

Introduction

Standard 1: Understanding your role is one of 15 Care Certificate standards you must successfully complete to be awarded the Care Certificate. These learning resources have been designed to support you with the theoretical knowledge that underpins each standard.

In order to achieve the standard, you will need to **demonstrate** to your assessor **the application** of the theory you have studied **in your place of work**.

In **Standard 1: Understanding your Role**, you will learn about the tasks, behaviours and standards expected from you at work, as well as the standards and codes of conduct that will support you in your role.

It is a good idea to re-read your job description as part of your learning for this standard as it outlines your main duties and responsibilities, as well as who you report to. If you have any questions about what is expected, you should raise this with your mentor/assessor.





In addition to the role set out within your job description, you will also be expected to communicate well, build relationships, follow agreed ways of working, keep and file clear records, support team members, promote equality and diversity and respect confidentiality.

Standard 1 - Understanding Your Role

Learning Resources

A range of free learning resources are available to support your learning for this standard.

- The learning resources for each Care Certificate standard comprise an introduction, e-learning session and a set of post-session questions. The e-learning sessions may vary in style but they all cover the theoretical learning outcomes of each standard
- The Student Toolkit, Introduction to Standard 1: Understanding Your Role (this document) and Standard 1: Understanding Your Role Post-session Questions can be used at a computer, laptop, mobile device, or printed out for you to write on
- The Standard 1: Understanding Your Role e-learning session can be completed on a computer, laptop or mobile device

Learning Resource	Purpose
Introduction to Standard 1: Understanding your Role (this document)	<p>A PDF document that introduces the standard and identifies the core materials to support your learning. It also lists the learning outcomes you will need to demonstrate to your assessor in order to successfully achieve the Care Certificate standard.</p> 
Standard 1: Understanding Your Role e-Learning	<p>An e-learning session that outlines the tasks, behaviours and standards expected from you at work, as well as the documents you need to be aware of.</p> 
Standard 1: Understanding Your Role Post-session Questions	<p>A Word document that contains questions that will help you to apply the theory from the e-learning session in your workplace.</p> <p>These questions can be downloaded for you to i) print and write on or ii) complete at your computer and then print, or e-mail to your assessor.</p> <p>After completing all three elements of each course on the e-LfH Hub you may print out a certificate of completion for the theoretical component of the standard to add to your learning record and show to your assessor. If you have completed the course on ESR you will not be able to print a certificate; however you will have a transferable record of the e-learning and associated competencies in ESR, throughout your NHS career.</p>  

Learning Outcomes

Standard 1: Understanding Your Role	
Outcome – The learner is able to:	Assessment – The learner must:
1.1 Understand their own role	1.1a Describe their main duties and responsibilities 1.1b List the standards and codes of conduct and practice that relate to their role 1.1c Demonstrate that they are working in accordance with the agreed ways of working with their employer 1.1d Explain how their previous experiences, attitudes and beliefs may affect the way they work
1.2 Work in ways that have been agreed with their employer	1.2a Describe their employment rights and responsibilities 1.2b List the aims, objectives and values of the service in which they work 1.2c Explain why it is important to work in ways that are agreed with their employer 1.2d Demonstrate how to access full and up-to-date details of agreed ways of working that are relevant to their role 1.2e Explain how and when to escalate any concerns they might have (whistleblowing) 1.2f Explain why it is important to be honest and identify where errors may have occurred and to tell the appropriate person
1.3 Understand working relationships in health and social care	1.3a Describe their responsibilities to the individuals they support 1.3b Explain how a working relationship is different from a personal relationship 1.3c Describe different working relationships in health and social care settings
1.4 Work in partnership with others	1.4a Explain why it is important to work in teams and in partnership with others 1.4b Explain why it is important to work in partnership with key people , advocates and others who are significant to an individual 1.4c Demonstrate behaviours, attitudes and ways of working that can help improve partnership working 1.4d Demonstrate how and when to access support and advice about: <ul style="list-style-type: none"> • partnership working • resolving conflicts