
Overview

This standard outlines the requirements for supporting and protecting the rights of individuals. It includes supporting individuals to exercise their rights and respect the rights of others, fostering a rights-based culture that values equality, diversity, and inclusion. It also highlights the importance of actions that promote trust and confidence in upholding these rights.

Performance criteria

You must be able to:

1. support individuals to understand and express their rights, values, culture, spirituality and preferences
2. ensure individuals have access to communication or advocacy support they require
3. support the rights of individuals to communicate using their preferred language and communication method
4. listen and respond in ways that show you value and respect the rights, values, culture, spirituality and preferences of individuals
5. support individuals to make informed choices and decisions about their lives, wellbeing and positive risk taking
6. work in partnership with individuals and others to identify and access resources and support to meet their preferences and needs
7. support the rights of individuals to access information held about themselves and make comments and complaints
8. ensure that rights, values, culture, spirituality and preferences of individuals are at the centre of all actions and decisions
9. support individuals to exercise their rights and to respect the rights of others
10. work in partnership with individuals to support them to address challenges to equality, diversity and inclusion
11. contribute to records and reports required for equality, diversity, inclusion and rights of individuals
12. reflect on how you carried out your roles and responsibilities to promote the equality, diversity, inclusion and rights of individuals, with feedback from others

Knowledge and understanding

You need to know and understand:

1. what protected characteristics are
2. the different types of discrimination and the impact on equality, diversity, inclusion and rights of individuals
3. the possible effects of stigma, stereotyping, prejudice and labelling on individuals
4. the importance of using communication styles and methods to support the equality, diversity, inclusion and rights of individuals
5. how to support emotional regulation when expressing rights, values, culture, spirituality and preferences
6. the importance of advocacy and interpreters to support equality, diversity, inclusion and rights, and how to access these
7. types of digital tools and devices that can support equality, diversity, inclusion and rights of individuals
8. the influence of neurodivergence and additional needs on the equality, diversity, inclusion and rights of individuals
9. how to apply trauma informed principles to support the equality, diversity, inclusion and rights of individuals
10. the importance of dignity, kindness and compassion in supporting the equality, diversity, inclusion and rights of individuals
11. how to empower individuals to exercise their rights and respect the rights of others
12. the influence of culture, background and spirituality on the equality, diversity, inclusion and rights of individuals
13. the records and reports required to support equality, diversity, inclusion and rights of individuals
14. the relevant legal requirements, standards of practice, frameworks, and guidance for supporting equality, diversity, inclusion and rights of individuals
15. the workplace requirements on equality, diversity, inclusion and rights
16. how to work in partnership with others to support equality, diversity, inclusion and rights of individuals
17. how your personal experiences and unconscious bias may impact when supporting equality, diversity, inclusion and rights of individuals, and how to address this
18. the role of supervision, reflective practice and learning and development in

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Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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