

Individual Training Plan: Level 3 Community Health and Wellbeing Worker Apprenticeship - Standard Version

This Individual Training Plan covers all aspects of the Level 3 Community Health and Wellbeing Worker Apprenticeship Standard. It acts both as your Delivery Plan for completing the various tasks required for the programme and also indicates which activities completed can count towards the required off-the-job training for the programme. The Individual Training Plan has been devised using the employer feedback during your enrolment process, alongside the results of the Skills Scan Part 2 call (RPL checks) with a Buttercups Tutor.

How to use the ITP

The "Periods" tab on the excel spreadsheet shows all of the activities to be completed in each period of training.

- Column A shows the period of training you are due to complete the activity within.
- Column B shows you the activity type so whether this is e-learning or workplace activity for example.
- Column C details the activity.
- Column D shows the planned OTJ time for this activity in hours, please note some might have 0 which will indicate the activity is ineligible for OTJ or does not need to be completed if an optional activity.
- Column E shows the link to the learning outcome of the standard for the activity. More information on this can be found on the Standards tab
- Column F shows the portfolio reference of the activity to the e-portfolio.
- Column G indicates whether the activity will span over multiple periods of training.
- Column H shows the planned OTJ time in minutes.

Any further columns on the Periods tab are for internal use by your Tutor.

For each Period of Training, you will filter column A "Period" to show the relevant activities you are to complete and the planned off-the-job training time for that period. For example, for Period 1 you will filter column A "Period" to just tick "1". As you progress to Period 2, you will change the filter from "1" to "2". You will then refer to the "Delivery Plan" tab on the spreadsheet to access the dates for which you will aim to complete the set of activities.

The "Delivery Plan" tab on the excel copy of the Individual Training Plan shows the date ranges for the periods of training for the programme. The programme is split into 9 periods of training; the duration of the periods of training will be determined by your contracted working hours and programme duration. Your tutor will complete end of period review calls with you for each period of training, these will be formally booked in while you are on programme to ensure both your availability and your tutor's availability. Please use the "Delivery Plan" as a rough guide to indicate when the planned review calls will be, as they will be scheduled to align with the "Period End Date".

Off-the-job Training Requirements

Through the e-portfolio system, the apprentice will need to document how many off-the-job training hours have been completed and this will be signed off by the Workplace Training Supervisor. Off-the-job training is learning, development and training time relating specifically to the apprenticeship programme which takes place during the apprentice's paid working hours. This includes working through course materials and learning and practising new skills and responsibilities.

The Department for Education have a minimum off-the-job training requirement in place for apprenticeship programmes. Within your Commitment Statement, you and your employer have agreed to complete the planned off-the-job hours as listed in this Individualised Training Plan.

Please refer back to your Commitment Statement for full details on the off-the-job training required for your programme. Off-the-job training information can also be located in your programme B-Hive materials, where a flyer can be located and used as a reference guide.

Functional Skills

If you are completing Functional Skills courses as part of your programme you will have a specific plan of learning to complete your Functional Skills. These tasks will be documented in the relevant periods of training as activities to complete. You should be given time within your workplace to complete Functional Skills but they do not contribute to OTJ training hours. Instead the hours to complete Functional Skills will be recorded as "GLH" within the Functional Skills course on the Buttercups Training B-Hive.

Contracted working hours / week	30.00
Minimum off-the-job training / week	6.00
Statutory Leave for programme (weeks)	5.60
OTJ Stat Leave for programme (hours)	33.58
Start Date	22/09/2022
Minimum Duration Date	22/09/2023
Expected End Date	22/09/2023
Expected EPA Start date	23/09/2023
Expected EPA End date	23/12/2023

Period Number	Period Start Date	Period End Date	Expected OTJ Hours
<u>1</u>	22/09/2022	01/11/2022	23.75
<u>2</u>	01/11/2022	12/12/2022	17.50
<u>3</u>	12/12/2022	21/01/2023	23.50
<u>4</u>	21/01/2023	03/03/2023	31.50
<u>5</u>	03/03/2023	12/04/2023	122.00
<u>6</u>	12/04/2023	23/05/2023	20.25
<u>7</u>	23/05/2023	02/07/2023	26.00
<u>8</u>	02/07/2023	12/08/2023	4.00
<u>9</u>	12/08/2023	22/09/2023	1.00
			269.50

