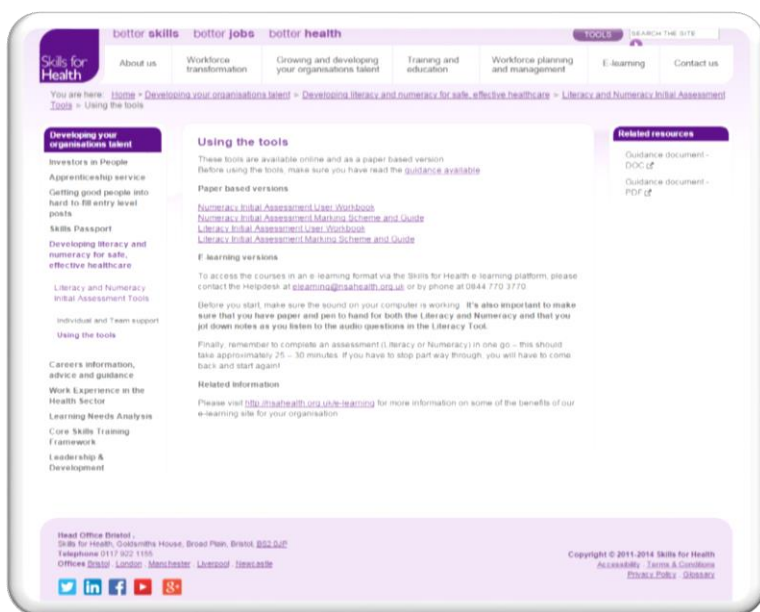
Your job role may also require you to speak other languages or use sign and symbol languages if you have been employed specifically to work with people who communicate in a specific ways.



You must be able to communicate with the people you are supporting so you can meet their needs and understand when there are problems that need resolving. Poor communication will affect the quality of the service you are able to provide and could result in the neglect of an individual's needs and wellbeing.

### 2.2b

## Explain how to check your current level of literacy, numeracy and communication skills



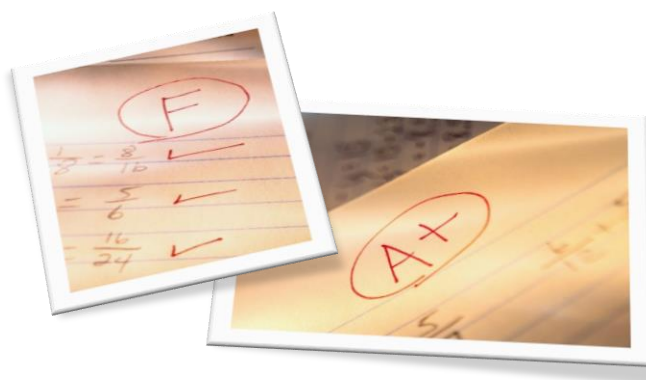
This website provides a free resources to assess your numeracy and literacy skills.

<http://www.skillsforhealth.org.uk/developing-your-organisations-talent/developing-literacy-and-numeracy/>



You may be asked to take a numeracy, literacy, IT and communication skills assessments as part of your induction or as part of a qualification. This is a great opportunity to identify your current skill levels.

Don't be embarrassed if you have difficulties; many people have problems with numeracy and literacy skills and this is a really good time to do something positive and get assistance.



2.2c

### Describe how a learning activity has improved your own knowledge, skills and understanding

If you have completed a learning activity, how do you know if your knowledge, skills and understanding have improved? Perhaps you may now be able to complete new tasks or complete tasks in a different, more productive and efficient way. Understanding a subject better can give you the confidence to use new skills and asking for feedback after can help you work out if you are improving or need further learning. Learning is a process where you continuously improve over time.



You can also complete a **knowledge assessment** before and after completing a learning activity to see if your knowledge, skills and understanding has improved. You can discuss what you have learnt with your manager and your manager should be able to support you in putting your new skills into practice. It is really important that you get feedback from the people you support and record it to show how your own learning and understanding is positively impacting their support.

2.2d

**Describe how reflecting on a situation has improved your knowledge, skills and understanding**

**Reflective practice** is about you taking a look at yourself and evaluating the effectiveness of your work and taking into consideration the views of the individuals you support.

Reflecting on a situation enables you to make changes to how you work, leading to continuous improvements in the way you work and the quality of support you provide.

**You need to think about the following:**

*“How could I do things differently and get better outcomes in the future?”*



*“What kind of attitude do I have?”*

*“What things do I do well and what could I improve upon?”*





Your manager should encourage you to reflect on situations and think about what you do well, what you could share with colleagues, as well as identifying your own learning needs.

When faced with a situation at work which could have gone better, reflecting on your work can enable you to improve and make better decisions next time.



