

# CWDC Induction Standards

> Guidance for social care workers

# Introduction

Any new work role brings with it new things to learn. The Children, Young People and Families Workforce Development Council (CWDC) Induction Standards set out the first things you need to know for your work in providing care or support to children and young people, and their families and carers, whatever their needs may be.

Induction is your work entitlement. It is the first step along a pathway that will continue all through your career. This Guide will explain what induction is, what to expect when you start your job, and how it can set you on track for giving high quality care or support, and getting recognition for the work you do.

## What's in the CWDC Induction Standards?

There are seven *CWDC Induction Standards*:

**Standard 1:** understand the principles and values essential for working with children and young people.

**Standard 2:** understand your role as a worker (employed / self employed)

**Standard 3:** understand health and safety requirements

**Standard 4:** know how to communicate effectively

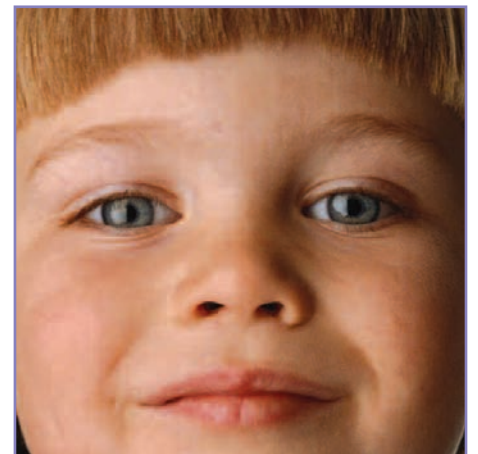
**Standard 5:** understand the development of children and young people

**Standard 6:** safeguard children (keep them safe from harm)

**Standard 7:** develop yourself

Each standard contains a number of topics, or 'areas' of knowledge that you need to know about before you can work safely without close supervision. Each topic is made up of 'outcomes', which say what exactly you need to know about the topic. The way you show you have learned about the topic – by showing, doing or explaining – is by producing 'evidence'.

You are not expected to know all the outcomes straight away. The outcomes state what you will know *after you have been through induction*.



# What children and young people expect

The *Standards* are applicable to a wide range of children's services workers. Children and young people have also had their say in what they think you should know about when you first start working with, caring for or supporting them. Some of these messages are summarised briefly below under each heading of the *Standards*. (These are verbatim extracts from responses given during consultation exercises on the Standards with 60 - 70 children and young people between the ages of seven and 17)

## What the standard says:

**Standard 1:** understand the principles and values essential for working with children and young people.

**Standard 2:** understand your role as a worker (employed/self employed)

**Standard 3:** understand health and safety requirements

## Some comments from children and young people:

A group of 16 to 19 year olds, when asked what new workers need to know about children and young people, said:

"To treat children and young people with respect; to treat children and young people as their own equals; to treat each child and young person as an individual; to know that one person's problem isn't another's..."

An individual (11+ year old) said "They should be able to work with diverse cultures."

16 to 19 year olds said a good worker needs "to know what they are doing in the particular work they are doing with children and young people."

An individual young person (11+) said that a "good member of staff is the one that helps the young people make sense of their experiences and plan and take action"

From a group of 14 & 15 year olds, "Keep things confidential but able to help us understand when they have to tell one person."

One group of 7 to 11 year olds said new staff need to know "Your name, your allergies, your age, where your first aid kit is, where the fire exit is..."

Another group said "Get a medical kit, learn recovery position."

**Standard 4:** know how to communicate effectively

**Standard 5:** understand the development of children and young people

**Standard 6:** safeguard children (keep them safe from harm)

**Standard 7:** develop yourself

On being asked, what new workers need to know about children or young people of your age, 11+ year olds said they should have good communications skills”, and “learn to be empathetic in their work”. A group of 7 to 11 year olds said empathy is being able to imagine being “in someone else’s shoes.”

An individual young person said a good member of staff is “one with good communication skills and also one who understands the boundaries.”

16 to 19 year olds said a good worker was “someone with experience of dealing with young people before becoming staff – must already have experience of being an adult with young people, even if it is only within their own family.”

14 & 15 year olds said workers working with different age groups need to “understand family background better, know about children of that age and how they feel”; and “understand development, be careful what it is you are teaching them, know about their culture, be respectful towards it.”

A group of 11+ year olds said new workers “need to know about health and safety regulations. They need to know about risk assessment procedures. They need to make sure they know the rights of the children they are working with and also ensure the children and young people know those rights too. They need to know and fully understand the child protection act.”

16 to 19 year olds, when asked what experienced staff do better, said they become “good at anticipating the needs of young people”, and that “they become BOTH better at working with children and young people from a wider range of different backgrounds, ages, cultures, problems and needs, AND at the same time they become able to specialise with particular groups or problems.”



