

**NCFE**

**CACHE**

# **Sample Assessment Materials (SAMs) (extended diploma units)**

**NCFE CACHE Level 2 Technical Occupational Entry in  
Healthcare Support (Diploma)**

**QN: 610/4529/9**

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## Introduction

The following tasks are exemplifications of the assessment approach. Centres may write their own tasks according to the guidance in the qualification specification to meet individual learner needs, or contextualise the tasks provided here to their learners' context. Sample assessment material tasks have been created for the five internally assessed units which make up the extended diploma. Tasks have been designed to cover both knowledge and skills learning outcomes (LOs) and provide opportunities for stretch and challenge.

Within these tasks, the following assessment methods are used:

- learners own work products:
  - written report
  - written document
- written and pictorial information:
  - presentation
- reflections:
  - observations (of workplace or simulation activities)
  - professional discussion
  - professional development plan.

## **EDM 1 Principles of professional practice**

Your assessor will be able to holistically assess criteria from the following two units:

### **EDM 1 Principles of professional practice**

### **EDM 3 Preparing for employment in a healthcare setting**

#### **Task 1**

You are required to produce a PowerPoint presentation that includes the following:

- an outline of the diverse range of occupations and their key features across healthcare settings
- an explanation of requirements and expectations for employment in a healthcare setting in the role of a healthcare support worker
- an outline of the role and responsibilities of two of the registered practitioner roles
- a description of support and supervision in a healthcare setting
- a description of potential consequences of not meeting requirements and expectations of employment in a healthcare setting
- a description of potential impact of own behaviour on others
- an identification of job positions and career opportunities in healthcare settings including:
  - a selection of one job position in a healthcare setting, and a summary of the knowledge and skills required for the position. Discuss your suitability for the position based on your current knowledge and skills
  - an outline of the opportunities to support your own progression within the healthcare sector
- a definition of the term 'sustainability' and an outline of the 17 sustainable development goals.

(Links to EDM 1 LO1 AC1.1 to AC1.4 and LO2 AC2.1 to AC2.2 and LO3 AC3.1 and LO5 AC5.1 to AC5.2 and EDM 3 LO1 AC1.1 to AC1.4)

#### **Task 2**

You are required to write a reflective statement regarding your professional development as a healthcare support worker.

In the reflective statement, you must do the following:

- undertake a knowledge and skills audit against the knowledge, skills and behaviours identified in the employer-led standard for the healthcare support worker to identify learning and development needs
- recognise when support is needed and describe others that can support the progress towards any identified needs
- summarise the benefits of reflective practice for improved outcomes as a healthcare support worker.

(Links to EDM 1 LO4 AC4.1 to AC4.3)

## EDM 2 Working as part of a professional team

Your assessor will be able to holistically assess criteria from the following two units:

### EDM 2 Working as part of a professional team

### EDO 5 Contribute to effective communication in healthcare settings

#### Task 1

You are required to produce a written report that includes the following:

- an explanation of key features of effective teamwork
- examples that describe the significance of core skills required when working as part of a professional team to achieve the best outcomes for individuals
- an identification of potential challenges that may occur when working as part of a team
- examples that describe ways challenges occurring in team practice can be overcome
- a summary of theoretical approaches to teamwork practice
- an identification of professionals involved in the care and support of individuals in healthcare settings
- an explanation of benefits and challenges to effective partnerships with multi-organisational and external agencies
- a description of procedures for safe information sharing as part of a professional team including:
  - an identification of different methods of communication, including written reports, use of technology, verbal and non-verbal
  - a description of the benefits of effective communication for positive teamwork practice
  - an explanation of potential consequences of poor communication in a healthcare setting.

(Links to EDM 2 LO1 AC1.1 to AC1.5 and LO2 AC2.1 to AC2.3 and LO3 AC3.1 to AC3.3 and EDO 5 LO1 AC1.2 and LO2 AC2.1)

#### Task 2

Task 2 will be assessed through a workplace observation or simulation by your assessor or expert witness.

Please provide a copy of this sheet to your line manager/qualified nurse/qualified senior support worker or other professional who has observed you within your work placement (if chosen as an option) or a simulated activity, working as part of a team.

(Links to EDM 2 LO4 AC4.1, AC4.4, AC4.5)

#### ***Note to expert witness***

***Please state in detail what you have observed the learner completing from the following simulated activities. Please include in detail what was observed and avoid a rewrite of the criteria itself.***

***If any of these have not been observed, it is good to state 'not observed'.***

Simulated activities	Refer to the learner by name and state what tasks they have carried out to meet the simulated activities
4.1 Demonstrate the ability to participate effectively in a team: <ul style="list-style-type: none"><li>• communicate effectively with colleagues</li><li>• be respectful, open, and receptive to colleagues' ideas and input</li><li>• provide constructive support and feedback to colleagues as appropriate</li><li>• perform agreed role and assigned tasks in a manner that ensures effective teamwork.</li></ul>	
4.4 Demonstrate empathy skills with colleagues.	
4.5 Demonstrate the ability to compromise to ensure team goals are achieved.	

### Task 3

Write a reflective account of experiences of working as part of a professional team. Ensure your reflection includes the following:

- a reflection on your own performance and behaviour in the team
- an assessment of the impact this has on individuals and colleagues
- a discussion of how to adapt own behaviour within a team to ensure successful working relationships are established and maintained.