**RECORD**

 **Reflecting** 

These reflections should be recorded in your Progress Log book, in a Reflective Diary, in your own folder of evidence or during 1:1 supervision.



Asking for feedback from the people you support can also help you reflect on how a situation has gone and gain a better understanding of the individual's needs for next time.



**"Jason always makes a point of saying hello to me when he arrives for work"**



**"Sometimes Jason rushes too much and doesn't always watch my signing properly"**



**"Occasionally Jason takes away my dinner plate too early before I've finished...but..."**



**"... He has started to ask me if I have finished before he takes it away!"**



**"Whenever I come to visit my wife Jason makes sure to make me a cup of tea and lets me know how she's been getting on during the week"**



Reflecting with the individuals you support, with your manager and on your own, all contribute to your development and improves your knowledge, skills and understanding.

2.2e

**Describe how feedback from others has developed your knowledge, skills and understanding**

Think of situations where feedback from others has developed your knowledge, skills and understanding...

## Example

David has completed a learning activity on communication skills as Bob (the individual David primarily supports) gave feedback that David doesn't always listen to him.



David learnt a lot about communication skills during this activity and has realised that finishing Bob's sentences isn't being helpful, it is giving the message that he is being impatient and not listening.

Since the learning activity, David now refrains from finishing Bob's sentences. David nods when Bob is speaking and asks more questions. As a result, David and Bob have a more productive and respectful working relationship.



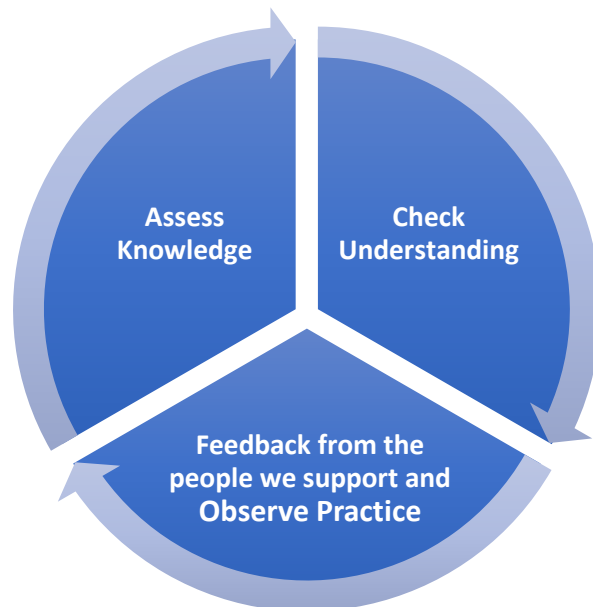
2.2f

### Demonstrate how to measure your own knowledge, performance and understanding against relevant standards



Once you know what knowledge you need, what performance levels are expected and what the relevant standards are that you need to meet, you can use these to think about and reflect on how well you are doing. If the people you support feel they are being supported and their needs are being met, this is a good indication that you are meeting the required standards.

It is important that you ask for constructive feedback from the people you are supporting. If you have work colleagues, they may also be able to advise you. Feedback will help you measure and understand the areas in which you can work to improve your skills.

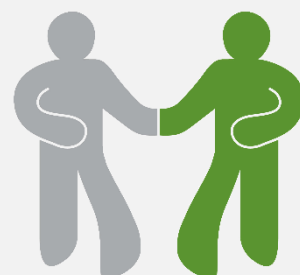


Your employer may use a 360 degree feedback system that asks for feedback on your performance from various people you interact with at work. This is a confidential process.

If not, **The Grey Matter Group** can provide your manager with information and access to a 360 degree feedback system.

Email: [support@tmggroup.net](mailto:support@tmggroup.net)

