

## Overview

This standard identifies the requirements when supporting individuals to make journeys. This includes planning the journey and accompanying the individual if required. It also includes providing feedback and contributing to revisions to journeys.

## Performance criteria

### *You must be able to:*

1. identify and agree the roles and responsibilities of yourself and others to support individuals to make journeys
2. support individuals and others to agree the purpose of journeys
3. work in partnership with individuals and others to confirm what parts of journeys individuals require support with
4. work in partnership to agree how journeys will be carried out in line with the preferences and needs of individuals
5. support individuals to identify and access support and information they need for journeys
6. support individuals to carry out preparations for journeys
7. encourage and support the independence of individuals during journeys
8. support individuals and others to feedback on how journeys met the preferences of individuals and agreed purpose
9. provide your feedback on how journeys met the preferences of individuals and agreed purpose
10. work in partnership with individuals and others to agree any changes to journeys
11. contribute to records and reports required to support individuals to make journeys
12. reflect on how you carried out your roles and responsibilities to support individuals to make journeys, with feedback from others

## Knowledge and understanding

### *You need to know and understand:*

1. how to access and review information about individuals and support required to make journeys
2. how to access and follow the risk assessment for journeys
3. the influence of neurodivergence and additional needs on the planning required to make journeys
4. how culture and background influence the planning and support required to make journeys
5. types of digital tools and devices that can support individuals to make journeys
6. types of information and additional support that may assist individuals to make journeys and how to access them
7. how to support individuals to consider sustainability in journey planning
8. the preparations individuals need to make before journeys
9. how to apply trauma informed principles to support individuals to make journeys
10. how to encourage and support the independence of individuals during journeys
11. how to work in partnership with individuals and others to review and feedback on journeys
12. how changes to individual preferences, conditions and circumstances can impact journeys
13. the importance of dignity, kindness and compassion when supporting individuals to make journeys
14. how to support emotional regulation during planning and making journeys
15. how external factors can impact journeys
16. the records and reports required for supporting individuals to make journeys
17. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals to make journeys
18. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals to make journeys
19. how to work in partnership with others to support individuals to make journeys
20. how to respond to issues and concerns that may occur when supporting individuals to make journeys
21. how your personal experiences and unconscious bias may impact when supporting individuals to make journeys, and how to address this
22. the role of supervision, reflective practice and learning and development when

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supporting individuals to make journeys

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## Glossary

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

HSCCLD216



Support individuals to make journeys

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