



Validation of Skill Set for Wales Nursing or Maternity Support Worker

Guidance for Managers

We recognise that our Health Care Support Workers (HCSWs) are an essential part of healthcare delivery and they are often the staff member that spends the most time with patients. We know staff will have a mixture of feelings and lots of questions about the process, so as a manager your role is key in emphasising that we are committed to supporting them by providing as much information as we can, and by helping them with any questions.

This document will explain the step-by-step process for you to support staff through the Validation of Skill Set Process that will inform the service of those HCSWs who have the skills required to practice as either a:

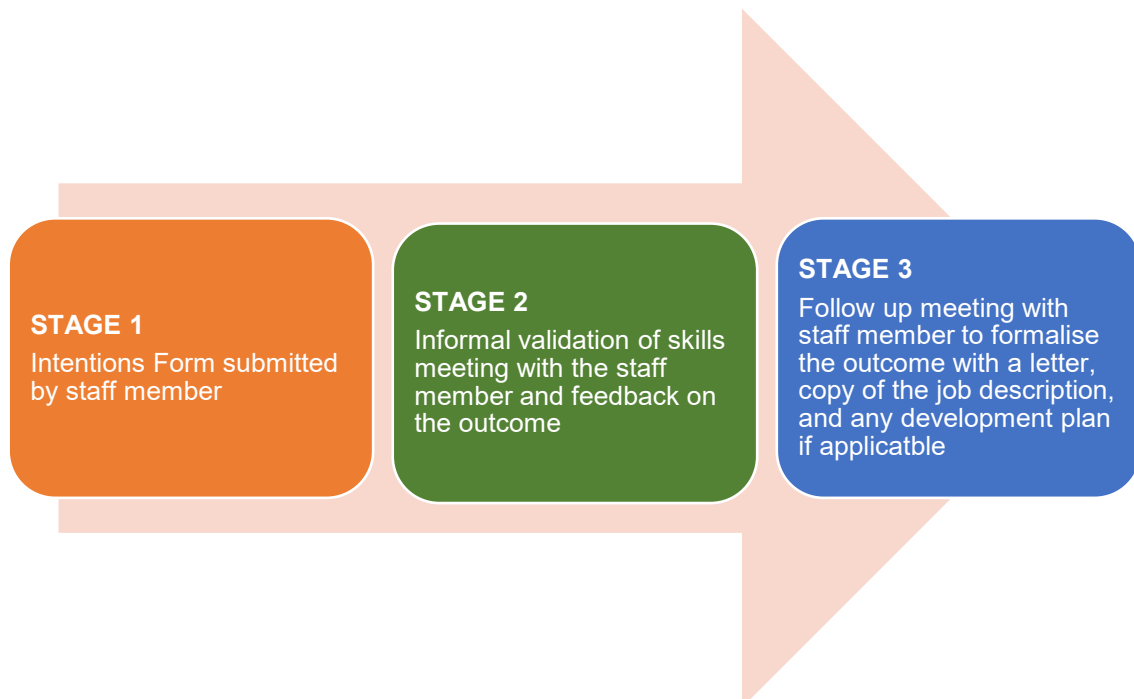
*Band 2 Health Care Support Worker

or

*Band 3 Nursing/Maternity Support worker.

*(Please note, depending on the area of practice, job titles may vary (appendix 1))

The diagram below describes the Validation Process:



STAGE 1 – INTENTION FORMS

Eligible staff will have completed an 'Intention Form' (appendix 2) detailing whether they want a Validation of Skill Set Process to take place in order to determine their skills to work as either a Band 3 or Band 2 role (*job description and title dependent on area of practice*).

1.1 Staff NOT wishing to be considered for the Band 3 role

If the staff member does not wish to be considered for the Band 3 role, you will need to arrange to meet with them to give them the relevant All Wales Band 2 Job Description and Person Specification.

You will need to explain the new job description so that the staff member understands that the role is focussed on personal care.

During the implementation of this exercise, staff wishing to remain on the Band 2 role will not be disadvantaged as a result of their choice. Whilst the organisation may need to consider operational delivery and local circumstances, those wishing to remain as a Band 2 are not expected to move work area as a result.

This will end the process for these staff, and the decision will be recorded centrally

1.2 Staff wishing to progress to the Band 3 role

During the implementation of this exercise, staff wishing to progress to a Band 3 role will not be disadvantaged as a result of their choice. Whilst the organisation may need to consider operational delivery and local circumstances, those wishing to progress as a Band 3 are not expected to move work area as a result.