# What to expect from your manager

Your manager has two duties related to the *CWDC Induction Standards*:

- 1.** a duty to arrange for you to learn about the different 'areas' within the Standards;
- 2.** a duty to make sure that you know enough to meet the 'outcomes' for each area.

There are different ways of learning new things. Sometimes it can be better to be told information, sometimes better to watch someone else do a task, sometimes better to talk about ideas with other people, sometimes to practice first doing something and so on.

Different people also prefer some ways of learning more than other ways.

So the *CWDC Induction Standards* do not say how people should learn what's in them: you should discuss and reach agreement with your manager about the ways that will help you learn best. You may attend training sessions, or be asked to read part of a book, a training package, or a policy document, or to talk about your work with another team member who has knowledge to pass on. Your manager and may want to discuss how your induction by linking it to your probationary period, or preparation for approval, or registration, if that is relevant to your job.

During your induction period (which could be up to 24 weeks) you will be assessed to make sure you have understood everything you have learned. This assessment may be carried out by someone within your organisation, for example, your line manager or your training manager, or a workplace assessor. If part of your induction has included an accredited programme that is externally assessed, then the assessment may be carried out by someone outside of your organisation. Your manager will have the responsibility to sign off your Certificate of Successful Completion when you have successfully completed your induction period.

If you change jobs, after you have successfully completed a common induction, your new manager will want to see your Certificate of Successful Completion, and should be able to accept that you have already covered those parts of the Induction Standards that are common to all work settings. However, those parts of the induction process that are workplace specific may need to be done each time you change jobs. These are the induction outcomes that are highlighted in the standards.

When you have successfully completed your induction, you will be on the way to meeting many of the knowledge requirements for the core units of the NVQs in Health and Social Care at each level. You will also have evidence towards some of the other units you need for your NVQ. Your NVQ assessor will help you to identify which these might be.

If you already have a qualification, then you will need to show evidence of achieving the Standards at a higher level than someone who is new to working with children and young people.

# Further knowledge and skills

When you have successfully completed your induction, you may develop your job role to include new areas of work that have not been covered by the *CWDC Induction Standards*. There will be essential learning for specific new tasks and this should be provided. This may be done in a number of ways, including the completion of knowledge and skills sets.

Knowledge and skills sets can be used for a variety of things:

## Essential learning for specific tasks

The Induction Standards provide you with the basic information and skills necessary for work in social care. There will be some tasks, however, that you may be required to do, that will need further learning before they can be performed safely. Examples include handling medication, using moving and handling equipment and preparation of food. Knowledge and skills sets will provide you with the learning you need to be able to perform these and other tasks safely. You should not be asked to undertake these tasks without having added the appropriate learning to your induction.

## Underpinning knowledge for NVQs

Successful completion of induction will provide evidence towards meeting the knowledge requirements of the core units of NVQs in Health and Social Care at each level. It will not provide all the underpinning knowledge for the whole of an NVQ. Knowledge and skills sets may be undertaken to meet knowledge requirements and/or performance criteria needed for you to complete the remainder of your NVQ.

## Continuing professional development (CPD)

Induction is the initial learning for your job. It should form the first part of your CPD folder or portfolio. Learning should continue throughout your career, and should enable you to develop new skills, and open up career options. You can choose knowledge and skills sets in consultation with your manager, to support professional development that will be beneficial to the organisation and to your career progression.

# Continuing professional competence

You may not wish or be required to develop skills in new areas, following the completion of your NVQ. However, it will still be necessary for you to keep the skills that you have up to date. Knowledge and skills sets can provide an opportunity for you to ensure that you are working in accordance with current best practice.

## Supporting flexible movement between service settings

Workers who are moving service setting, or starting work with a different service user group will have new things to learn so that they can understand how their practice may need to be adapted to the changed circumstances. Knowledge and skills sets can provide the learning necessary for workers to make a successful transition into a different part of the social care sector.

## GSCC codes of practice

Finally, successful completion of induction will help you to meet the GSCC codes of practice for social care workers, which describe the standards of professional conduct and practice required of social care workers as they go about their daily work. These codes reflect existing good practice, and must be met by all workers.

Your employer also has to adhere to a code of practice which includes their duty to establish a competent workforce. Successfully completing your induction is a part of this. The *CWDC Induction Standards* have been designed to help make sure that you can provide a quality service for the individual(s) you support, and that includes making sure you are safe to leave alone with responsibilities.

It is your manager who will make the decision about when you are safe.



For more information please call:

**0113 244 6311**

**Or visit [www.cwdcouncil.org.uk](http://www.cwdcouncil.org.uk).**

Or write to CWDC, 3rd Floor, Friends Provident House,  
13-14 South Parade, Leeds, LS1 5QS

Or fax us on 0113 390 7744.

