



# Healthcare Science Support Worker Framework Frequently Asked Questions



## 1

### **What is the Healthcare Science (HCS) Healthcare Support Worker (HCSW) Development and Education Framework Levels 2 – 4?**

The HCSW Development and Education Framework Levels 2-4 supports development of core knowledge, skills, and behaviours within the four pillars of practice. This enables all HCS HCSWs working at levels 2- 4 to identify profession specific and specialist knowledge, skills and behaviours at every level of practice.

## 2

### **Who is the framework for?**

The framework is for all HCS HCSWs working at levels 2-4, it is also designed to be used by managers and educators in different ways.

## 3

### **What is the purpose of the framework?**

The framework aims to support clear definition of Healthcare Support Worker (HCSW) roles, helping to provide career progression and development opportunities through education and training, with a focus on how HCSW's can support registered staff, and progress into Registered roles, regardless of the setting/context.

## 4

### **What is meant by levels 2, 3 and 4?**

The levels are from the NHS Career Framework for Health and reflect role development and progression, not those of Agenda for Change. Different roles have different levels and require a different mix of knowledge and skills which are outlined clearly within the framework.

## 5

### **How can Healthcare Science HCSWs use the framework?**

HCS HCSWs can use it to:

- benchmark their current level of practice
- identify areas for further learning and development
- guide career progression
- identify evidence that can be used to support personal development
- customise their learning and development plan

## 6

### **What are the 4 Pillars of Practice and how will they support HCSWs in their role?**

The 4 Pillars of Practice are:

- Clinical Practice
- Facilitation of Learning
- Leadership
- Service Improvement

Recognising how complex HCSW roles have become, the framework uses the Four Pillars of Practice to explain the difference in expectations and learning for HCSWs in Career Framework Levels 2, 3 and 4. The generic aspects of each level of practice are then explained in detail, including the sphere of responsibility and role associated with each level, as well as the key knowledge and skills required.

You can find out more about the Pillars of Practice and access learning activities relating to the pillars by visiting the Healthcare Science Page (link to be embedded) on Support Worker Central. This website supports role development and learning and development of nursing, midwifery, allied health professions and healthcare science support workers in Scotland working across all healthcare settings.

## 7

### **How can managers use the framework?**

Managers can use it to:

- support skills maximisation at every level of HCSW practice, helping HCSWs to be their best at every level
- support discussions that take place as part of the HCSWs personal development planning and review process
- inform succession planning for their area/service
- support service redesign and improve skill mix
- map the professional development of new and existing HCSWs

## 8

### **How can educators use the framework?**

Educators can use it to:

- plan and deliver education and training to meet the needs of HCSWs at every level
- identify opportunities for shared learning and development
- understand and describe how education programmes articulate with each other

## **9**

**How can HCSWs use the framework to develop and progress in their role and move into different work contexts and settings?**

The framework covers levels 2-4 and all roles, providing clarity on how HCSWs can develop and/or progress in their role, regardless of the context/setting that they work in. The framework can be used to support staff in their CPD conversations with Line Managers.

## **10**

**Is the framework applicable to all HCS HCSWs?**

The framework is designed for all healthcare science HCSW staff working in technical and/or clinical roles, regardless of the setting/context.

## **11**

**How does the framework link into/talk to the KSF outline for the role?**

The framework can be used to support discussions that take place as part of the personal development plan (PDP) and personal development review process.

## **12**

**Is there a list of education resources that support the framework?**

In terms of learning and development resources you will find a range of options available on [Support Worker Central](#).

[Healthcare Science TURAS Learn](#) and [NHS Scotland Careers Website](#)

## **13**

**How can the framework support development opportunities for HCSWs at all levels?**

The Framework identifies high level generic statements relating to HCSWs at different levels, so should identify the knowledge, skills and behaviours (KSBs) of any HCSW working at a specific level, or identify the KSBs HCSWs would need to develop, so that suitable development opportunities can be identified.

## **14**

**What support and resources are available for staff who are supporting HCSWs learning and development?**

The Development and Education Framework for Level 2-4 NMAHP HCSWs contains information and links to support resources. In terms of learning and development resources you will find a range of options available on Healthcare Science page (link to be added) of Support Worker Central

There is also a manager and educator section available on [Support Worker Central](#) which provides several links signposting staff to support resources.

## **15**

**Where will I find out about further learning opportunities for support workers?**

To find out what is available, visit [NES Healthcare Science website](#). You will also find information at [Support Worker Central](#)

## **16**

**What learning opportunities and resources are available for all HCS HCSWs to develop and learn within their current role?**

There are a wide range of opportunities available to support development in your current role, including:

- [Support Worker Central](#) is a website for HCSWs, there are links to resources on the Support Worker Central site
- Turas Learn offers a wide range of educational resources [Turas Learn](#)
- Sign up for the Turas Professional Portfolio (RPL) and keep a record of your learning and development, this can support your annual appraisal discussions with your manager. Access [Portfolio](#)