Period	Activity Type	Activity Description	OTJ hours	Learning Outcomes Covered	Portfolio Ref	Periods to Complete	OTJ (mins)
1	Buttercups led activities	Welcome session (on start date) with initial learning	0.5	S16, S42, S43, S44, B1, B2, B3, B4, B5, B6			30
1	Workplace Activity	WTS initial meeting and plan for development time	0	S42, S43, S44, B5			0
1	E-Learning	Complete learning and activities in Module 1	6	K5, K15, K32, K40, K42, S16, S42, S43, S44, B1, B2, B3, B5			360
1	E-Learning	Start module 2 e-learning and activities	4	K11, K12, K14, K16, K18, K19, K22, K29, K30, K38, K40, K41, K42, S11, S12, S14, S16, S18, S19, S20, S39, S40, S43, B1, B2, B3, B4, B5, B6			240
1	Portfolio	Complete online safeguarding course hosted by e-LfH	2	K16, K37	C01	1	120
1	Portfolio	ETF Side-by-Side courses on Radicalisation and Extremism, Staying Safe Online, What Can You Trust? and British Values	2	K16, B2, B3	C02	1	120
1	Workplace Activity	Fitness to Practise Research and Discussion with WTS	0.5	K16, S42, B1			30
1	Portfolio	End of Period 01 WTS Review	0	S42, S43, S44, B5		1	0
1	Portfolio	Undertake a series of MECC engagement conversations with members of the public. Reflective feedback discussion with WTS and reflective account	2	K18, K19, S19, S20, B2, B3	C07	2	120
1	Virtual Classroom	VC 1: Introduction to CHWW	1.5	K1, K2, K7		1	90
1	Workplace Activity	Locating and reading the workplace SOPs on health and safety, lone working, confidentiality, safeguarding and whistleblowing	0.75	K15, K16			45
1	Workplace Activity	Shadow staff to learn about their roles, responsibilities and involvement in referral pathways	1.5	K14, S14, S18		2	180
1	Workplace Activity	Review and update local service directory	2	K12, S11, S12, S23		2	180
1	Progress Review	End of Period Review with Buttercups Tutor (Week 6)	0		EOPR	1	0
1	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
1	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
1	E-Learning	Activities will be added here if the apprentice requires teaching support following screening at the beginning of the programme	0		Access Course		0
1	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills Maths		0
1	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills English		0
1	Portfolio	Complete MCQ Test 1, 2, 3, 4, 5, 6, 7, 8	0	K1, K2, K3, K5 K8, K10, K11, K15, K20, K21, K24, K25, K29, K30, K32, K33, K34,		1	0
1	Portfolio	Undertake DOP Scenario 1	1	K7, S2, S3, S4, S5, K13, S13, S21, S22, K35,	C60	1	60
2	E-Learning	Finish Module 2 e-learning and activities	4	K11, K12, K14, K16, K18 K19, K22, K29, K30, K38, K40, K41, K42, S11, S12, S14,			240
2	E-Learning	Complete Module 3 e-learning and activities	7	K15, K16, K24, K28, K35, K37, K39, S6, S15, S25, S33, S36, S38, S41, B1			420
2	E-Learning	Complete additional learning required to achieve 80% or more in the module 3 MCQ test	2	K15, K16, K22, K24, K35, K37, S33, S36, S39, B3			120
2	Portfolio	Ethical Dilemmas Case Studies	1	K17, K39, S41	C11	2	60
2	Portfolio	Case Study 2	0		C13	1	900
2	Welfare Review	Pastoral discussion with Buttercups Reviewer	0				0
2	Workplace Activity	Complete workplace training on equality, diversity and inclusion	1	K19, K28			60
2	Workplace Activity	Locating and read workplace SOPs and policies on information governance, data security and sharing and record keeping	0.5	K15, K35, S15, S33, S36			30
2	Workplace Activity	Role play MECC conversations and brief interactions with a colleague to identify phrases which feel comfortable	1	K18, K19, S19, S20			60
2	Progress Review	End of Period Review with Buttercups Tutor (Week 12)	0		EOPR	1	0
2	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
2	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
2	E-Learning	Activities will be added here if the apprentice requires teaching support following screening at the beginning of the programme	0		Access Course		0
2	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills Maths		0
2	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills English		0
2	Portfolio	End of Period 02 WTS Review	0	S42, S43, S44, B5		1	0
2	Portfolio	Undertake DOP Scenario 2	1	K7, S2, S3, S4, S5, K13, S13, S21, S22, K35,	C61	1	60
3	E-Learning	Complete Module 4 e-learning and activities	8	K1, K2, K3, K4, K5, K7, K13, K24, K25, K29, K31, K33, K34, K37, S2, S3, S4, S5, S13, S20, S21, S23, S28, S34, S35			480
3	E-Learning	Complete additional learning required to achieve 80% or more in the module 4 MCQ test	1	K1, K2, K5, K29, K31, K33, K34, K37			60
3	Portfolio	Research local health data and identify main health priorities and inequalities after comparison to local and national averages using online data (localhealth.org.uk)	3	K33, K34, S34, S35	C17	2	180
3	Portfolio	Understanding Safeguarding Assessment	1	SGW2	SG/03	1	60

