



FAQ LEVEL 5 DIPLOMA IN

LEADERSHIP AND MANAGEMENT FOR ADULT CARE

EVIDENCE LOG

Qualification Numbers: **603/4684/X**

Qualification Reference: **L5DLMAC**



01530 836662



AO@futurequals.com



futurequals.com

This document is copyright under the Berne Convention. All rights are reserved. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the Copyright, Designs and Patents Act 1998, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, electrical, chemical, mechanical, optical, photocopying, recording or otherwise, without prior written permission of the copyright owner. Enquiries should be addressed to Future Awards and Qualifications.

Copyright © Future (Awards and Qualifications) Ltd 2019

Assessment Principles

1. Assessment Principles

Please refer to the FutureQuals website (<https://www.futurequals.com/>) for the current version of the Assessment Principles and the latest version of the qualification specification for any specific Assessment Principles relating to this qualification.

This page is intentionally left blank

Component 1: Leadership and management in adult care

Component Reference Number: K/617/6411

Level: 5

Credit: 4

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the application of theories of leadership and management in adult care			
1.1 Define: <ul style="list-style-type: none"> • leadership • Management 			
1.2 Research and understand key theories of leadership and management			
1.3 Evaluate how key theories of leadership and management can be applied to practice in an adult care setting			
1.4 Analyse how the values and culture of an organisation impact on the application of leadership and management models			
1.5 Analyse how conflicts between leadership and management models can be addressed			
2 Understand the effect of policy drivers on the leadership and management of adult care services			
2.1 Describe current factors that influence national policy drivers			
2.2 Evaluate the impact of national policy drivers on leadership and management in adult care services			
2.3 Analyse themes and trends impacting on the leadership and management of adult care services			

3 Understand the role of the leader or manager in adult care setting.			
3.1 Describe the skills required to be effective as a: <ul style="list-style-type: none"> • Leader • Manager in adult care 			
3.2 Explain why managers in adult social care settings utilise leadership and management skills			
3.3 Analyse the interdependencies between leadership and management			
3.4 Explain why leadership and management styles may need to be adapted to manage different situations			
3.5 Explain how to establish a culture of continual learning and development			
3.6 Describe the importance of supporting practitioners to learn from experience			
4. Generate commitment to a vision for the adult care service			
4.1 Support internal and external stakeholders to understand the vision for the service			
4.2 Communicate own ideas and enthusiasm about the service and its future confidently and in a way which engages others			
4.3 Support those who will be implementing the vision to share and own it			
4.4 Explain to stakeholders the impact a shared vision can have on the service and them			

4.5 Analyse the interaction between leadership and the values and culture of an adult care service			
4.6 Evaluate how leadership skills can influence the values of an organisation			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 2: Team leadership in adult care

Component Reference Number: M/617/6412

Level: 5

Credit: 5

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the features of team work in adult care			
1.1 Identify the characteristics of what makes a good/effective team			
1.2 Analyse the characteristics of effective teams in adult care			
1.3 Explain the stages of team development			
1.4 Evaluate the importance of team roles			
1.5 Analyse the value of using theoretical models when building teams			
1.6 Identify the challenges experienced by teams who are: <ul style="list-style-type: none"> • developing • Established 			
1.7 Explain how challenges to team performance can be overcome			
2 Provide leadership for a team in adult care			
2.1 Describe the requirements of an effective team leader in adult care			
2.2 Adapt leadership styles to reflect the stages of team development			
2.3 Explain how individuals, families and carers may be important members of the team			

2.4 Describe how individuals, families and carers can be supported as team members			
2.5 Analyse how different management styles may influence outcomes of team performance			
2.6 Develop and maintain trust and accountability within the team			
2.7 Demonstrate personal commitment and vision to the service and its values			
2.8 Develop and maintain team commitment to the service and its values			
3 Foster a values-based culture within a team			
3.1 Identify the components of a positive values-based culture within a team in adult care			
3.2 Model and promote good practice to support a positive values-based culture in a team			
3.3 Challenge discrimination and exclusion			
3.4 Develop, implement and review strategies and processes to support a positive values-based culture in a team			
3.5 Encourage creative and innovative ways of working within a team			
4 Develop a plan with team members to meet agreed objectives			
4.1 Identify potential team objectives			
4.2 Facilitate team agreement of: <ul style="list-style-type: none"> • roles • responsibilities • personal work objectives • team objectives. 			

