



# The Care Certificate Standards





















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## Standard 6: Communication

Outcome – The learner is able to:	Assessment – The learner must:
<p>6.1 Understand the importance of effective communication at work</p>	<p>6.1a Describe the different ways that people communicate</p> <p>6.1b Describe how communication affects relationships at work</p> <p>6.1c Describe why it is important to observe and be receptive to an individual's reactions when communicating with them</p>
<p>6.2 Understand how to meet the communication and language needs, wishes and preferences of individuals</p>	<p>6.2a Describe how to establish an individual's communication and language needs, wishes and preferences</p>









## Standard 8: Fluids and



## Standard 9: Awareness of mental health, dementia and learning disability









Outcome –  
The learner is  
able to:

Assessment – The learner



## Standard 12: Basic Life Support

Outcome –  
The learner is  
able to:

Assessment – The learner must:

12.1 Provide  
basic life  
support

Be able to carry out basic life support.

Complete practical Basic Life Support Training that meets the UK Resuscitation Council guidelines.

If working with Adults in health and social care they will undertake training in adult basic life support.  
If working with Paediatric patients they will undertake training in paediatric basic life support.





Outcome –  
The learner is

## Standard 14: Handling Information

Outcome – The learner is able to:	Assessment – The learner must:
14.1 Handle information	<p>14.1a Describe the agreed ways of working and legislation regarding the recording, storing and sharing of information</p> <p>14.1b Explain why it is important to have secure systems for recording, storing and sharing information</p> <p>14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible</p> <p>14.1d Explain how, and to whom, to report if they become aware that agreed ways of working have not been followed</p>

## Standard 15: Infection prevention and control

Outcome – The learner is able to:	Assessment – The learner must:
15.1 Prevent the spread of infection	<p>15.1a Describe the main ways an infection can get into the body</p> <p>15.1b Demonstrate effective hand hygiene</p> <p>15.1c Explain how their own health or hygiene might pose a risk to the individuals they support or work with</p> <p>15.1d List common types of personal protective clothing, equipment and procedures and how and when to use them</p> <p>15.1e Explain t</p>





**INCLUSION:** ensuring that people are treated equally and fairly and are included as part of society.

**INDIVIDUAL:** This refers to any adult, child or young