Table 4  Summary of QAA benchmark statements for health care programmes

**Expectations of the health professional in providing patient/client services**

Professional autonomy and accountability
- Maintain standards of professional and statutory regulatory bodies
- Adhere to relevant codes of conduct
- Understand legal and ethical responsibilities of professional practice
- Maintain principles and practice of confidentiality
- Practice in accordance with current legislation
- Exercise professional duty of care
- Recognise obligation to maintain fitness for practice and need for continuing professional development
- Contribute to the development and dissemination of evidence based practice
- Uphold the principles and practice of clinical governance

Professional relationships
- Participate in inter-professional and multi-agency approaches to health and social care
- Recognise professional scope of practice
- Work where appropriate with other health and social care professionals and support staff, patients and relevant others
- Maintain relationships which are culturally sensitive

Personal and professional skills
- Demonstrate ability to deliver quality patient centred care
- Practice in an anti-discriminatory, anti-oppressive manner
- Draw upon appropriate knowledge and skills to make professional judgement, recognising the limits of their own practice
Communicate effectively with others when providing care

Assist other health care professionals and support workers

Prioritise workload and manage time effectively

Engage in self directed learning that promotes professional development

Practice with an appropriate degree of self protection

Contribute to the well-being and safety of all people in the workplace.

Professional and employer context

Understand role within health and social care services

Demonstrate understanding of government policies for the provision of health and social care

Take responsibility for own professional development

Recognise value of research and other scholarly activity

**The application of practice in securing, maintaining or improving health and well-being**

Identification and assessment of health and social care needs

Gather information from wide range of sources

Systematic approaches to analysing and evaluating information

Effective communication

Use of a range of assessment techniques

Context of practitioners assessment in total healthcare package through multidisciplinary communication

Formulation of plans and strategies for meeting health and social care needs

Work with patient and relevant others to plan a range of activities

Plan care in context of holistic health management

Use reasoning, problem solving skills to make judgements
Formulate specific management plans
Record professional judgements and decisions
Synthesise theory and practice

Practice
Conduct appropriate activity skilfully
Contribute to the promotion of social inclusion
Monitor ongoing effectiveness of planned activity
Involve the patient and appropriate others in planning care
Maintain records appropriately
Educate others
Recognise opportunities to influence health and social policy

Evaluation
Measure and evaluate critically the outcome of professional activity
Reflect on and review practice
Participate in audit
Contribute to risk management activity

Knowledge, understanding and skills that underpin the education and training of health care professionals

Knowledge and understanding
Structure and function of the human body
Health and social care philosophy and policy
Social and psychological sciences
Health promotion and education
Legislation and professional statutory codes

Skills
Information gathering

Problem solving

Communication

Numeracy

Information technology