4.3 Encourage team members to actively participate in the planning process			
4.4 Encourage team members to work creatively and innovatively to achieve agreed objectives			
4.5 Utilise the skills, interests, knowledge, expertise and development needs within the team to meet agreed			
4.6 Promote a culture of learning where teams are supported to learn from experience			
4.7 Encourage the sharing of skills and knowledge between team members			
5 Implement and review personal and team objectives			
5.1 Encourage open communication between members to support team development			
5.2 Support team members to work towards personal and team objectives			
5.3 Monitor, evaluate and recognise progress towards agreed objectives			
5.4 Provide feedback on performance to: <ul style="list-style-type: none"> • the individual • the team 			
5.5 Manage team members when performance does not meet requirement			
5.6 Identify opportunities for continuing team development			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 3: Governance of adult care

Component Reference Number: T/617/6413

Level: 5

Credit: 4

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand legislative and statutory requirements influencing practice in adult care provision			
1.1 Explain key drivers underpinning the delivery of adult care			
1.2 Analyse the effect current drivers have on the role of the manager			
1.3 Evaluate the impact of current drivers on the sector			
1.4 Analyse how legislation and policy informs person centred and outcomes based procedures and practice			
1.5 Explain how forums can highlight conflicts that may develop between statutory frameworks and the values and principles informing good practice			
2 Understand the role of governance and accountability in adult care			
2.1 Outline the governance mechanisms in an adult care organisation			
2.2 identify how government mechanisms relate to an adult care organisation as a: <ul style="list-style-type: none"> • statutory • private • voluntary • independent • organisation 			

2.3 Explain own position of accountability within the governance structure			
2.4 Explain how agreed ways of working relate to governance and accountability			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 4: Regulation and inspection for adult care

Component Reference Number: A/617/6414

Level: 5

Credit: 5

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand systems and requirements for regulation and inspection of adult care services			
1.1 Identify the services subject to registration and inspection			
1.2 Explain key drivers and legislation underpinning regulation and inspection			
1.3 Explain the standards used for regulation and inspection			
1.4 Explain the range of regulation processes that apply to services			
1.5 Describe the key areas of enquiry for inspection			
1.6 Describe the grading system available at inspection			
1.7 Explain the implications of each grade that can be awarded at an inspection on an adult care service organisation.			
1.8 Describe sources of information and support.			
1.9 Analyse how to address conflicts which may arise when different regulatory frameworks have differing requirements.			

2 Understand the remit of those involved in regulation and inspection in adult care			
2.1 2.1 Explain the key roles, remits and responsibilities of: <ul style="list-style-type: none"> • the Registered Manager • the Nominated Individual • the 'fit and proper person' • inspectors • others. 			
2.2 Explain who may hold the role of the nominated individual			
2.3 Explain how the role of the nominated individual differs from that of the registered manager.			
3 Understand the inspection process in adult care services			
3.1 Identify the information required in preparation for inspection.			
3.2 Explain who needs to be aware of and/or involved in the inspection process			
3.3 Explain sources of information and support in relation to inspection			
3.4 Explain how to prepare for inspection.			
3.5 Explain the process of inspection			
3.6 Explain ways to address the outcome and impact of an inspection			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 5: Lead and manage effective communication and information management in adult care

Component Reference Number: F/617/6415

Level: 5

Credit: 3

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand approaches to communication used in adult care			
1.1 Identify the groups and individuals Whose communication needs must be addressed			
1.2 Analyse theoretical models of communication			
1.3 Explain the importance of recognising models of communication used in the work setting and why these are important			
1.4 Analyse why different systems of communication are needed in different contexts or with different people in adult care settings			
1.5 Explain how communication underpins: <ul style="list-style-type: none"> • sustainable relationships • positive outcomes for individuals, families and carers • leadership and management of teams • conflict resolution • partnership working • information sharing 			

2 Manage communication systems that support positive outcomes in adult care			
2.1 Promote a culture of active participation that enables individuals to communicate their preferences and needs			
2.2 Explain the importance of taking into account the needs and feelings of others in all interactions			
2.3 Explain the importance of 'active listening'			
2.4 Explain how approaches to communication can benefit the delivery of information to meet different needs.			
2.5 Make communication accessible for different needs			
2.6 Use reporting and recording systems in supporting individuals to achieve positive outcomes.			
2.7 Monitor and evaluate the effectiveness of communication systems and practices utilised in own service			
3 Understand how to operate systems for information management in adult care			
3.1 Describe the features and purpose of information management systems in own setting			
3.2 Explain roles and responsibilities involved in ensuring effective communication systems			
3.3 Propose improvements to communication systems and practices			
3.4 Ensure information governance principles support the safety and security of information.			