3	Portfolio	WTS Appraisal	0	S42, S43, S44, B5		1	0
3	Virtual Classroom	VC 2: Influences on Health	1.5	K28	APP 1	1	90
3	Workplace Activity	Establishing Needs - shadowing and practice. Learner observes interaction between a colleague and individual discussions to establish health needs. Learner to take key learning and practice into observation of a simulated	4	K19, S2, S4, S20, S21, S23			240
3	Progress Review	End of Period Review with Buttercups Tutor (Week 18)	0		EOPR	1	0
3	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
3	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0				0
3	E-Learning	Activities will be added here if the apprentice requires teaching support following screening at the beginning of the programme	0		ALS		0
3	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Access Course		0
3	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills Maths		0
3	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills English		0
3	Portfolio	Managing referrals activity	4	K14, K17, S12, S14, S17, S18	C44	2	240
3	Portfolio	End of Period 03 WTS Review	0	S42, S43, S44, B5		1	0
3	Portfolio	Undertake DOP Scenario 3	1	K7, S2, S3, S4, S5, K13, S13, S21, S22, K35,	C62	1	60
4	E-Learning	Complete Module 5 e-learning and activities	10	K7, K8, K9, K10, K12, K18, K22, K25, K26, K29, K30, K31, K32, K41, S1, S2, S3, S4, S5, S7, S8, S11, S12, S19, S20, S27, S30, S31, S32, B1, B2, B3, B4, B5, B6			600
4	E-Learning	Complete additional learning required to achieve 80% or more in the module 5 MCQ test	1	K8, K10, K25, K29, K30, K41			60
4	Portfolio	Evidence based policy review	3	K27, S28	C23	2	180
4	Portfolio	End of Period 04 WTS Review	0	S42, S43, S44, B5		1	0
4	Portfolio	Research and produce a Health Resource Sheet based on one local health priority to signpost members of the public to existing local and national services and resources	3	K35, S2, S3, S4, S5, S15, S19, S20, S30, S31, S32, S36, B2, B3, B4	C25	2	180
4	Workplace Activity	Review demand for services identified in directory update and write proposals on promoting services available to the public, including online/digital	1	K26, S27			60
4	Workplace Activity	WTS discussion on national and volunteer organisations that provide services relevant to the area of practice: Apprentice must prepare and present information on at least three areas such as managing debt, reporting crime, domestic abuse, accessing government services online, tackling social	2.5	K9, K12, S11, S12			150
4	Progress Review	End of Period Review with Buttercups Tutor (Week 24)	0		EOPR	1	0
4	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
4	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
4	E-Learning	Activities will be added here if the apprentice requires teaching support following screening at the beginning of the programme	0		Access Course		0
4	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills Maths		0
4	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills English		0
4	Portfolio	End of Period 04 WTS Review	0	S42, S43, S44, B5		1	0
4	Portfolio	Develop and Deliver a Training Session	10	S29, S30, S32, S42, K31, S1, S11, S29, S31, S32	C26ab		600
4	Portfolio	Undertake DOP Scenario 4	1	K16, K38, S16, S39, S40, K22, K23, S23, S24, K6, S26,	C63	1	60
5	Virtual Classroom	VC 3: Behavioural Change	1.5	K3, K4, S1, S4		1	90
5	E-Learning	Complete Module 6 e-learning and activities	8	K18, K19, K20, K21, K22, K23, K31, S13, S19, S20, S21, S22, S23, S24, S29, S31, B2, B3, B4, B5			480
5	E-Learning	Watch b-Hive videos on communication skills from expert patients	1	K30, K31, S31			60
5	E-Learning	Complete additional learning required to achieve 80% or more in the module 6 MCQ test	1	K1, K2, K8, K10, K11, K20, K21, K24			60
5	Portfolio	End of Period 05 WTS Review	0	S42, S43, S44, B5		1	0
5	Welfare Review	Pastoral discussion with Buttercups Reviewer	0				0
5	Workplace Activity	Find out about dealing with complaints from service users within your workplace	0.75	K14			45
5	Workplace Activity	Practise communication skills with a range of people including colleagues, patients and other healthcare professionals	2	K18, K31, S19, S20, S21			120
5	Workplace Activity	Practise written and telephone communication skills	1	K18, K31			60
5	Workplace Activity	Review a recent complaint and role play how you would deal with it using a senior colleague	0.75	K14			45
5	Workplace Activity	Select a health or care issue relevant to your work and review what resources are available such as leaflets and online and suggest to your WTS how this information could be improved for those with a range of barriers to communication	1.5	K29, K31, K32, S13, S29, S30			90

