

WorldSkills UK

Health and Social Care Competition

Technical Handbook

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1. Sponsors

We would like to take this opportunity to express our gratitude and appreciation for the support and financial assistance provided by this year's competition sponsors.

- The Care Apprenticeship Board (CAB)
- The Black Country Partnership for Care (BCPC)
- JS Consultants UK Limited
- Shipley College
- South Devon College



2. WorldSkills UK

WorldSkills UK is an independent charity and a partnership between employers, education and governments. Together, they are raising standards in apprenticeships and technical education to enable more young people get the best start in work and life.

They are leading the charge to ensure that all young people have equal access to high quality apprenticeships and technical education, by:

- inspiring young people through their careers advice resources, to choose excellence through apprenticeships and technical education as a prestigious career route on their path to reaching their potential, whatever their background
- developing excellence in young people by testing and assessing their skills and knowledge against their peers through their national and international competitions programmes, improving their confidence and potential
- innovating to mainstream global excellence to help improve the standard of teaching, training and assessment through international benchmarking to help young people, employers and the UK economy succeed.

They are also part of WorldSkills International, a global movement supported by over 80 member countries, which celebrates young people achieving world-class standards in the biennial 'skills Olympics.

The following link can be used to access more information about WorldSkills UK and the work it undertakes through accessing the [WorldSkills website](#).

3. Health and Social Care sector overview

The Health and Social Care sector consists of any organisation which provides healthcare support to people, e.g. hospitals, ambulance services, and specialist support like physiotherapy, and social care support e.g. domiciliary care services, care homes with and without nursing, and supported living services.

Key points:

- the NHS employs 1.4 million people and social care 1.8 million people across England, Wales, Scotland and Northern Ireland
- together the Health and Social Care sectors employ one in ten of the working population
- there are over 350 jobs roles in the Health and Social Care sector
- there are over 100,000 vacancies at any time in the sector
- the NHS is the single biggest employer in both the UK and Europe as well as being the fifth biggest employer in the world
- nearly 1.5 million patients interact with the NHS every 24 hours
- in each of the UK countries, the social care workforce represents a large proportion of employment
- the social care workforce represents 6% of total employment and the average full-time equivalent worker generated £19,700 of value towards the economy
- the adult social care sector in the UK alone contributes £46.2 billion to the economy.

The sector is undergoing radical and rapid change, with new government initiatives giving it a higher profile than ever before. Developments in frontline Health and Social Care mean there is a demand for well-trained and multi-skilled people across a range of rewarding employment opportunities.

New career pathways are opening up in which employees are increasingly taking on new and demanding roles in environments that are continually changing.

The sector also values flexibility - it is so diverse that professionals have the ability to move around between different aspects of the sector so they are not locked into a particular job type. This makes it ideal for anyone who isn't quite sure what career path they wish to pursue and at the same time allow those individuals who are aiming for a particular job or career pathway to achieve their ambitions.

Health and Social Care professionals develop and apply a wide range of work-related skills that are highly valued by employers, which will further increase their employability, these include the ability to:

- draw together, analyse and critically evaluate information
- communicate effectively with individuals, groups and organisations
- produce accurate records and make informed decisions
- think logically and propose reasoned solutions
- put together well-judged arguments and question assumptions
- manage time, learn independently and use ICT effectively
- work as part of a team and take on responsibility
- write concisely, clearly and accurately
- interpret, use and evaluate various types of data
- relate knowledge gained to situations in Health and Social Care.

These transferable skills are applicable to a wide range of graduate careers both within and outside the Health and Social Care Sector.

4. Health and Social Care career pathways

With over 350 jobs roles in the industry, the UK Health and Social Care sector offers huge opportunities for individuals to start and progress an interesting career. The following career pathways outline the variety of opportunities for new entrants starting their careers in the sector.

a. Career Pathways in Health

The following Career frameworks for Health illustrate the range of opportunities at different points of a career.

- **Allied Health Professions (AHP) and support roles:** There are a range of Allied Health Professional (AHP) and support roles within the health sector. AHPs are essential to the Health care team, and work with patients providing treatment, and in diagnostic and rehabilitation services.
- **Health Informatics:** Health informatics is concerned with the processing of data, information and knowledge in medicine and healthcare to support delivery. There are many roles including pathways in information management, IT, knowledge management, health records and project management.
- **Public Health:** Public health roles are concerned with the prevention of disease, prolonging life and promoting health and well-being. From exercise to nutrition, these roles will support people and tackle smoking, obesity, drugs, alcohol and sexual health.
- **Administration, business support and management of health services:** Administration is a key part of the health sector. Staff support the clinical team with access to current records and organise appointments, diaries etc.