4 Maintain security of information in adult care

4.1 Lead the implementation of systems for information management to meet legal and ethical requirements			
4.2 Facilitate practice which addresses legal and/or ethical conflicts arising when maintaining confidentiality			
4.3 Implement processes for gaining consent for the sharing of personal information from individuals accessing adult care services			
4.4 Use effective information sharing protocols between organisations to support continuity of care			
4.5 Explain how failure to share information can affect individuals accessing adult support services			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 6: Managing partnership working in adult care

Component Reference Number: J/617/6416

Level: 5

Credit: 3

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the context of partnership working in adult care services			
1.1 Identify the relationships and partnerships underpinning adult care services			
1.2 Explain how legislation and regulation influence working relationships			
1.3 Explain how relationships with individuals and carers influence person-centred practice and the achievement of positive outcomes for individuals and their families			
1.4 Analyse the benefits of networking with other agencies and community groups for: <ul style="list-style-type: none"> • individuals accessing the service • the sustainability of the organisation 			
1.5 Describe the how integrated working with other agencies delivers better outcomes for individuals and the place of systems leadership in this			

1.6 Explain the features of effective partnership working across agencies			
1.7 Explain how to overcome barriers to partnership working			
1.8 Describe own responsibilities in establishing internal and external relationships			
2 Lead relationships with individuals, carers and families in adult care			
2.1 Model open, and supportive relationships with individuals, carers and their families			
2.2 Support others to recognise the value and contribution individuals, carers and families make to co-production			
2.3 Ensure individuals and carers are aware of their statutory rights			
2.4 2.4 Implement systems that engage individuals and those important to them for: <ul style="list-style-type: none"> • day-to-day practice • decision-making • Review 			
2.5 Maintain ongoing dialogue with carers in meeting the needs of people accessing services			

3 Manage working relationships with colleagues to achieve positive outcomes in adult care Services			
3.1 Develop procedures to facilitate working relationships with colleagues in the organisation			
3.2 Develop and agree shared objectives when working with colleagues			
3.3 Implement systems and practices that allow colleagues to use their expertise			
3.4 Deal constructively with conflicts or dilemmas when working with colleagues			
3.5 Evaluate own working relationships with colleagues			
4 Partnership working with professionals in other agencies			
4.1 Negotiate with professionals in other agencies to agree: <ul style="list-style-type: none"> • objectives • roles and responsibilities • procedures • ways of working for specific tasks 			
4.2 Use agreed ways of working to carry out own role and support others to carry out their responsibilities			
4.3 Address any challenges that arise when working with professionals in other agencies			
4.4 Implement and comply with current legislation when implementing communication and recording systems for information sharing between agencies			

4.5 Challenge in ways that promote change any poor practice or failure to work in agreed ways			
4.6 Evaluate the effectiveness of partnership work and the processes which underpin it			
4.7 Seek agreement for improvements to partnership work			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 7: Managing outcomes-based person-centred practice in adult care

Component Reference Number: L/617/6417

Level: 5

Credit: 4

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand outcomes-based and person-centred practice in adult care			
1.1 Explain how the features, principles and values of outcomes -based practice and how outcomes-based practice relates to the well-being of individuals			
1.2 Explain how the features, principles and values of person-centred practice and how person-centred practice relates to choice and control			
1.3 Explain how outcomes-based practice and person-centred practice interlink to facilitate positive change for individuals			
1.4 Explain how active participation contributes to: <ul style="list-style-type: none"> • well-being • the achievement of positive outcomes 			
1.5 Explain ways of working to ensure individuals have choice and control over the outcomes they choose			
1.6 Explain how integrated service provision that crosses traditional boundaries achieves better outcomes for individuals			

2 Achieve positive outcomes for individuals through the management of person-centred practice			
2.1 Facilitate a culture that respects and considers an individual's: <ul style="list-style-type: none"> • well-being • history • preferences, wishes, needs and strengths 			
2.2 Develop and implement a plan to ensure team members have the knowledge and competence to support individuals in person-centred ways for the achievement of positive outcomes			
2.3 Manage others to work with individuals and adapt approaches in response to evolving needs and preferences			
2.4 Manage the review of individuals': <ul style="list-style-type: none"> • preferences • wishes • needs • strengths • the approaches used in their care and support 			
2.5 Manage resources in ways that: <ul style="list-style-type: none"> • support individuals to make choices and achieve positive outcomes • promote good health and healthy choices. 			
2.6 Implement systems and processes for recording the identification of and progress towards the achievement of outcomes			