5	Workplace Activity	Shadow colleagues undertaking a range of consultations to observe how they use active listening and helping clients navigate and choose suitable services/resources. Follow up with reflective discussions	2.5	K18, K19, S20, S21, B2, B3			150
5	Progress Review	End of Period Review with Buttercups Tutor (Week 30)	0		EOPR	1	0
5	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
5	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
5	E-Learning	Activities will be added here if the apprentice requires teaching support following screening at the beginning of the programme	0		Access Course		0
5	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills Maths		0
5	Functional Skills	Functional Skills activities only to be added here if learner not Functional Skills exempt	0		Functional Skills English		0
5	Portfolio	Use question sheet from C35a or C35b to interview a representative of a local community	1	K7, B6, S34	C36	2	120
5	Portfolio	Evaluation of an existing project or service	4	K9, K36, S8, S10	C43	1	60
5	Portfolio	End of Period 05 WTS Review	0	S42, S43, S44, B5		1	0
5	Portfolio	Redesign an Information Resource	1		C29	2	60
5	Portfolio	SMART Objectives and Communication	2	K30, S21, S22, K31, S31	C30ab	2	120
5	Portfolio	Research a local faith community and prepare a question sheet ahead of interview	2	K7, K31, B6	C35a	2	60
5	Portfolio	Research a local non-faith community and prepare a question sheet ahead of interview	2	K7, K31, S34, B6	C35b	2	60
5	Portfolio	Undertake DOP Scenario 5	1	K16, K38, S16, S39, S40, K22, K23, S23, S24, K6, S26,	C64	1	60
5	Portfolio	Case Study 3	15	K3, K4, K26, S1, S6, S7, S27, S43, B5	C14	2	900
5	Portfolio	Service Development Project Part 1 - Create a Service Proposal	10	K6, K7, K9, K12, K13, K27, K31 S2, S3, S4, S5, S8, S9, S10, S11, S12, S13, S21, S22, S26, S28, S30, S31, S32, S41, B4, B6	SD1	3	600
5	Portfolio	Service Development Project Part 2 - Develop and Deliver a New Service	50	K14, K16, K17, K18, K19, K22, K23, K26, K27, K28, K35, K38, S6, S14, S15M S16,	SD2	3	3000
5	Portfolio	Service Development Project Part 3 - Service Evaluation	14	K6, K7, K12, K13, K14, K16, K17, K18, K19, K22, K23, K26, K27, K28, K31, K35, K36,	SD3	3	840
6	Virtual Classroom	VC 4: Meeting Individual and Community Needs	1.5	K7, S2, S3, S4, S20, S23		1	90
6	Portfolio	WTS Appraisal	0	S42, S43, S44, B5	APP 2	1	
6	E-Learning	Complete Module 7 e-learning and activities	8	K3, K4, K6, K7, K10, K13, K18, K22, K23, K24, K25, K26, K28, K32, S1, S2, S3, S4, S5, S6, S13, S20, S21, S23, S24, S25, S26, S27, S29, S31, S32, S38			480
6	E-Learning	Active Learning Activity - related to module 7	1	K31, S30, S31, S32, B4			60
6	E-Learning	Complete additional learning required to achieve 80% or more in the module 7 MCQ test	1	K10, K24, K25, K32			60
6	Portfolio	End of Period Review with Buttercups Tutor (Week 36)	0		EOPR	1	0
6	Portfolio	Watch welfare video and complete assessment	1	SGW3	SG/04		60
6	Workplace Activity	Interview a representative of a local support group to explore their needs and responses to health initiatives. Identify opportunities to promote health improvement and explore how the group could better access to services. Produce a case study account for discussion with WTS	1.5	K6, K7, K13, K23, K24, K28, K31, S5, S6, S13, S25, S26, S30, S31, S32		1	90
6	Workplace Activity	Choose a recent health or wellbeing article that is relevant to your area of practice. Consider how you would convey the key messages to a member of the public and practice with a colleague	0.75	S29			45
6	Workplace Activity	Prepare and deliver a short team presentation on working with boundaries. To include feedback session	1.5	K16, K38, S16, S39, S40			90
6	Workplace Activity	Research how to create a web app or social media campaign for a topic of your choice, in preparation for a short presentation at the VC on communication	2	K15, K32			120
6	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
6	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
6	Portfolio	End of Period 06 WTS Review	0	S42, S43, S44, B5		1	
6	Portfolio	Research local assets and strengths and produce a local service map that highlights both existing services and gaps in provision	1	K10, K13, S34	C37	1	120
6	Portfolio	Undertake DOP Scenario 6	1	K16, K38, S16, S39, S40, K22, K23, S23, S24, K6, S26,	C65	1	60
7	E-Learning	Complete Module 8 e-learning and activities	8	K9, K14, K17, K27, K28, K36, , S8, S9, S10, S14, S17, S18, S25, S28, S37, S38, S40, B6			480
7	E-Learning	Complete additional learning required to achieve 80% or more in the module 8 MCQ test	1	K1, K2, K5, K8, K10, K11, K15, K24, K25, K29, K30, K32, K33, K34, K37, K40, K41, K42			60
7	Workplace Activity	Research evidence-base for possible services to meet local opportunities identified in module 7, and report on the importance of using evidence-based approaches to developing community services	2	K27, S28			120
7	Portfolio	End of Period Review with Buttercups Tutor (Week 42)	0		EOPR		0
7	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
7	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
7	Portfolio	End of Period 07 WTS Review	0	S42, S43, S44, B5		1	
7	Portfolio	Case Study 4	15	K3, K4, K26, S1, S6, S7, S27, S43, B5	C15	2	900
7	Portfolio	WTS Progress Review			C38	1	0
8	Virtual Classroom	VC 5: Health and Wellbeing Improvement in Action Part 1	1.5	K6, K13, S13, S26		1	90
8	Virtual Classroom	VC 6: Health and Wellbeing Improvement in Action Part 2	1.5	K6, K13, S13, S26		1	90