Further information about these health career frameworks can be accessed through [this link](#).

b. Career Pathways in Adult Social Care

The following Career frameworks for Adult Social Care illustrate the range of opportunities at different points of a career.

- **Direct care roles:** These roles involve working directly with a diverse range of people who need care and support in a variety of settings.
- **Management roles:** These roles involve managerial responsibility where you could be responsible for all aspects of the day-to-day operations within an assortment of care services, including recruiting and managing staff teams, managing budgets and ensuring that the quality of the services provided meets national care standards.
- **Regulated professional roles:** These roles require individuals to be registered with a regulated body to practice.
- **Other social care support roles:** These roles do not involve direct care but are vital to meeting the practical health and well-being of people who need care and support.
- **Ancillary roles:** These roles don't involve direct care but are vital to the running of an organisation.

Further information about these care career frameworks can be accessed through [this link](#).

5. Health and Social Care Competition:

Skills competitions are designed by industry experts, and assess an individual's knowledge, practical skills and employability attributes against set criteria in a competitive timed environment.

Responsibility for the overall delivery and management of this competition, the passive stages, national qualifiers and national finals rests with the Competition Organising Partner (COP), approved in this role by WorldSkills UK. The COP for the WorldSkills Health and Social Care Competition is ACTAN.

a. Competition Organising Partner (COP) - ACTAN

ACTAN is an independent charity that is focused on learning, educational and continuous professional development opportunities for the Health and Social Care Sector. We work with Sector Skills Councils, Awarding Organisations, service providers and a wide range of key sector stakeholders as a voice for:

- individuals receiving Health and Social Care support
- social care employers delivering care services
- organisations delivering Health and Social Care training and education

As the COP to WorldSkills UK, we are responsible for:

- planning and co-ordinating skills competitions
- agreeing commitments and resources
- mapping competition briefs against a range of the L3 Health & Social Care Diploma and Apprenticeship standards as well as the WorldSkills Standards Specification
- designing or identifying competition materials and resources
- facilitating opportunities for meaningful employer and key stakeholder engagement

ACTAN COP Management representatives:

- Mrs Judith Salmon
- Mr Sau Man Li

Contact details: worldskills@actan.org.uk

b. Competition overview

This competition has been designed to showcase the knowledge, skills and behaviours required to work in Health and Social Care and what it means to provide quality care.

Our competition provides a real-world environment, to stretch and challenge the capacity of students and apprentices beyond their formal learning programme.

This competition consists of:

- a passive stage, to include a self-reflective exercise and situational judgement task
- regional qualifiers, where selected competitors complete a series of exercises. Please note this will be a virtual round this year.
- a UK national final, taking place at a location to be confirmed later in the year.

Competitors will be expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control through a variety of practical exercises. These exercises have been designed to assess a contestants' critical thinking, decision making and judgement skills. In addition to these key skills sets, judges will also seek to measure a competitors' innate values, worldview and behavioural traits to establish their level of competence operating in a L3 Health and Social Care role in the UK.

Passive Stage:

- following registration, competitors will be forwarded an eligibility checklist to complete to confirm they meet the requirements to enter this year's competition
- all competitors will have a week to sign and return this form
- on return - all eligible competitors will be forwarded electronically two tasks to complete
- competitors will have one week to submit their completed tasks - late submissions will not be considered
- competitors can use the template provided or alternatively submit their responses as a Microsoft Word file

If the alternative option is taken - the responses must be clearly labelled and in line with the exercise instructions and fulfil the specified criteria

- each eligible set of tasks will be judged and marked within two weeks of the deadline for registration
- an agreed number of the highest scoring competitors will be selected to go forward to the regional qualifiers
- all competitors will be informed by e-mail as to the outcome of their passive stage submission.

Regional qualifiers:

The national qualifiers take place at venues across the UK. The venues will be located in different regions across the UK to ensure fair access for all competitors across the United Kingdom.

Competitor's selected to go forward to this year's qualifiers will be required to complete the following:

Stage 1: Situational judgement task:

- each qualifier will be forwarded this task electronically and will be required to complete and return it prior to competing in stage 2.

Stage 2: This will be a one-day event where:

- each competitor will complete 2 practical exercises each covering a different scenario
- competitors will be assessed by a panel of judges that have been selected from a range of industry, college and training provider representatives.

The judges' decisions will be moderated and quality assured by WorldSkills UK before being confirmed. Competitors who achieve the highest marks across all national qualifiers will be invited to compete at the UK Final - there is no automatic entry to the UK Final for winners of national qualifiers.

ACTAN will inform all competitors of the result of their competition following moderation of marks and will award each individual with a certificate of participation as a recognition of their achievement. They will also receive a breakdown of their competition score to promote personal and professional growth.