2.7 Record the outcomes of the implementation of person-centred practice			
3 Lead practice to achieve healthcare outcomes			
3.1 Support others to identify and record individuals' current and emerging healthcare needs			
3.2 Maintain healthcare records in line with requirements			
3.3 Enable others to understand the importance of early identification of healthcare issues			
3.4 Implement the protocols necessary for involving healthcare professionals			
3.5 Work with healthcare professionals to ensure team members have appropriate training to carry out healthcare procedures			
3.6 Support individuals to work towards health outcomes using appropriate healthcare methods			
3.7 Ensure lines of accountability for continuing healthcare procedures are understood and agreed			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 8: Managing equality, diversity and inclusion in adult care

Component Reference Number: R/617/6418

Level: 5

Credit: 5

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the context of equality, diversity and inclusion in adult care			
1.1 Explain models of practice influencing equality, diversity and inclusion in adult care			
1.2 Explain the legal contexts underpinning: <ul style="list-style-type: none"> • equality • diversity • inclusion • The effects of discrimination and inclusion 			
1.3 Analyse the impact of legislation and policy initiatives on the promotion of equality, diversity and inclusion in adult care			
1.4 Analyse the effects of obstacles to achieving equality, diversity and inclusion			
2 Champion good practice in equality, diversity and inclusion in adult care			
2.1 Explain own role in promoting practice to champion diversity, equality and inclusion			
2.2 Describe own role in providing others with information about equality, diversity and Inclusion			

2.3 Evaluate and improve policies and practices that promote equality, diversity and inclusion			
2.4 Support others to challenge discrimination and exclusion to achieve change and promote positive outcomes			
2.5 Address ethical dilemmas that may arise in own area of responsibility when balancing individual rights and duty of care			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 9: Managing continuous improvement in adult care

Component Reference Number: Y/617/6419

Level: 5

Credit: 3

GL: 28

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand continuous improvement in practice in adult care			
1.1 Explain continuous improvement in the context of adult care services			
1.2 Explain roles and responsibilities, including own, in relation to continuous improvement			
1.3 Explain the impact of systems, processes and practice on the achievement of positive outcomes			
1.4 Explain how to act on lessons learned from incidents that have taken place			
1.5 Analyse how to use evidence-based research to identify best practice in outcomes-based and person-centred practice			
2 Develop a culture of continuous improvement in adult care			
2.1 Develop an ethos of responsibility for quality assurance within a team			
2.2 Listen and respond to the views of individuals and carers about the service provided			
2.3 Use evidence gathered to plan for improvements to systems, processes and practice			

2.4 Lead the implementation of improvements to systems, processes and practice			
2.5 Evaluate the impact of changes made as identified in quality improvement processes			
2.6 Identify and act on lessons learned from incidents that occur			
2.7 Monitor and evaluate progress towards the achievement of positive outcomes and person-centred practice			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 10: Managing professional development in adult care

Component Reference Number: L/617/6420

Level: 5

Credit: 5

GL: 28

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand professional development in adult care			
1.1 Explain the importance of continually improving own and others' knowledge and practice			
1.2 Analyse the use of models of reflective practice in adult care			
1.3 Analyse the mechanisms and resources that support learning and development in adult care			
1.4 Explain how to overcome barriers and constraints to professional development in adult care settings			
1.5 Explain the different sources and systems of support available for professional development			
1.6 Explain factors to consider when selecting and commissioning activities for continuous professional development			
2 Understand how to manage professional development in adult care			
2.1 Explain own responsibility for identifying learning opportunities to meet own and others' development objectives			
2.2 Describe how to ensure a culture where new learning can be applied to practice			

2.3 Evaluate the impact of learning transfer			
2.4 Evaluate the importance of a professional development plan			
3. Understand the importance of literacy, numeracy and digital skills in adult care			
3.1 Explain the importance of literacy, numeracy and digital skills in all areas of adult social care provision			
3.2 Explain how to support others to assess their level of literacy, numeracy and digital skills in relation to their work			
3.3 Explain how to access support for further development of literacy, numeracy and digital skills			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 11: Supervision and performance management in adult care

