

## Overview

This standard identifies the requirements when you promote the use of digital technology to support individuals' independence. This includes working with individuals to identify appropriate technological aids, digital tools and devices to promote their independence. It also includes supporting individuals to use, evaluate and review the technological aids, digital tools and devices.

## Performance criteria

### *You must be able to:*

1. identify and agree the roles and responsibilities of yourself and others to support individuals to use, evaluate and review digital technology
2. establish consent and access information on individual's preferences and needs on technological aids, digital tools or devices
3. work in partnership with individuals and others to confirm how technological aids, digital tools or devices may support individual's independence in line with the individual's care or support plan and preferences
4. work in partnership to agree how technological aids, digital tools or devices will be accessed, set up and used in line with individual's preferences and needs and requirements of the technology
5. support individuals to identify and access information, resources or support they need to select and use technological aids, digital tools or devices
6. encourage and support the independence of individuals to identify and select technological aids, digital tools or devices
7. review or complete risk assessments for technological aids, digital tools or devices
8. take responsibility to support individuals and others to identify, access and set up environments ready for technological aids, digital tools or devices
9. support individuals and others to access and set up technological aids, digital tools or devices
10. support individuals to use their own digital identity
11. work in partnership with others to use technological aids, digital tools or devices
12. encourage and support the independence of individuals to use technological aids, digital tools or devices
13. prompt and assist individuals when they use technological aids, digital tools or devices
14. support individuals and others to store technological aids, digital tools or devices
15. support individuals and others to leave environments tidy and safe after use
16. support individuals and others to feedback on how digital technology meets individual's preferences and needs
17. work in partnership with individuals and others to identify and make changes to support individuals' independence with digital technology

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18. complete records and reports required for the use of technological aids, digital tools or devices
19. reflect on how you carried out your roles and responsibilities to promote the use of digital technology

## Knowledge and understanding

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

1. how to access and review information about the preferences and needs of individuals on digital technology
2. how to access and review information about technological aids, digital tools or devices, including sustainable practices
3. the emerging role of digital technology and how to identify opportunities for digital innovation in the workplace
4. potential risks to individuals and others when using technological aids, digital tools or devices
5. how to review or complete risk assessments for technological aids, digital tools or devices
6. best practices to support individuals to develop their digital identity
7. types of information, resources and support that may assist individuals to select and use technological aids, digital tools or devices
8. how to support neurodivergence and additional needs through use of digital technology
9. the influence of culture and background on the selection and use of digital technology
10. different types of technological aids, digital tools or devices and the positive impact on individuals
11. how to use a range of technological aids, digital tools or devices
12. types of environments that are best suited for using technological aids, digital tools or devices
13. the resources needed to set up technological aids, digital tools or devices
14. methods to find and diagnose faults with technological aids, digital tools or devices
15. the different skills others can bring when using digital technology and how to utilise these skills
16. how to apply trauma informed principles to support individuals to use digital technology
17. how to monitor the engagement of individuals with technological aids, digital tools or devices
18. the importance of dignity, kindness and compassion when supporting individuals to select and use digital technology

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19. how to support emotional regulation when using digital technology
20. how to work collaboratively with individuals and others to review and feedback on the technological aids, digital tools or devices
21. how changes to preferences, conditions and circumstances can impact the engagement and support individuals require to use technological aids, digital tools or devices
22. the records and reports required for promoting the use of digital technology
23. theories relevant to promoting the use of digital technology
24. the relevant legal requirements, standards of practice, frameworks and guidance for promoting the use of digital technology
25. the workplace requirements on equality, diversity, inclusion, and rights when promoting the use of digital technology
26. how your personal experiences and unconscious bias may impact when promoting the use of digital technology, and how to address this
27. the role of supervision, reflective practice and learning and development in the use of digital technology

## Glossary

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

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