Materials, Equipment and competitor briefs:

- competitors must be able to access and join a Zoom call using a suitable internet accessible device
- prior to the competition date competitors will be sent two outline scenarios for background information
- on the day of competition, competitors will receive individual briefs specifying the range of tasks they need to complete for all the scenarios they received prior to the start of competition.

WorldSkills UK National Final

- each competitor will be expected to work through a number of practical exercises covering a range of scenarios
- the competitors will rotate around the exercises over the duration of the competition
- task duration varies according to the complexity of the tasks in each exercise, during which time they will be required to apply recognised Health and Social Care techniques and procedures to fulfil the briefs they are given
- the competitors will need to show knowledge of the any equipment used in these exercises and be able to follow recognised best practice for each task

- the tasks are designed to assess the knowledge and skills of a Health and Social Care worker working towards, or at, a Level 3 Health and Social Care vocational qualification
- finalists will be assessed by a panel of judges that have been selected from a range of industry, college and training provider representatives that also includes past finalists and winners
- the judges' decisions will be moderated and quality assured by WorldSkills UK before being confirmed
- after the conclusion of the competition, Gold, Silver and Bronze medallists will be announced at the World Skills UK Live medal ceremony
- each competitor that participates in the National Final will be awarded a certificate of participation as a recognition of their achievement.

Materials, Equipment and competitor briefs

- prior to the competition date all competitors will be invited to attend a training day where they will receive all the outline scenarios in preparation for the final
- competitors will be provided with competitor briefs and all the necessary resources and instructions on the days of competition to complete the required exercises
- a competition briefing and period of familiarisation will be scheduled to allow competitors to become acquainted with the competition area, materials and equipment that will be use during the competition and the tasks to be completed.

c. Competition rules

These competition specific rules should be read in conjunction with the WorldSkills UK competition rules, where applicable. The WorldSkills UK competition rules can be found on the WorldSkills UK website - in the event of a conflict, these competition-specific rules will override the rules outlined in this document.

- competitors who require any special adaptations or literacy and numeracy support must inform the Competition Management Team prior to the day of competition
- it is the competitor's responsibility to arrive on time at the event each day, late arrivals may be excluded from the competition
- competitors must dress appropriately to portray a professional image and appearance reflective of dress codes within the sector. During the final, clothing must also be appropriate for the exercises undertaken and the working environment, to include suitable footwear
- this is a closed competition and prior to the start of competition all competitors will be asked to put away their mobile phones or any other internet accessible devices e.g. smart watches, tablets laptops etc, and must not attempt to use these at any point during live competition

- during live competition, competitors must not discuss tasks with fellow competitors or communicate / seek support from their sponsors, the audience, Judges or others with regards to matters relating to the competition briefs
- for the duration of the competition, a designated breakout area will be available for competitors to use when they are not competing
- food and drinks will be available for competitors throughout the competition - any specific dietary needs or food allergies must be communicated to the Competition Management Team prior to the competition day
- during live competition all competitors must be chaperoned if they leave the designated breakout. If they have any specific requirements that are not competition related, they can discuss these with their chaperones or any member of the Competition Management Team
- in the event of a fire, accident, medical emergency or other significant event - competitors must act according to the instructions of the Competition Management Team
- during competition competitors are expected to fully comply with the host venue rules and instructions.

In-competition Rules

- when competing, competitors will be expected to communicate with any third parties and to complete a range of tasks, to include the completion of records, in English
- competitors must start and finish work when instructed by the lead judge or competition team
- competitors wishing to have a time out, or leave the competition area, while the competition is in progress must obtain permission of the Lead Judge.
- competitors may end any exercise before the competition time has elapsed but will be required to declare that they have finished to the lead judge and may not re-enter the competition area once they have left
- should a competitor feel unwell at any stage of the competition, they must make the lead Judge or a member of the Competition Management Team aware of this fact immediately
- adhering to health and safety practices is the responsibility of each competitor - Failure to do so may result in disqualification from the competition
- in the event of a dispute or disagreement - the lead judge should bring this to the attention of the Chief Competition Judge who will decide on the matter. This decision will be final and binding.

[This link](#) can be used to access a set of the WorldSkills UK Competition rules for entry.

d. Competition entry criteria

To be eligible to enter WorldSkills UK Competitions in , participants must be at least 16 years of age on 1st September 2021 and must also meet at least one of the following criteria:

- employed in the UK, having completed a relevant UK qualification in the last 12 months
- studying towards a relevant qualification in the UK, including T Levels
- working towards an apprenticeship in a relevant trade in the UK.