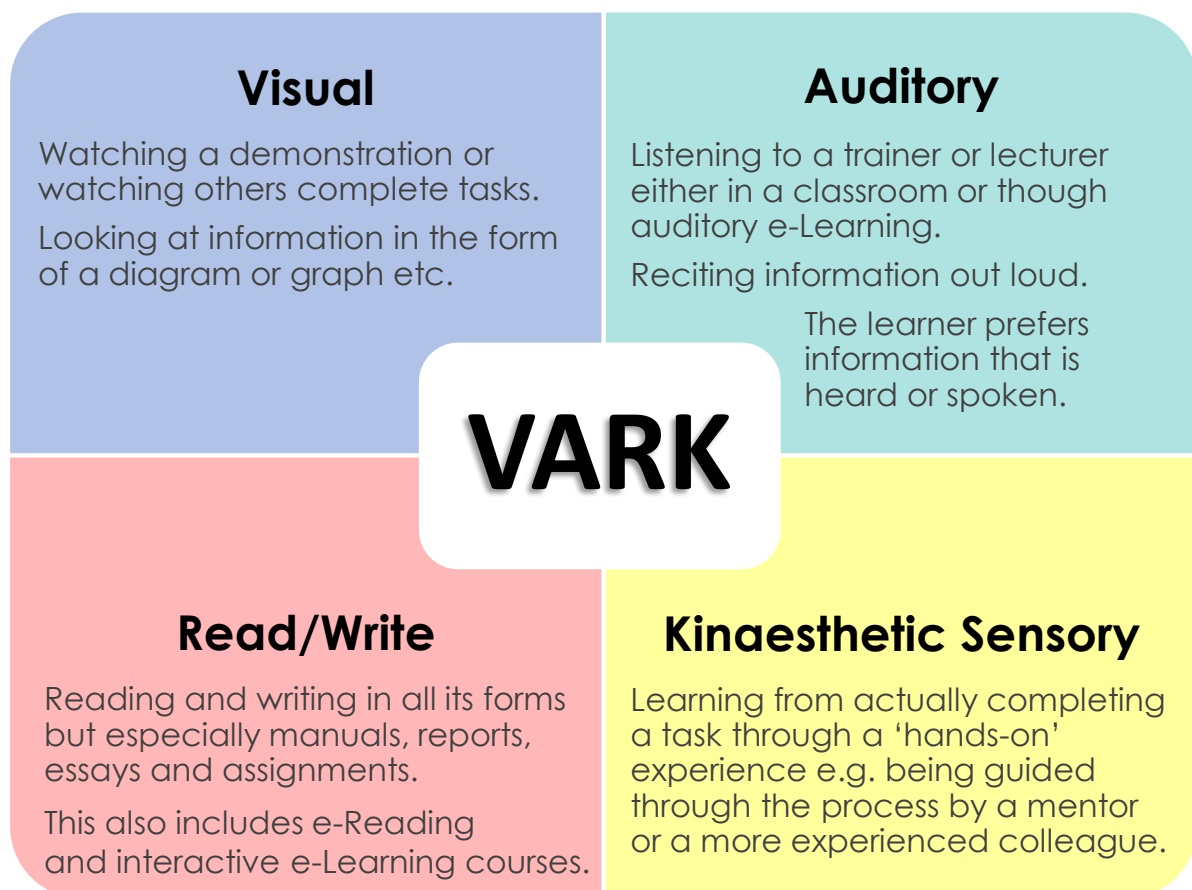
Website: <http://www.tmggroup.net>



2.2g

**List the learning opportunities available to you and how you can use them to improve the way you work**

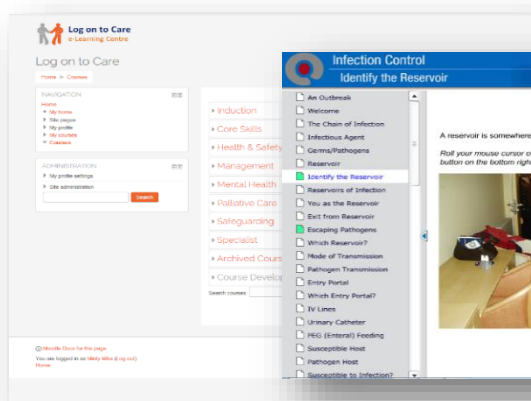
The VARK model demonstrates that there are four main learning styles: **visual**, **auditory**, **read/write** and **kinaesthetic sensory**. Everyone processes and learns new information in different ways but most people learn using a mixture of the four.





It is a good idea to know how you learn best and you can discuss this with your manager. You can then work with your manager to look into the learning opportunities that are available to you.

Using resources such as **Log on to Care** which has a variety of health and social care e-Learning courses, can be completed at home or during work hours. Discussing ideas and different learning experiences with colleagues may also help you discover different learning opportunities that are available. All successfully completed learning experiences will help improve the way you work and have a direct impact on the quality of care you deliver and the wellbeing of the individuals being supported.



2.2h

### Demonstrate how to record progress in relation to your personal development



Your personal development and PDP should be regularly updated. Documenting relevant information will demonstrate how you have progressed and provide a record of everything you have done. It will also help you to reflect on what you have achieved as well as plan for the future.