Move to Stage 2

STAGE 2 – INFORMAL VALIDATION OF SKILL SET PROCESS

Steps	Process
1	You will be allocated a list of staff who have confirmed that they wish to progress through the Validation Process. The Validation of Skill Set Form (appendix 3) should be used for each staff member in conjunction with the respective All Wales Band 3 Job Description and Person Specification that you have identified for the role. This maybe a paper or online form. The validation process should be completed by the date indicated to you by your Head of Nursing/Midwifery (where this may not be feasible, please link with the Human Resources representative for further advice).
2	As the manager, you may also be supported to undertake the validation process by a member of your Professional Development Team or Corporate Nursing Team. Their role (Practice Development or Corporate Nursing Team) is to observe a random selection of meetings that are taking place – this is to support consistency and to ensure the validation framework is being applied correctly across teams.
3	Staff briefing on the process You will need to speak to each staff member on your list to explain the process. This can be done on an individual basis or as a group. To minimise any staff concerns it is important that you confirm the staff member/s has had a copy of the <i>Guidance for Staff</i> and a copy of the relevant <i>All Wales Job Description</i> identified for the role. This is a good opportunity to reassure staff and answer any questions, or to get back to them if you need to clarify any of the questions that arise. Please reassure the staff member that the validation of skills process isn't validating an exhaustive list clinical duties within the job description as this will vary depending on the area of practice. *It is also important that you recognise that some of the clinical care duties within the All-Wales Job Descriptions are developmental. For example, undertaking simple wound care, removal of a urinary catheter, recording an ECG. If these duties are relevant for the role, development of these skills can be mutually agreed as part of a development plan aligned to their PADR and will therefore not form part of the validation criteria to move to a Band 3. The <i>Guidance for Staff</i> gives examples of what the staff member can bring along to the meeting which will help illustrate the skills that they have. These could be Clinical Induction booklets when they started as a HCSW or local competency booklets which will have been undertaken as part of their training and development. *It is important to note that whilst this information is helpful for the validation process, it is not being used to provide evidence that the staff member has been performing the clinical duties.

During the staff briefing it is important to explain to staff members that an individual meeting will also be arranged to go through the Validation of Skill Set Form. The staff member should be advised that they can bring along their Trade Union representative if they wish.

They should also be made aware that a Practice Development Nurse/Midwife may also be involved in this meeting which is purely to ensure we are consistent with the process across the organisation.

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At the Validation of Skill Set meeting

The meeting should be informal, enabling the staff member to talk through and complete the questions on the form. This is also an opportunity to reinforce the value of everyone's skills in delivering quality patient care.

The focus of the discussion is capturing examples of core clinical duties the staff member is undertaking. These may vary depending on the area of practice, so the job description is a good reference to help this discussion.

If the staff member has brought along information such as training records or competency booklets, this will help you capture the level of knowledge, training and experience the staff member has on the Validation tool and will help inform you about any staff training and development needs.

If this evidence isn't readily available, you can discuss with the staff member how you can support them to develop this evidence as part of their ongoing development plan which will be aligned to their annual PADR. This is important as we need to ensure staff are appropriately trained, supported and regularly updated to enable them to perform their roles.

Any new clinical duties that are identified as relevant within the job description should be discussed, and a development plan mutually agreed. **These do not form part of the validation criteria to move to a Band 3.**

Concluding the validation of skill set meeting

The meeting will conclude with the manager thanking the staff member for their contribution and giving feedback on the outcome.

1 of 3 potential outcomes are identified on the Validation of Skill Set form:

FULLY MEETS VALIDATION CRITERIA	MEETS VALIDATION CRITERIA TO SOME EXTENT	DOES NOT MEET VALIDATION CRITERIA
The HCSW has been undertaking a range of limited clinical duties relevant to the Band 3 role and	The HCSW has been undertaking a range of limited clinical care duties relevant to the Band 3 role however	The HCSW does not have evidence of undertaking a range of limited clinical care duties relevant to the Band 3 role

Has equivalent relevant experience which can be demonstrated by evidence of work-based competency relevant to the Band 3 role and / or has a relevant Level 3 Vocational Qualification	The HCSW worker carrying out these duties requires support to evidence work-based competency	
May require a mutually agreed development plan to achieve additional clinical skills required for the role and a relevant Level 3 vocational qualification or equivalent	In partnership with job holder support the HCSW to develop evidence of work-based competency for which they have been undertaking May also require a mutually agreed development plan to achieve additional clinical skills required for the role and a relevant Level 3 vocational qualification or equivalent	Explore if a relevant career development could be mutually agreed as an option
Transition to Band 3 Wales Nursing Support Worker with Wales Band 3 Job Description	Transition to Band 3 Wales Nursing Support Worker with Band 3 Job Description	Remain as Band 2 Wales Health Care Support Worker and transition onto Wales Band 2 Job Description

The staff member is advised that a follow up meeting will be arranged as soon as possible, no later than 14 days to formalise the outcome with a letter, copy of the Band 3 job description, and any development plan if applicable.