8	Portfolio	Take part in safeguarding current affairs debate to continue learning on topic	1	SGW4	SG/05	1	60
8	1-2-1 Buttercups Contact	Review, act on feedback and complete additional learning as provided by Buttercups Tutor on all activities	0				0
8	Additional Learning Support	Activities will be added here if identified that the apprentice requires additional support	0		ALS		0
8	Portfolio	End of Period 08 WTS Review	0	S42, S43, S44, B5			0
8	Progress Review	End of Period Review with Buttercups Tutor (Week 48)	0		EOPR		0
8	Welfare Review	Pastoral discussion with Buttercups Reviewer					0
8	Portfolio	End of Period 08 WTS Review	0	S42, S43, S44, B5		1	
8	Portfolio	Upload MCQ test results	0	K1, K2, K3, K8, K10, K11, K15, K20, K21, K24, K25, K29, K30, K32, K33, K34, K37,	C53	1	0
8	Portfolio	Upload Health Inequalities MCQ test results	0	K5, K25	C54	1	0
9	Buttercups led activities	Complete Mock Assessment with Buttercups - DOP	0	K6, K7, K13, K16, K18, K19, K22, K23, K28, K31, K35, K38, S2, S3, S4, S5, S13, S15, S16, S19, S20, S21, S22, S23, S24, S25,	C58abc	1	0
9	Buttercups led activities	Complete Mock Assessment with Buttercups - MCQ	0	K1, K2, K5, K8, K10, K11, K15, K20, K21, K24, K25, K29, K30, K32, K33, K34, K37, K40, K41, K42,	C58abc	1	0
9	Buttercups led activities	Complete Mock Assessment with Buttercups - Professional Discussion	0	K3, K4, K9, K12, K14, K17, K26, K27, K36, K39, S1, S6, S7, S8, S9, S10, S11, S12, S14, S17, S18, S27, S28, S34, S35, S37, S41,	C58abc	1	0
9	E-Learning	Complete any outstanding module work from modules	0				0
9	Portfolio	WTS final review and appraisal	0	S42, S43, S44, B5	APP 3	1	0
9	Portfolio	End of Period Review with Buttercups Tutor (Week 52)	0		EOPR	1	0
9	Workplace Activity	Complete any outstanding workplace learning tasks	0				0
9	Portfolio	Final Day of Learning Task	1		C59	1	60
1			269.5				