Additionally, for foundation skills competitions (SEND/ASL/ALN), the participant must be challenged at the level of the competition and registering organisations may be asked to provide evidence of participants' level and specific learning and support needs

Participants who fall into the following categories are not eligible to enter WorldSkills UK Competitions:

- gold medal winners cannot compete in the competition they won in any subsequent years
- squad UK and team UK members forfeit their right to participate in WorldSkills UK competitions if they sign up to join Squad UK after a squad selection event
- those who have been employed within the industry, of the chosen skill, for more than three years prior to registration, not including the period of apprenticeship.

Competitors may only enter one competition in any given competition year and Participants must have the support of their college, university, training provider and/or employer to participate.

[This link](#) can be used to access a set of the WorldSkills UK terms and conditions of entry:

e. Competition competencies required

Competition competencies - each exercise throughout the competition has been designed to test the competitor's technical ability and competence in relation to:

- work organisation and management
- communication and interpersonal skills
- problem solving, innovation, and creativity
- assessing needs and planning client care
- managing and delivering client care
- evaluating client care.

Depending on the role, you don't always need qualifications or previous work experience in the sector to get a job as a Health and Social Care professional. What's really important is having the right values, behaviours and attitudes to work effectively with people who need care and support.

The following are some examples of the values and behaviours you might need to work in Health and Social Care around which the competition exercises have been built around:

- dignity and respect
- learning and reflection - (thinking about what you do and why you do things in a certain way)
- working together
- commitment to quality care and support.

f. Competition exercises and marking guide

The competition national qualifiers and national final competitor exercises and marking guides and competitor exercises are reviewed and up-dated annually to reflect current sector specific standards, behaviours and attitudes.

Skills areas and marks vary from year to year based on the tasks and complexity of each exercise and are distributed across the six competition competencies.

g. Competition Cycle

Date	Stage
28 February – 1 st April	Registration
4 th April – 8 th April	Registration settle period and passive stage starts*
Ongoing – 29 April	Passive stage
25 th April – 24 th June	Qualifiers**
Ongoing – 1 st July	Qualifier QA
6/7 th July	Announce National Finalists
Week Beg 10 th October	Bootcamp
September – November	COP training days
November	National Finals

h. Registration

To register for the competition, please visit [this link](#).

i. Pre-competition activity

Before registering to enter students and apprentices to take part in a WorldSkills UK Competition, it can be helpful to enable them to practice, test and challenge their technical and mental skills by getting involved in pre-competition activity. [In this link](#), there is a pre-competition activity handbook available for those interested in the competition, as well as [the marking guide](#) which also gives an insight as to how tasks are scored. As well, the following activities could be used to support prospective competitors to get a feel for what will be expected of them in a WorldSkills UK Competition, whilst still in an environment with which they are familiar:

- on and off the job training and work experience
- WSUK or other externally run competitions
- internal competitions e.g. internal to an employer, specially designed competitions - using WSUK competition briefs
- local competitions e.g. in colleges and training providers.

j. Judges top tips for competitors

- Read the competitor brief and use all of the planning time to best effect
 - identify which elements you are familiar with and comfortable completing
 - determine a logical order to work through the brief
 - prepare / check any equipment or resources before starting.
- When working through the brief remember the principles of:
 - empowerment

- protection
 - prevention
 - proportionality
 - partnership
 - accountability.
- learn to manage your time effectively when completing - each exercise has a specified duration, so practice working to time and under pressure to perfect your timing
 - “get into the zone” - being in the right mental state of total focus will help competitors overcome any feelings of doubt or worry about outcomes and being distracted when competing
 - if a part of an exercise has not gone as well as you might have wanted don't worry or dwell on it - just draw a line under that aspect and focus on fulfilling other aspects of your brief.

6. Guidance for Sponsors

1. **Find your shining stars:** Use the practical guidance and tools, downloadable from the [WorldSkills UK website](#), to run competition activity as part of your teaching and learning programme.
2. **Express your interest:** Visit the WorldSkills UK website and sign up to keep informed of current developments and ongoing tips on embedding skills competitions.
3. **Be prepared to register:** Formally enter the competitions early on in the year.
4. **Support your students:** Prepare students to take part in competition by developing their technical and mental skills so they can compete at their best, there are lots of tools and resources available online to help you. With on-line qualifiers this year - providing individuals with the support and resources to enable them to compete will be invaluable.
5. **Ready, steady, compete:** If your learners have made it through the passive stage to the qualifiers, they will be competing anytime between April and June . All competitors receive certification for their achievements at the qualifiers.
6. **Finalists announced:** From July WorldSkills UK will verify the results of all the competitions and invite the highest performers from the national qualifiers to to compete in the UK national finals in November .
7. **Celebrating success:** At the Finals awards ceremony WorldSkills UK will celebrate all finalists and those that are successful will receive an award. All finalists receive certification for their achievements.