(Links to EDM 2: LO4, AC 4.2 to AC 4.3)

## EDM 3 Preparing for employment in a healthcare setting

### Task 1

You are required to produce a written document related to your own knowledge, skills, and suitability for a role in the healthcare sector.

In the written document, you must:

- identify suitable job positions in a healthcare setting
- summarise knowledge and skills requirements of a suitable job position in a healthcare setting
- carry out own knowledge and skills scan in relation to a suitable job position in a healthcare setting
- outline opportunities to support your own progression within the healthcare sector
- describe different layouts and formats that can be used to create a CV
- create a CV using a preferred layout that is effective and fit for purpose
- explain why the use of appropriate and accurate language is important on a CV
- list job vacancies from a range of sources
- produce a statement to demonstrate own suitability for a position as a healthcare support worker.

(Links to EDM 3 LO1 AC1.1 to AC1.4 and LO2 AC2.1 to AC2.3 and LO3 AC3.1 to AC3.2)

### Task 2

Task 2 will be assessed through engagement in a simulation activity with your assessor or expert witness.

Please provide a copy of this sheet to your line manager/qualified nurse/qualified senior support worker or other professional participating in the simulated activity.

(Links to EDM 3 LO4 AC4.1 to AC4.2)

#### **Note to expert witness**

***Please state in detail what you have observed the learner completing from the following simulated activities. Please include in detail what was observed and avoid a rewrite of the criteria itself.***

***If any of these have not been observed, it is good to state 'not observed'.***

Simulated activities	Refer to the learner by name and state what tasks they have carried out to meet the simulated activities
4.1 Outline ways to prepare for an interview in a health and care setting	
4.2 Participate in a mock interview	

### **Task 3**

Task 3 will be assessed through a professional discussion with your assessor. You will need to be able to:

- reflect on your own performance in your mock interview
- make recommendations for improvements.

As this is a professional discussion, you can produce evidence in a format that you feel is suitable to help enable the demonstration of your knowledge within the area.

(Links to EDM 3 LO4 AC4.3)



## EDO 4 Reflective and reflexive practice

### Task 1

You are required to produce a PowerPoint presentation that includes the following:

- a definition of the following terms:
  - reflexive practice
  - reflective practice
  - continuing professional development
- a description of how reflexive practice could be used to improve practice in a healthcare setting
- a description of how innovation supports continuous improvement
- a summary of theoretical models of reflection
- an identification of sources of feedback to improve practice in a healthcare setting
- an outline of potential benefits of feedback on performance for improved practice
- an explanation of how personal improvement can be used to improve behaviour and performance for improved practice in a healthcare setting
- a definition of the term resilience
- an explanation of why it is important to maintain a positive attitude when working in a healthcare setting
- an outline of strategies to overcome setbacks and achieve goals.

(Links to EDO 4 LO1 AC1.1 to AC1.3 and LO2 AC2.1 and LO3 AC3.1 to AC3.3 and LO4 AC4.1 to AC4.3)

### Task 2

You are required to produce a professional development plan.

In your professional development plan, you must do the following:

- use feedback from others to inform self-evaluation to create a professional development plan
- create a needs-based action plan with clear targets.

(Links to EDO 4 LO5 AC5.1 to AC5.2)

## EDO 5 Contribute to effective communication in healthcare settings

Your assessor will be able to holistically assess criteria from the following two units:

### EDO 5 Contribute to effective communication in healthcare settings EDM 2 Working as part of a professional team

#### Task 1

You are required to produce a written report to address the following:

- an explanation of the importance of active listening for effective communication
- an outline of different methods of communication, including examples of verbal and non-verbal methods
- a description of reasons for selecting a specific method of communication
- an explanation of how communication can support best practice in a healthcare setting
- a description of ways to communicate with individuals and others in a healthcare setting, including the use of technology
- a summary of the role of communication in decision-making
- a list of potential challenges and barriers to communication
- a description of ways challenges and barriers can be overcome
- a definition of the following terms in the context of communication in a healthcare setting:
  - sensitive
  - empathetic
- an outline of situations that may lead to sensitive and emphatic conversations.

(Links to EDO 5 LO1 AC1.1 to AC1.3 and LO2 AC2.1 to AC2.3 and LO3 AC3.1 to AC3.2 and LO4 AC4.1 to AC4.2 and EDM 2 LO3 AC3.1 to AC3.2)

#### Task 2

You are required to take part in a simulated activity in the classroom with your assessor or expert witness.

Please provide a copy of this sheet to your line manager/qualified nurse/qualified senior support worker or other professional who has observed you within your work placement (if chosen as an option) or a simulated activity, communicating with others.

(Links to EDO 5 LO5 AC5.1 to AC5.4 and LO6 AC6.1 to AC6.2)

#### ***Note to expert witness***

***Please state in detail what you have observed the learner completing from the following simulated activities. Please include in detail what was observed and avoid a rewrite of the criteria itself.***

***If any of these have not been observed, it is good to state 'not observed'.***

<b>Simulated activities</b>	<b>Refer to the learner by name and state what tasks they have carried out to meet the simulated activities</b>
5.1 Identify a potential problem that may occur in a healthcare setting	
5.2 Outline problem-solving strategies	
5.3 Describe how to effectively share new ideas and concepts to solve problems	
5.4 Use an example to describe how effective communication may provide a potential solution to a problem	
6.1 Contribute to discussions with others as part of a multidisciplinary team	
6.2 Work collaboratively to select appropriate formats for written communication for different purposes	

## Change history record

Version	Description of change	Date of Issue
V1.0	First draft	August 2025