



Department
for Education



Tool 2 – Relating feedback from people who need care and support to the Professional Capabilities Framework (PCF) at ASYE level

This resource should not be used in a prescriptive way. It provides some guidance on what feedback might be required to consider practice and progress holistically against the domains of the PCF at ASYE level.

Whilst feedback should be gathered holistically, the PCF statements at ASYE level may be useful to reflect on in terms of what an NQSW may want to explore with people who need care and support. Often feedback from people who need care and support focuses on the interpersonal skills of the worker – which, while important, may not provide evidence holistically. It is important that people who need care and support are involved as partners in assessing the NQSW holistically. NQSWs and assessors should therefore obtain information that can be useful to them in considering all the domains of the PCF. This resource should assist NQSWs and assessors to ensure that they don't simply ask the same questions of everyone they gather feedback from.

Professionalism

To support the worker to reflect on their capability in terms of professionalism, they need to ensure that they have feedback from people who need care and support in relation to the following areas:

- Do I explain my role effectively?
- Do I represent social work well?
- Do I present myself effectively? – What about the way I dress? My demeanor? How reliable I am? How honest I am? How do I demonstrate respect for people?
- Do I respond appropriately to concerns about practice or procedures?

Values and ethics

To support the worker to reflect on their capability in terms of values and ethics, they need to ensure that they have feedback from people who need care and support in relation to the following areas:

- Have I involved people fully in making decisions?
- How have I demonstrated respect for people who need care and support?
- Have I focused on people's needs and views?
- Have I respected people's rights? In what ways?
- Have I discussed confidentiality and information sharing with people who need care and support? Did I do this clearly?

Diversity

To support the worker to reflect on their capability in terms of diversity, it would be useful for them to reflect on situations where there has been significant diversity between them and the people they have been supporting.. They should seek ensure that they have feedback from people who need care and support in relation to the following areas:

- Have I have respected differences between me and the people I work with?
- Have I talked to people about ways in which they might feel that they have been discriminated against? Did I explore with them what could be done about this?

Rights, justice and economic wellbeing

To support the worker to reflect on their capability in terms of rights, justice and economic wellbeing, they should ensure that they have feedback from people who need care and support in relation to the following areas:

- Have I talked to people about their rights? Have I ensured that they are fully aware of these?
- Have I discussed with people how they can be included in all aspects of our work together?
- How have I talked to people about their situations and helped them think about how they can access: education, work, housing, health services and welfare benefits, etc.

Knowledge

To support the worker to reflect on their capability in terms of knowledge, they need to ensure that they have feedback from people who need care and support in relation to the following areas:

- Have I explained processes and procedures clearly?
- How have I demonstrated that I understand people's situations and circumstances?
- Have I paid enough attention to the relationships that people who need care and support have with other people?
- How have I valued the expertise of people who need care and support?

Critical reflection and analysis

To explore their capability in terms of critical reflection and analysis, newly qualified workers need to think through:

- What feedback have I gathered?
- Why did I do it in that way?
- What have I learnt from the feedback?
- How will I use what I have learnt to improve my practice?

- What went well in gathering feedback?
- What didn't go so well?
- How might I gather feedback differently? Why?
- Are there any situations where I didn't gather feedback? Why?

Intervention and skills

To support the worker to reflect on their capability in terms of intervention and skills, they need to ensure that they have feedback from people who need care and support in relation to the following areas:

- What do the people I support think about the way that I communicate?
- How do I know that I have developed effective relationships with people?
- Do the people who need care and support feel I have understood what outcomes they wanted from our work together?
- Have I provided people who need care and support with enough information about my work?
- How do I know what people who need care and support think about the quality of the paperwork that I have shared with them?

Contexts and organisations

To support the worker to reflect on their capability in terms of contexts and organisations, they should make sure that they have feedback from people who need care and support in relation to the following areas:

- How have I worked with the other professionals involved in peoples' care and support?
- Have I explained the organisation's policy and procedures to people who need care and support clearly?
- Have I asked people feedback about the organisation?

Professional leadership

To support the worker to reflect on their capability in terms of professional leadership, they should ensure that they have feedback from people who need care and support in relation to the following areas:

- How have I assisted people who need care and support to learn?
- What have they learnt?
- Does the manner in which I work demonstrate capacity for leading practice?