What do I need to learn?	How will I learn?	How will this help at work?	Review / completion date
<i>Fire Awareness</i>	<i>e-Learning and assessment</i>	<i>Make me aware of what to do if there is a fire</i>	<i>19/09/14</i>
<i>Care Certificate</i>	<i>Assessment, e-Learning, workbooks, Discussion, induction, Shadowing, observation</i>	<i>Certified to work as a care worker</i>	<i>01/11/14</i>
<i>Dementia</i>	<i>e-Learning and assessment, observation</i>	<i>A number of service users have Dementia</i>	<i>18/09/14</i>
<i>Moving and handling skills</i>	<i>Training course + shadowing and observation + assessment</i>	<i>Able to assist with moving service users</i>	<i>20/11/14 – See notes on course in PD folder</i>
<i>First aid</i>	<i>Training course + assessment</i>	<i>Become an appointed first aider at work</i>	<i>Training booked for January</i>

Make recording your personal development part of completing a learning activity. Once you have completed a learning activity or developed a new skill, record this progress in your personal development plan (PDP).

Some new skills may take weeks or months to develop and gain competence. This progress should be recorded and a record of your development will evolve.

It is also important to record feedback from the people you support. Their feedback will provide evidence of how you have developed and how this has had an impact on them as an individual, as well as a progress log for you to learn from.

This process demonstrates your knowledge, skills and competency and recording everything that you do is key to achieving the Care Certificate.



**2.2i Explain why continual professional development is important**

Continuing professional development is important as it ensures you continue to be competent in your job role. It is an ongoing process and continues throughout your working life.

Asking yourself the following questions can help you keep your professional development in line and focused on what you want to achieve:

Where do I want to be in 1, 2 and 5 years' time?  
What are my goals?

Where am I now, what am I doing and how well am I doing it?

What new skills, knowledge and behaviours will I need to get there?

How might my work change in the next few years?

How can I achieve my goals?

What opportunities and resources are available?

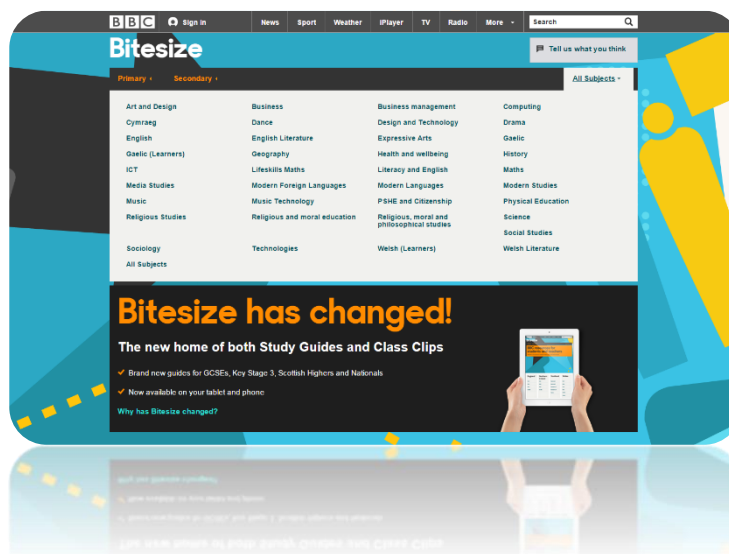
How will this positively impact on the outcomes of people I support?





You can break these questions down into short, medium and long term goals.

Well thought out and planned continuing professional development is important because it delivers benefits to the individual, the individuals you support, your profession and the public and not least, you!



Improve your literacy, numeracy and communication skills by visiting BBC Bitesize:

<http://www.bbc.co.uk/education>

Reading books, newspapers, internet resources, quizzes etc. can also help.

Your checklist....

Outcome	Symbol	Description	Tick
2.1d		Contribute to drawing up your own personal development plan	
2.1e	  	Demonstrate how to record the progress you make in relation to your personal development plan  Think about your own learning and development and what you want to achieve  Feedback from others with your manager to work through both positive and negative to achieve a constructive development plan	
2.2f		Demonstrate how to measure your own knowledge, performance and understanding against relevant standards	
2.2h		Demonstrate how to record progress in relation to your personal development	
2.2i		Improve your literacy, numeracy and communication skills by visiting BBC Bitesize: <a href="http://www.bbc.co.uk/education">http://www.bbc.co.uk/education</a>  Reading books, newspapers, internet resources, quizzes etc. can also help.	

### **Well done! You have completed this workbook. What's next.....**

An essential part of the Care Certificate is to assess, evidence and record what you have learnt. You may be entitled to use our assessment and evidence recording system. Your manager is responsible for supporting you with this, observing your practice and ensuring you are competent in your workplace, with the people you support.

Checking your knowledge, competence and practice will be a regular part of your ongoing Continuous Professional Development.

**By taking an assessment first, you may find you already have some, most, or all of the knowledge required and you can save time by avoiding repeating subjects and courses unnecessarily.**

More information about our resources can be found at [www.CareCertificate.co.uk](http://www.CareCertificate.co.uk).

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