Standards Finder

Enter the learning outcome reference into the orange box below to read the description

	Enter reference in the orange box
--	-----------------------------------

Duty	Learning Outcome	Description
Use preventative approaches to promote the health and wellbeing of individuals, groups and communities, addressing the wider determinants of health and causes of ill-health	K1	K1: the wider social determinants of health and their impact on the physical, mental and emotional wellbeing of individuals, families and communities
	K2	K2: the causes of mental, emotional, and physical ill-health, long-term conditions, disability and premature death in the local community, their risk factors, and the opportunities for prevention and management
	K3	K3: the negative and positive impact that different agencies can have on improving health and wellbeing
	K4	K4: how psychological, behavioural and cultural factors contribute to the physical and mental health of people, and how these can impact on others
	K5	K5: health inequalities and how these impact on physical, mental, and emotional health and wellbeing
	S1	S1: recognise, and help others to also recognise, the factors that impact on a person's health and wellbeing that they can or cannot control or influence
	S2	S2: assist individuals, groups and communities to recognise their needs, what is important to them, and their strengths in relation to their health and wellbeing
Help communities to build local resilience and identify strengths, capacity and resources that support their health and wellbeing	S3	S3: help people, groups and communities to identify and address barriers that can be overcome to achieve better health and wellbeing
	B6	B6: seeks to collaborate (with individuals, communities and organisations) across sectoral, organisational and cultural boundaries
	K10	K10: the concepts and theories underpinning a strengths or asset-based approach
	K6	K6: the most up-to-date evidence base informing the creation of inclusive community development approaches that improve the health and wellbeing of communities
	K7	K7: the importance of building partnerships and connections with individuals, groups, and communities
	K8	K8: national guidance on the engagement and management of volunteers and how their rights and welfare are protected
	K9	K9: how to recognise the suitability of non-statutory community and voluntary groups and services to support people's health and wellbeing needs, and local protocols for service appraisal and risk
Provide informed advice about local services and projects that support health and wellbeing	S10	S10: identify and highlight competition or conflict between services where this does not work in the interests of the local community or works against the best use of local assets
	S5	S5: work with people and communities so that they continue to make changes and solve problems on their own
	S6	S6: build partnerships and connections with local people, groups and organisations to reach shared solutions to local needs or issues
	S7	S7: work with, support or supervise people working as volunteers whilst recognising the boundaries of their roles
	S8	S8: recognise whether non-statutory community and voluntary groups and services are safe and sustainable to support people's health and wellbeing needs, and escalate any concerns
	S9	S9: identify where different organisations collaborate successfully or interface seamlessly and build on these strengths to extend provision
	K11	K11: the local and national statutory organisations and agencies that deliver public services (including education, housing, welfare, justice, health and care) and how they are funded
Manage referrals from a range of agencies, professionals and through self-referral	K12	K12: the different local and national voluntary and charity organisations and their role in the provision of services available to the public for different issues, such as managing debt, reporting crime, domestic violence
	K13	K13: how to map services and other resources available to a community by taking a strengths or asset-based approach while also recognising gaps in provision
	S11	S11: research local provision, including online, for a wide range of interventions, projects and services that can support individuals and communities who are seeking to better manage their health and wellbeing
	S12	S12: keep information on local and digital provision up to date
	S13	S13: identify barriers preventing individuals from accessing local services, including how services are promoted or communicated
	K14	K14: local criteria for referring people into the service, signposting, and local referral systems and protocols
	K15	K15: relevant legislation, local policies and protocols regarding information governance, data security, data sharing and record keeping, to inform practice
