SCDHSC0370
Support the use of technological aids to promote independence

Overview   This standard identifies the requirements when you support individuals to use technological aids to promote their own independence. This includes working with individuals to identify appropriate technological aids, supporting them to use specific aids and contributing to the evaluation and review of their effectiveness.

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Performance criteria	**Support individuals to identify technological aids that will help promote their independence**
You must be able to:	P1 support the **individual** to identify aspects of their daily living where technological aids could help to promote their independence
	P2 support the individual to **communicate** their preferences and needs about technological aids to independence
	P3 access information about types of technological aids that could suit the individual's preferences and needs
	P4 support the individual to understand the purpose of relevant types of technology and how each can be used
	P5 work with the individual to evaluate which options best meet their preferences and needs and comply with health and safety requirements
	P6 support the individual to identify the option they prefer
	P7 seek specialist support and advice to respond to questions about technological aids that are outside your competence to deal with

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You must be able to:	P8 work with the individual at a pace that best suits their preferences and needs and in ways that promote **active participation**
	P9 ensure that the selected technology is correctly installed and complies with health and safety requirements
	P10 ensure that technological aids are used in ways and in places that maintain the individual's privacy and dignity
	P11 support the individual to understand the technology and how it works
	P12 check that the individual understands how the technology should be used and can put this into practice
	P13 support the individual to communicate any issues, queries or concerns they have about using the technology
	P14 clarify any misunderstandings about the purpose and use of the technology, seeking additional help where necessary
	P15 give encouragement and constructive feedback to motivate the individual to use the technology and continue to do so over time
	P16 work with the individual to identify any aspects of the technology that **key people** and **others** need to understand and/or use
	P17 support key people and others to understand the nature and purpose of the technology and how to use it in ways that help promote the individual's independence
	P18 support the individual, key people and others to address any difficulties encountered, seeking specialist support and advice

where necessary

P19   support the individual to take appropriate and immediate action to deal with faulty equipment, in accordance with work setting requirements and any manufacturer's instructions and guidance

Contribute to evaluating the use of technological aids

You must be able to:

P20   observe the effectiveness of technological aids in helping to promote the individual's independence over time

P21   agree with the individual, key people and others how the use of technology will be evaluated

P22   seek feedback from the individual, key people and others on the use and effectiveness of the technology

P23   work with the individual, key people and others to evaluate the technology, its use and the support provided

P24   agree any changes needed to improve the use and operation of the technology, including changing the technology where necessary

P25   ensure that you, key people and others carry out your agreed roles in making changes

P26   access specialist support where the scope of the technology or any difficulties encountered are outside your competence to deal with

P27   complete records and reports on actions, processes and outcomes according to legal and work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

K1   legal and work setting requirements on equality, diversity, discrimination and rights

K2   your role in promoting individuals' rights, choices, wellbeing and active participation

K3   your duty to report any acts or omissions that could infringe the rights of individuals

K4   how to deal with and challenge discrimination

K5   the rights that individuals have to make complaints and be supported to do so

Your practice

K6   legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard

K7   your own background, experiences and beliefs that may have an impact on your practice

K8   your own roles, responsibilities and accountabilities with their limits and boundaries

K9   the roles, responsibilities and accountabilities of others with whom you work

K10   how to access and work to procedures and agreed ways of working

K11   the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual

K12   the prime importance of the interests and well-being of the individual

K13   the individual's cultural and language context

K14   how to build trust and rapport in a relationship

K15   how your power and influence as a worker can impact on relationships

K16   how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences

K17   how to work in partnership with individuals, key people and others

K18   how to manage ethical conflicts and dilemmas in your work

K19   how to challenge poor practice

K20   how and when to seek support in situations beyond your experience and expertise

Theory

K21   the nature and impact of **factors that may affect the health, wellbeing and development** of individuals you care for or support

K22   theories underpinning our understanding of human development and factors that affect it

Personal and professional development
K23   principles of reflective practice and why it is important

Communication
K24   factors that can affect communication and language skills and their development in children, young people adults
K25   methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety
K26   your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
K27   practices for the prevention and control of infection in the context of this standard

Safe-guarding
K28   the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
K29   indicators of potential harm or abuse
K30   how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
K31   what to do if you have reported concerns but no action is taken to address them

Handling information
K32   legal requirements, policies and procedures for the security and confidentiality of information
K33   legal and work setting requirements for recording information and producing reports
K34   principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS
K35   how and where to access information and support that can inform your practice when supporting individuals using technology
K36   how to access, review and evaluate resources, information and services about technological aids to promote independence generally, and the specific technological needs of the individuals with whom you work
K37   theories relevant to the individuals with whom you work about

	motivation and how to encourage people to use technological aids, including the use of positive reinforcement
K38	how difficulties with independence can affect the identity, self-esteem and self-image of the individuals with whom you work
K39	the types and range of technological aids that can be used to promote individuals' independence and how they work
K40	health and safety requirements when setting up and using technological aids
K41	risk assessment and risk management for setting up and using technological aids
K42	when to call in specialist help in relation to technological aids
K43	sources of further information and technological advice
K44	the range of methods for finding and diagnosing faults with technology and what action to take to remedy them
K45	environmental factors that might affect the functioning and efficiency of technological aids
K46	how to support individuals to evaluate the effectiveness of technology in meeting their preferences and needs

Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.
Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication
The **individual** is the adult, child or young person you support or care for in your work
Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.
Others are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

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Scope/range related to konwledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.
All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual
To be treated equally and not be discriminated against
To be respected
To have privacy
To be treated in a dignified way
To be protected from danger and harm
To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
To communicate using their preferred methods of communication and language
To access information about themselves

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