Component Reference Number: R/617/6421

Level: 5

Credit: 5

GL: 26

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Understand the principles of professional supervision in adult care			
1.1 Explain the principles, scope and purpose of professional supervision			
1.2 Analyse theories and models of supervision			
1.3 Explain how the requirements of legislation, codes of practice and agreed ways of working influence supervision			
1.4 Explain how findings from research, critical reviews and inquiries can be used within supervision			
1.5 Analyse how professional supervision can protect: <ul style="list-style-type: none"> • the supervisor • the supervisee • individuals, carers and families 			
1.6 Analyse why a 'performance management cycle' model is used			
1.7 Explain how performance indicators can be used to measure practice			
2 Prepare for professional supervision in adult care			
2.1 Establish agreement with the supervisee on key areas relating to supervision			
2.2 Analyse information from different perspectives to build an evidence-based understanding of the supervisee's performance			

2.3 Support a supervisee to identify their own development needs			
3 Facilitate the supervision process in adult care			
3.1 Support supervisee to reflect on their practice using: <ul style="list-style-type: none"> the range of information available their own insights 			
3.2 Support the supervisee(s) to explore methods of addressing challenging situations in their work			
3.3 Provide constructive feedback that can be used to improve performance			
3.4 Record agreed supervision decisions			
3.5 Address issues which can result in a power imbalance in professional supervision			
3.6 Adapt approaches to supervision in response to feedback from the supervisee(s) and others			
4 Understand how to address performance management and related issues			
4.1 Explain how supervision can be used to inform performance management			
4.2 Explain the organisation's procedures for addressing conduct and performance issues			
4.3 Explain the learner's role in: <ul style="list-style-type: none"> procedures for addressing conduct and performance issues grievance procedures 			
4.4 Explain how to review and revise targets to meet objectives of the work setting and the supervisee			

4.5 Evaluate the use of conflict resolution models to address challenges identified during supervision			
4.6 Describe how appraisal processes can be used with supervision to manage and improve performance			
4.7 Explain the organisation's disciplinary and grievance procedures			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 12: Resource management in adult care

Component Reference Number: Y/617/6422

Level: 5

Credit: 5

GL: 25

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand principles for effective resource management in adult care			
1.1 Explain the impact of national and local strategies and priorities on resource planning in relation to: <ul style="list-style-type: none"> • financial resources • physical resources • human resources 			
1.2 Identify emerging issues that are likely to impact on service provision			
1.3 Explain the impact of emerging issues on resource planning and management			
1.4 Explain the importance of accurately forecasting resource requirements			
1.5 Analyse the value of using assets and resources outside traditional services and in the community			
1.6 Evaluate the place of technology as a resource in service delivery and service management			
1.7 Explain the meaning of sustainability in relation to resource management in adult care			
1.8 Identify roles, responsibilities and accountabilities for resource management within the organisation			

2 Understand the principles of human resource management in adult care			
2.1 Identify roles and responsibilities in relation to human resource management in the organisation			
2.2 Explain factors and approaches used to improve recruitment and retention of adult care staff			
2.3 Describe the recruitment, selection and induction processes in the organisation and your own role in them			
2.4 Explain the importance of ensuring employment practices are free from discrimination and harassment			
2.5 Describe how to identify the numbers and pattern of staffing required to provide a person-centred, outcomes-based service			
2.6 Explain how to manage and adjust staffing patterns to meet emerging needs			
3 Understand finance management in adult care			
3.1 Explain own responsibility and accountability for financial management			
3.2 Describe the finance management systems within own organisation			
3.3 Explain the sources of funding that are used to construct the budget in own area of responsibility			

4 Understand performance management of the adult care service

4.1 Explain how to capture and analyse data and information from different sources to understand performance of own service

4.2 Explain how the information collected can inform improvements to services and resource management

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 13: Managing safeguarding and protection in adult care

Component Reference Number: D/617/6423

Level: 5

Credit: 5

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand requirements for the safeguarding of vulnerable adults			
1.1 Explain legislative requirements underpinning the safeguarding of vulnerable adults			
1.2 Analyse how national and local guidelines, policies and procedures for safeguarding affect: <ul style="list-style-type: none"> • day-to-day work with individuals • the managers' responsibilities towards individuals, their families and carers as well as team members 			
1.3 Explain the legal provisions in relation to whistleblowing			
1.4 Describe the importance of respecting confidentiality whilst ensuring protection and well-being			
1.5 Describe signs, symptoms and behaviours that may raise concerns about safety			
1.6 Explain the procedures that should be followed if concerns about safety are suspected			
1.7 Identify the role of different agencies in the safeguarding of individuals			

