

Appendix I

HEALTHCARE SUPPORT WORKERS IN SCOTLAND MANDATORY INDUCTION STANDARDS

(Scottish Government 2009). Link [here](#).

Knowledge and Skills Framework core dimension	Public protection standard statements
Health safety and security	<ul style="list-style-type: none">+ Protecting the public for harm and abuse+ Being fit (healthy) to work+ Maintaining health and safety at work+ Assessing risks at work+ Reporting incidents at work
Communication	<ul style="list-style-type: none">+ Working within confidentiality guidelines
Personal and people development	<ul style="list-style-type: none">+ Developing your knowledge and practice+ Reviewing your working practice to improve your knowledge
Quality	<ul style="list-style-type: none">+ Contributing to teamwork+ Building “customer” relationships+ Managing yourself as a resource+ Working within your own limits
Equality and diversity	<ul style="list-style-type: none">+ Working in line with the equality, diversity, rights and responsibilities of people+ “Whistle-blowing” in cases of harm and abuse