Apply behavioural science to help people find practical solutions for better health and wellbeing	K16	K16: the nature and boundaries of the role when representing the interests of people using the service, and procedures for escalation or seeking advice for those at risk, including safeguarding protocols
	K17	K17: how to manage relationships in a referral pathway, the expectations of the referrer, and the person being referred
	S14	S14: receive and manage referrals, recognising appropriate and inappropriate referrals and how and when to escalate or refer on to a more appropriate service
	S15	S15: manage people's personal data safely and securely when completing and storing records or sharing data
	S16	S16: recognise when someone is in distress or crisis and how to ensure that the right support is available for them at the point of need
	S17	S17: develop relationships with referrers and referring agencies to ensure appropriate referrals are made and the service offer is understood
	S18	S18: manage a caseload and potential waiting lists and be able to prioritise in line with service guidance
Implement actions set out in strategies and policies that promote health and wellbeing at community level	B2	B2: respectful of others
	B3	B3: non-judgemental regarding others' circumstances or decisions
	K18	K18: how to build a rapport with people and groups to elicit information about their health and wellbeing concerns, and to offer further information to them
	K19	K19: how to acknowledge and respect an individual's priorities in relation to their health and wellbeing, and understanding their right to refuse advice and information
	K20	K20: behaviour change principles and theories that underpin health improvement activity
	K21	K21: evidenced-based behaviour change tools and techniques (e.g. those that include capability, motivation, opportunity, and action planning) that can be applied to behaviour change interventions
	K22	K22: the concepts and theories relating to engagement, empowerment, co-design, and person-centred approaches and their importance for all aspects of mental, emotional and physical health and wellbeing
Manage data and information and contribute to the evaluation of projects and services	K23	K23: the difference between enabling people to make their own changes and solve their own problems, and encouraging dependency
	S19	S19: help people to identify the key issues impacting on their health and wellbeing, actively listening to a person's story without judgement
	S20	S20: work with individuals or groups to navigate health-related and service-related information to make decisions about their health and wellbeing
	S21	S21: work with individuals and groups who want to make changes to their behaviours and lifestyle choices to improve their health and wellbeing
	S22	S22: use behaviour change tools and techniques to develop and agree a plan of action, or set goals with a person to help them to address the issues and priorities they have identified regarding their health and wellbeing
	S23	S23: help people to review and access services relevant to them and their needs to optimise access and choice, including services that can address wider issues (such as social, financial or environmental)
	S24	S24: review progress with an individual and agree an end point or closure regarding their engagement with the service
Operate within legal and ethical frameworks that relate to the promotion and protection of the public's health and wellbeing	K24	K24: different types of community and their defining characteristics, including cultural and faith-based factors
	K25	K25: national and local strategies and policies to improve health outcomes and address health inequalities
	K26	K26: the local demand on services based on health needs, and the different public and voluntary sector services available in the community to help to meet those needs
	K27	K27: the importance of the evidence base in forming strategies, policies and interventions to improve health and wellbeing
	K28	K28: how cultural and faith-based differences can impact the implementation of evidence-based interventions
	S25	S25: deliver interventions that meet the needs of local communities including the consideration of cultural and faith-based factors
	S26	S26: support local communities through the implementation of strategies and policies that improve health outcomes and address health inequalities
Take responsibility for personal and professional development in line with organisational protocol	S27	S27: facilitate access to and promote services delivered by a range of public and voluntary sector agencies in the community, and services that are accessible digitally or online