2 Lead the implementation of policies and procedures to support safeguarding of vulnerable adults			
2.1 Ensure that all workplace Systems, processes, policies and procedures comply with legal requirements			
2.2 Support team members to develop the knowledge and skills they need to safeguard vulnerable adults			
2.3 Review and revise policies and procedures to ensure continuous improvement to include: <ul style="list-style-type: none"> • the views of vulnerable adults and those who are important to them • current guidance arising from serious case reviews • support systems for staff and others <ul style="list-style-type: none"> • liaison with external organisations 			
2.4 Follow agreed protocols when participating in inter-agency working in order to protect vulnerable adults			
3 Manage the safeguarding of children and young people encountered in an adult care service			
3.1 Explain local systems for safeguarding children and young people and the manager's responsibilities			
3.2 Support team members to understand why everyone has a responsibility to act on concerns about the abuse of a child or young person.			
3.3 Explain the actions to take if a concern, disclosure or allegation arises			
3.4 Explain the rights that children, young people and their families have where harm or abuse is suspected or alleged.			

4 Understand the use and impact of restrictive practices			
4.1 Define: <ul style="list-style-type: none"> • 'restrictive practices' • 'restraint' • 'hidden restraint' 			
4.2 Analyse the impact of restrictive practices on: <ul style="list-style-type: none"> • safety • dignity • relationships • Well-being. 			
4.3 Describe how the use of restrictive practices can be reduced through person-centred practice and accurate assessment			
4.4 Explain organisational requirements and legal implications relating to restrictive practices, including their use as a last resort			

Learner declaration of authenticity:
 I declare that the work presented for this component is entirely my own work.

Learner signature: _____ Date: _____

Assessor sign off on completed component:
 I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name: _____

Signature: _____ Date: _____

Component 14: Managing health and safety in adult care

Component Reference Number: H/617/6424

Level: 5

Credit: 3

GL: 19

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand how to lead the implementation of health and safety policies and practice in adult care			
1.1 Explain the legislative and policy framework underpinning health and safety in adult care settings			
1.2 Analyse how policies, procedures and practices in own setting meet health and safety management requirements			
1.3 Analyse how health and safety requirements impact on practitioners in the adult care workplace			
1.4 Explain health and safety responsibilities in adult care			
1.5 Explain the actions to take when health and safety procedures and practices are not being complied with			
1.6 Demonstrate compliance with legislative and organisational health and safety policies, practices and procedures in your workplace			

2 Lead the implementation of health and safety policy and practice in adult care

2.1 Demonstrate compliance with health and safety policies and procedures			
2.2 Support others to comply with legislative and organisational health and safety policies, procedures and practices			
2.3 Ensure others are aware of action taken if procedures and practices are not complied with			
2.4 Carry out monitoring and review of health and safety in the workplace			
2.5 Evaluate and improve health and safety policies, procedures and practices			
2.6 Complete records and reports on health and safety issues according to agreed ways of working			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 15: Risk-taking and risk management in adult care

Component Reference Number:

Level: 5

Credit: 4

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand positive risk-taking in adult care			
1.1 Explain how the achievement of positive outcomes for individuals is influenced by risk-taking			
1.2 Analyse the impact a risk-averse culture has on person-centred practice and an individual's well-being			
1.3 Explain how supporting others to balance risks and rights informs practice			
1.4 Explain how the effectiveness of policies and procedures for positive risk taking can be evaluated formally			
1.5 Define the values, principles and standards that need to be considered in developing a model risk-taking policy			
2 Understand mental capacity and consent in relation to adult care			
2.1 Analyse how consent , risk management and safeguarding are interlinked			
2.2 Explain how key provisions of legislation regarding mental capacity relates to the service			
2.3 Describe the support available when mental capacity needs to be assessed			

2.4 Explain the systems that support individuals to give informed consent			
2.5 Explain ways to address situations where consent cannot be given			
2.6 Explain the role of advocacy in relation to mental capacity and consent			
3 Lead the implementation of policies, procedures and practices to manage risk in adult care			
3.1 Contribute to the development of policies, procedures and practices to manage risk			
3.2 Work with individuals and others to manage risks and issues			
3.3 Balance the management of risks with an individual's rights and duty of care of the organisation			
3.4 Manage and support others to balance individual's rights and choices with delivering duty of care of the organisation			
3.5 Evaluate own practice in promoting a balanced approach to risk taking and risk management			
3.6 Recommend changes to risk management policies, procedures and practices following evaluation			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 16: Managing concerns and complaints in adult care