STAGE 3 – FOLLOW UP OUTCOME MEETING

A meeting with the staff member is arranged at a mutually agreed time during working hours, to formalise the outcome with a letter, copy of the job description and any development plan if applicable.

This meeting will happen as soon as possible but no later than 14 days after the Validation meeting.

You should ensure that each staff member is advised that they are welcome to invite their Trade Union Representative or a colleague to attend this meeting.

3.1 **Fully meets validation criteria**

1. The manager provides a letter formalising the outcome and provides the relevant All Wales Band 3 job description required for the role.
2. For all staff achieving this outcome, the manager will still need to determine if a development plan is required to achieve any additional clinical skills specific to the role. A development plan is mutually agreed at this meeting which will be aligned to their annual PADR. This may also include support to undertake a relevant Level 3 vocational qualification if appropriate.
3. The outcome will need to be reported to your line manager and recorded centrally.

3.2 **Meets the validation criteria to some extent**

1. The manager provides a letter formalising the outcome and provides the relevant All Wales Band 3 job description required for the role.
2. For all staff achieving this outcome, the manager acknowledges they have been carrying out core clinical duties however they discuss how they will support the staff member to evidence work-based competency in the form of a development plan aligned to their annual PADR.
3. In addition, there may be a need to agree a development plan to achieve competencies for any new clinical skills specific to the role. This may also include support to undertake a relevant Level 3 vocational qualification if appropriate.
4. The outcome will need to be reported to your line manager and recorded centrally.

3.3 **Does not meet validation criteria**

1. The manager provides a letter formalising the outcome and provides the relevant All Wales Band 2 job description required for the role.
2. Confirmation is given that the employee will remain as a Band 2 Healthcare Support Worker and transition onto the relevant All Wales Band 2 job description and person specification required for the role.
3. The manager explores if a relevant career development could be mutually agreed as an option which is aligned to their PADR.

4. The outcome will need to be reported to your line manager and recorded centrally.
5. The manager advises the employee of the appeals process.

Appeals process

Staff that have not sufficiently demonstrated the required competencies to be up banded to the Band 3 role may appeal this decision in writing to the relevant Head of Nursing/Midwifery within 21 days of confirmation of the formal outcome which will be provided to you in writing.

An independent reviewer from the Service Group/Directorate will be nominated to review the case in conjunction with a manager from a different Division and will communicate the outcome of the Appeal in writing to the member of staff within 10 days. The Corporate Nursing team may also support this process if required.

HR contact information also include Trade Union representatives/corporate nursing colleagues

Insert HR Contact here

Appendix 1 - Job Titles

To reduce confusion 3 core titles have been agreed by the Wales Executive Directors of Nursing and Midwifery to help distinguish nursing from midwifery roles, and personal care being defined by the Band 2 role, and limited clinical care duties being within the remit of the Band 3 role. The practice area is denoted after the title.

Band 2	Band 3
Wales Health Care Support Worker (<i>practice area</i>)	Wales Nursing Support Worker (<i>practice area</i>)
	Wales Maternity Support Worker

All Wales Job Descriptions are available dependent on the area of practice:

Band 2	Band 3
Health Care Support Worker	Nursing Support Worker
Health Care Support Worker (<i>Critical Care</i>)	Nursing Support Worker (<i>Critical Care</i>)
Health Care Support Worker (<i>Outpatients</i>)	Nursing Support Worker (<i>Outpatients</i>)
Health Care Support Worker (<i>Mental Health</i>)	Nursing Support Worker (<i>Mental Health</i>)
Health Care Support Worker (<i>Children's</i>)	Nursing Support Worker (<i>Learning Disabilities</i>)
Health Care Support Worker (<i>Theatre</i>)	Nursing Support Worker (<i>Children's</i>)
	Nursing Support Worker (<i>Theatre</i>)
	Nursing Support Worker (<i>Community</i>)
	Nursing Support Worker (<i>Children's Community</i>)
Health Care Support Worker (<i>Neonatal</i>)	Nursing Support Worker (<i>Neonatal</i>)
Health Care Support Worker (<i>Maternity</i>)	Maternity Support Worker

Appendix 2 – Intentions Form

Intentions Form

Service Group	
Ward/Dept	
Full Name	
Employee Number	
Line Manager name	

I confirm that I am currently employed as a Band 2 HCSW. Please accept this form as confirmation that -

1	I wish to work to the new HCSW Job Description – Band 2	
2	I wish to progress to the Nursing or Maternity Support Worker Job Description – Band 3	

Signed	
Date	

Appendix 3 – Validation of Skill Set Form



Validation of Skill Set
Wales Nursing or Mat