	S28	S28: apply the most recent evidence to improve the effectiveness of strategies, policies and interventions
	S4	S4: work with people and communities to identify and access local resources and assets that support their health and wellbeing - N.B. repeated
	B4	B4: shows compassion and empathy
	K29	K29: the current health messages aimed at the public and the evidenced-based rationale for those messages
	K30	K30: different components of interpersonal communication such as non-verbal, para-verbal, and active listening
	K31	K31: barriers to communication that may affect a person's understanding of health messages and strategies for overcoming these (barriers could include sensory disability, neurodiversity, low levels of health literacy)
	K32	K32: the use of different communication methods in the promotion of health messages to a wide audience, including through social media and other digital technologies
	S29	S29: communicate complex public health messages to people in a way that is relevant and meaningful to them
	S30	S30: communicate with people from a wide range of backgrounds, including professionals from different sectors, and citizens of different cultures
	S31	S31: facilitate consistent and helpful communications for people to make local services easier to understand and access
	S32	S32: facilitate communication and collaboration between people, communities and service providers where better connections and networks would support easier access and better provision
	K33	K33: different population level or public health data and information used to identify priorities and measure community health outcomes
	K34	K34: the different tools and data used to measure changes in people's health and wellbeing at an individual and community level
	K35	K35: the importance of gaining people's consent and recording personal data and information securely in line with service protocols
	K36	K36: the different types of data and information and different types of evaluation used to assess the impact and effectiveness of services and interventions
	S33	S33: act in accordance with relevant legislation, local policies and protocols regarding information governance, data security, data sharing and record keeping when handling people's personal data and information
	S34	S34: use different types of data and information to identify priorities and measure health outcomes
	S35	S35: use recognised tools and data so that changes to people's health and wellbeing can be measured or monitored at an individual and community level
	S36	S36: seek people's consent to record and use their data, explaining to people who use services how their data and information will be used, and how it will be stored safely
	S37	S37: contribute to service evaluation by using different types of data and information and different types of evaluation
	B1	B1: acts with honesty and integrity
	K37	K37: relevant legislation and how it influences policies and protocols, when promoting or protecting community health such as Health Protection legislation
	K38	K38: the importance of managing people's expectations regarding the scope and availability of the service and how it can be accessed
	K39	K39: ethical implications and guidance relating to public health practice, such as the impact of public health measures on civil liberties
	S38	S38: work in partnership with people and groups when implementing policies and protocols in their communities
	S39	S39: recognise when the support needs of people or communities are beyond the scope of the role, and escalate in a timely manner particularly if a person is 'at risk'
	S40	S40: represent the interests of people when engaging with service providers, while managing expectations regarding service availability and access
	S41	S41: identify and apply ethical frameworks and guidance relevant to practice in public or population health
	B5	B5: takes responsibility for own actions
	K40	K40: the importance of keeping up to date with developments in population health and community health and wellbeing (continuing professional development)
	K41	K41: the importance of training in policies and protocols that ensure safety of self and service users, when work is often unsupervised or in remote locations
	K42	K42: the importance of appraisal, training and ongoing review including ways to give and receive feedback
	S42	S42: keep a record of training and development opportunities that have been accessed and how these have informed their practice
	S43	S43: maintain high standards of professional and personal conduct, including duty of care for the safety and welfare of self and others
	S44	S44: engage with performance appraisal and reflective practice in line with organisational procedures and management processes