Component Reference Number: M/617/6426

Level: 5

Credit: 5

GL: 18

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the management of concerns and complaints in adult care			
1.1 Analyse the links between: <ul style="list-style-type: none"> • the management of concerns/complaints • risk management • Safeguarding 			
1.2 Explain requirements underpinning the management of concerns and complaints			
1.3 Explain why individuals accessing services may be reluctant to raise concerns or make complaints			
1.4 Explain how to support individuals to raise concerns and complaints			
1.5 Describe attitudes and approaches that encourage continuous improvement of the service through concerns and complaints raised.			
1.6 Explain the organisational system used to ensure concerns and complaints are addressed effectively			
2 Lead practice to address concerns and complaints			
2.1 Support team members understand systems and procedures in relation to concerns and complaints			
2.2 Ensure information and support to enable those using services and their carers to raise concerns and make complaints			

2.3 Implement systems and procedures to address and respond to concerns and complaints within agreed timeframes			
2.4 Use outcomes from concern and complaint investigations to improve the service			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 17: Manage self for leadership in adult care

Component Reference Number: T/617/6427

Level: 5

Credit: 3

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the importance of self-awareness			
1.1 Explain how working practice is affected by: <ul style="list-style-type: none"> • own values • belief systems • Experiences 			
1.2 Explain how own emotions affect own and others' behaviour			
1.3 Evaluate strategies for remaining aware of your own stress levels and for maintaining well-being			
1.4 Explain how feedback and reflective practice can increase own self-awareness			
2 Manage own behaviour			
2.1 Demonstrate a high standard of personal integrity through own practice			
2.2 Manage own emotions when interacting with others			
2.3 Use the results of feedback to adapt actions and behaviour			
2.4 Adapt communication in response to the emotional context and communication style of others			

2.5 Reinforce the vision and values of the service through own words and actions			
2.6 Challenge views, actions, systems and routines conflicting with the vision and values of the service.			
3 Prioritise and manage own workload			
3.1 Use strategies and tools to identify priorities for work			
3.2 Plan ways to meet responsibilities and organisational priorities in order to maintain well-being			
3.3 Use digital technology to improve efficiency			
3.4 Delegate responsibilities appropriately to others			
3.5 Revise plans to take account of changing circumstances			
4 Undertake professional development			
4.1 Evaluate own knowledge and performance against: <ul style="list-style-type: none"> • standards and benchmarks • feedback from others 			
4.2 Produce a plan to prioritise and meet development goals and targets			
4.3 Use learning opportunities to meet objectives, reflecting own learning style			
4.4 Establish a process to evaluate the effectiveness of own professional development plan			

<p>4.5 Evaluate how own practice has been improved through:</p> <ul style="list-style-type: none"> • reflection on feedback from others • reflection on failures and mistakes, successes and achievements <p>implementation of the professional development plan</p>			
--	--	--	--

Learner declaration of authenticity:
 I declare that the work presented for this component is entirely my own work.

Learner signature: _____ Date: _____

Assessor sign off on completed component:
 I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name: _____

Signature: _____ Date: _____

Component 18: Decision-making in adult care

Component Reference Number: A/617/6428

Level: 5

Credit: 3

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand decision-making in adult care			
1.1 Describe range of purposes and situations where decisions need to be made as a manager in adult care			
1.2 Identify the stakeholders who need to be communicated with and informed of decisions			
1.3 Explain the purposes and benefits of: <ul style="list-style-type: none"> • engaging with individuals and others during the decision-making process respecting individuals and others' contributions during the decision-making process			
1.4 Explain the stages of the formal and informal decision-making process			
1.5 Evaluate the role of evidence-based decisions in improving quality			
1.6 Explain the relationship between: <ul style="list-style-type: none"> • data • information • Intelligence 			
1.7 Explain how to research information to be used to inform decision-making.			
1.8 Explain how to analyse and use data to ensure decisions are evidence			

based			
1.9 Explain the importance of reviewing decisions made and the decision-making process			
2 Carry out effective decision making in adult care			
2.1 Research relevant and accurate information to support decision-making			
2.2 Engage others in the decision-making process			
2.3 Structure information in a logical and meaningful way			
2.4 Review all available information to make a valid decision			
2.5 Present conclusions and rationale persuasively to stakeholders to gain support			
2.6 Review the decision-making process including: <ul style="list-style-type: none"> • own research and thought processes • contributions made by others • The impact of decisions made 			
2.7 Record and disseminate learning points to inform decision-making in the service			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 19: Entrepreneurial skills in adult care

