
Overview

This standard identifies the requirements for promoting and protecting the rights of individuals. This includes empowering individuals to exercise their rights and respect the rights of others, promoting a rights-based culture that values and respects equality, diversity and inclusion of all individuals. It also addresses the rights of individuals in relation to information about themselves and the need to promote confidence in individuals that their rights will be upheld in the work setting.

Performance criteria

You must be able to:

1. promote the rights of individuals to access information about themselves in accessible formats, and make comments and complaints
2. ensure the rights of individuals to communicate using their preferred language and method
3. demonstrate a culture of anti-discriminatory practice which promotes respect for the dignity and privacy of individuals
4. work in partnership with individuals and others to identify their lived experience, background, values and beliefs
5. empower individuals to advocate for their rights, values, culture, spirituality and preferences
6. empower individuals to exercise their rights and respect the rights of others
7. ensure individuals rights to make informed choices and decisions about their lives and wellbeing
8. ensure that individual rights, values, beliefs and preferences are at the centre of all actions and decisions
9. promote the rights of individuals to manage risks and positive risk take
10. support individuals with the complexity of decisions they need to make to balance their rights, values and preferences with those of others
11. support individuals to identify strategies for managing emotional regulation when dealing with challenges to equality, diversity, inclusion and rights
12. model anti-discriminatory practice that encourages others to work in ways that promote equality, diversity, inclusion and rights
13. intervene and take action to address discrimination by individuals and others
14. complete records and reports required for equality, diversity, inclusion and rights of individuals
15. reflect on how you carried out your role and responsibilities to promote equality, diversity, inclusion and rights of individuals

Knowledge and understanding

You need to know and understand:

1. what protected characteristics are
2. the different types of discrimination and the behaviours which may be an expression of these
3. possible effects of stigma, stereotyping, prejudice and labelling on individuals
4. how to support emotional regulation during challenges to equality, diversity, inclusion and rights
5. the assumptions and oppressions which surround different groups and the ways in which this is built into society and organisations
6. how to ensure that the rights and needs of individuals are represented, using advocates, digital technology and interpreters
7. the effect of neurodivergence and additional needs on the equality, diversity, inclusion and rights of individuals
8. the impact of social, economic and health inequalities
9. the importance of providing compassionate care to support spiritual wellbeing
10. the importance of dignity, kindness and compassion in promoting 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 complexity of decisions that individuals need to make to balance their rights, values and preferences with those of others
14. how and where to access information and support to promote equality, diversity, inclusion and rights of individuals
15. how to apply trauma informed principles to promote equality, diversity, inclusion and rights of individuals
16. principles of risk assessment, risk management and positive risk taking
17. the records and reports required for promoting equality, diversity, inclusion and rights of individuals
18. theories relevant to equality, diversity, inclusion and rights of individuals
19. the relevant legal requirements, standards of practice, frameworks, and guidance for promoting equality, diversity, inclusion and rights of individuals
20. the workplace requirements on equality, diversity, inclusion and rights of

individuals

21. how to respond to issues and concerns when promoting equality, diversity, inclusion and rights of individuals

22. how to work in partnership with others to promote the equality, diversity, inclusion and rights of individuals

23. how your personal experiences and unconscious bias may impact when promoting equality, diversity, inclusion and rights of individuals, and how to address this

24. the role of supervision, reflective practice and learning and development in promoting equality, diversity, inclusion and rights of individuals

HSCCLD38

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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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