Component Reference Number: F/617/6429

Level: 5

Credit: 3

GL: 24

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the adult care services market			
1.1 Explain how services are: <ul style="list-style-type: none"> • commissioned • procured • Funded 			
1.2 Analyse how own service relates to the wider market			
1.3 Analyse current drivers shaping: <ul style="list-style-type: none"> • adult care • funding mechanisms • related services 			
1.4 Explain how to identify new trends and gaps in current market provision in adult social care			
1.5 Explain how to evaluate if new trends and gaps in current market provision might be incorporated into own service			
1.6 Evaluate ways of increasing own market share			
2 Understand the role of an entrepreneurial culture in adult care			
2.1 Evaluate the importance of entrepreneurial skills in meeting future demand for adult care services			
2.2 Explain how to create an entrepreneurial culture in your organisation			

2.3 Describe methods of sustaining growth and development in market provision			
2.4 Explain the process of service commissioning, procurement and funding			
3 Lead the implementation of an entrepreneurial culture in adult care			
3.1 Recognise aspects of the organisation that are no longer effective in providing a person-centred service			
3.2 Work with others to identify innovative ways of growth to meet the wider market			
3.3 Identify opportunities for growth and development or redesign as a service and a business in consultation with others			
3.4 Maintain a culture that supports innovation, change and growth in relation to service provision			
3.5 Support others to recognise the resources available in the expertise of those using or working in the service			
3.6 Develop a sustainable plan for business development or redesign			
3.7 Work with others to implement the plan for business redesign			
3.8 Manage the impact of business redesign on others			
3.9 Develop systems to monitor the impact of the business redesign			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 20: Innovation and change in adult care

Component Reference Number: T/617/6430

Level: 5

Credit: 3

GL: 20

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand how to develop a vision for the future of the adult care service			
1.1 Describe own role within the wider organisation in relation to developing a vision for the service			
1.2 Explain ways of engaging with colleagues and others about the future of the service			
1.3 Analyse factors impacting on service provision and the wider organisation			
1.4 Explain how to use available evidence to formulate options for the future of the service.			
1.5 Explain how to use evidence to develop a vision which is bold, innovative and represents the service's core values			
1.6 Identify what should be included in a vision statement			
1.7 Describe how to express the vision in a way which engages and inspires others			
1.8 Explain how to review and monitor developments within the adult care system to ensure the vision continues to be compatible, appropriate and effective.			

2 Understand principles of change management in adult care

2.1 Identify the impact of the changing nature of adult social care on your role as a manager			
2.2 Critically evaluate theories and models of good practice relating to change management			
2.3 Explain how change management tools and techniques can support innovation and business development			
2.4 Describe the importance of partnership working when managing change processes			
2.5 Explain how to evaluate and review the impact of changes that have been introduced			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off on completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Level 5: Diploma in Leadership and Management for Adult Care

Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
K/617/6411	Leadership and management in adult care						
M/617/6412	Team leadership in adult care						
T/617/6413	Governance of adult care						
A/617/6414	Regulation and inspection for adult care						
F/617/6415	Lead and manage effective communication and information management in adult care						
J/617/6416	Managing partnership working in adult care						
L/617/6417	Managing outcomes-based person-centred						

	practice in adult care						
R/617/6418	Managing equality, diversity and inclusion in adult care						
Y/617/6419	Managing continuous improvement in adult care						
L/617/6420	Managing professional development in adult care						
R/617/6421	Supervision and performance management in adult care						
Y/617/6422	Resource management in adult care						
D/617/6423	Managing safeguarding and protection in adult care						
H/617/6424	Managing health and safety in adult care						
K/617/6425	Risk-taking and risk management in adult care						
M/617/6426	Managing concerns and complaints in adult care						
T/617/6427	Manage self for leadership in adult care						
A/617/6428	Decision-making in adult care						
F/617/6429	Entrepreneurial skills in						

	adult care						
T/617/6430	Innovation and change in adult care						

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

This page is intentionally left blank



FAQ LEVEL 5 DIPLOMA IN
LEADERSHIP AND MANAGEMENT
FOR ADULT CARE



FutureQuals[®]



01530 836662



AO@futurequals.com



futurequals.com