

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
1	Promoting Communication SHC33	Aims and Objectives	
		i-ACT: Communication and Confidentiality	i-Ask: Communication Types and Using Effective Communication to Support Service Users i-Ask: Interpersonal Interaction i-Ask: Confidentiality i-Check: Types of Communication i-Check: Communication and Confidentiality i-Test: Communication and Confidentiality
		i-ACT: Communication Barriers	i-Ask: Communication and Language Needs and Preferences i-Ask: Physical Barriers to Communication i-Ask: Barriers to Communication i-Check: Communication Aids and Barriers i-Check: Aids and Barriers to Communication i-Test: Aids and Barriers to Communication
2	Engaging in Personal Development A/601/1429	Aims and Objectives	
		i-ACT: Competence and Development	i-Ask: Competence i-Ask: Personal Development i-Ask: Gibbs' Reflective Cycle i-Check: Competence and Development i-Test: Competence and Development
		i-ACT: Performance Evaluation	i-Ask: Performance Evaluation i-Ask: Reflecting on a Work Activity i-Check: Reflection and Performance Evaluation i-Test: Performance Evaluation i-Test: Reflecting on a Work Activity
3	Promoting Equality and Inclusion SHC33	Aims and Objectives	
		i-ACT: Importance of Equality and Inclusion	i-Ask: What is Equality? i-Ask: Diversity and Protected Characteristics i-Ask: Equality and Inclusion Definitions and Legislation i-Check: Equality and Inclusion i-Check: The Equality Act 2010 i-Test: Importance of Equality and Inclusion
		i-ACT: Equality and Diversity	i-Ask: Legislation, Rights and Codes of Practice i-Ask: Working in an Inclusive Way i-Ask: Promoting Diversity, Equality and Inclusion i-Check: Legislation and Codes of Practice i-Check: Promoting Diversity, Equality and Inclusion i-Test: Equality and Diversity

Health and Social Care (Adults)

Level 3

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
4	Implementing Duty of Care R/601/1436	Aims and Objectives	
		i-ACT: Understanding Duty of Care and Safe Practice	i-Ask: Duty of Care i-Ask: Safe Practices i-Check: Duty of Care and Safe Practice i-Test: Duty of Care and Safe Practice
		i-ACT: Implementing Duty of Care	i-Ask: Implementing Duty of Care i-Check: Implementing Duty of Care i-Test: Implementing Duty of Care i-Test: Complaints Procedure
5	Principles of Safeguarding and Protection HSC024	Aims and Objectives	
		i-ACT: Recognising Abuse	i-Ask: What Is Abuse? i-Ask: Signs and Indicators of Abuse i-Check: Signs of Abuse i-Test: Recognising Abuse
		i-ACT: Responding to Abuse	i-Ask: Responding to Suspected or Alleged Abuse i-Ask: National and Local Context of Safeguarding i-Check: Responding to Abuse i-Test: Responding to Abuse
6	The Role of the Health and Social Worker J/601/8576	Aims and Objectives	
		i-ACT: Working with the Employer	i-Ask: Working with the Employer i-Check: Working with the Employer i-Test: Working with the Employer
		i-ACT: Working with Others	i-Ask: Working with Others i-Check: Working with Others i-Test: Working with Others
7	Promoting Person-Centred Approaches HSC036	Aims and Objectives	
		i-ACT: Understanding and Risk Assessment	i-Ask: Person-Centred – Definition, Values and Approaches i-Ask: Key Concepts of Applying Person-Centred Values in Practice i-Ask: Risk Assessment i-Check: Values and 6 Cs i-Check: Risk Assessment i-Test: Understanding and Risk Assessment i-Test: Risk Assessment

Health and Social Care (Adults)

Level 3

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
7	Promoting Person-Centred Approaches HSC036	i-ACT: Individual Rights	i-Ask: Person-Centred Care i-Ask: Person-Centred Planning i-Ask: Choices i-Ask: Consent i-Check: Choices Person-Centred Care i-Check: Consent Person-Centred Approach i-Test: Individual Rights
		i-ACT: Participation and Wellbeing	i-Ask: Promoting Active Participation i-Ask: Active Participation Benefits i-Ask: Wellbeing i-Check: Promoting Active Participation i-Check: Participation and Wellbeing i-Test: Participation and Wellbeing i-Test: Active Participation
8	Promoting Health and Safety HSC037	Aims and Objectives	
		i-ACT: Managing Responsibility	i-Ask: Health and Safety Legislation and Regulations That Affect Health and Social Care Settings i-Ask: Managing Stress in a Health and Social Care Setting i-Check: Managing Responsibility i-Check: Health and Safety Legislation and Regulations That Affect Health and Social Care Settings i-Test: Managing Responsibility
		i-ACT: Reduction of Infection	i-Ask: Reduction of Infection i-Ask: Preventing Infection i-Check: Reduction of Infection i-Test: Reduction of Infection
		i-ACT: Hazardous Material	i-Ask: Hazardous Materials Legislation i-Ask: Hazards and Substances in the Workplace i-Check: Storing and Disposing of Hazardous Materials i-Test: Hazardous Materials
		i-ACT: Moving and Handling	i-Ask: Moving and Handling i-Ask: Moving and Handling Legislation i-Check: Moving and Handling i-Check: Moving and Handling Legislation i-Test: Moving and Handling

Chapter №	Topic, NOS codes	i-ACT/i-Practice	Module
8	Promoting Health and Safety HSC037	i-ACT: Fire and Security Measures	i-Ask: Fire Safety in a Health and Social Care Setting i-Ask: Keeping People Safe in a Health and Social Care Setting i-Ask: Keeping Property Safe in a Health and Social Care Setting i-Check: Fire Safety in the Workplace i-Check: Fire and Security Measures i-Test: Fire and Security Measures
		i-ACT: Responding to Accidents	i-Ask: Responses, Responders and Reporting i-Ask: Accident and Illness – Descriptions and Symptoms i-Ask: How to Respond to Illness and Accidents i-Check: Accidents, Incidents and Illness i-Check: Responding to Accidents i-Test: Responding to Accidents
9	Good Practice in Handling Information HSC038	Aims and Objectives	
		i-ACT: Information Control and Support	i-Ask: Handling Personal Information i-Ask: Confidentiality and Legislation i-Ask: Information to Include in Records i-Check: Data Protection i-Check: Types of Data i-Test: Information Control and Support
10	Infection Prevention and Control IC01 IC02	Aims and Objectives	
		i-ACT: Causes of Infection	i-Ask: What Is Infection? i-Ask: Causes of Infection i-Check: Causes of Infection i-Check: Signs and Symptoms of Infection i-Test: Causes of Infection
		i-ACT: Transmission and Spread of Infection	i-Ask: The Chain of Infection i-Ask: Natural Entry and Exit Points of Infection i-Ask: Unnatural Entry and Exit Points of Infection i-Ask: Spreading Infection i-Check: Spread of Infection i-Check: The Chain of Infection i-Test: Transmission and Spread of Infection
		i-ACT: Control of Infection	i-Ask: Breaking the Chain of Infection i-Ask: Personal Responsibilities in Infection Control i-Check: Control of Infection i-Test: Control of Infection

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
10	Infection Prevention and Control IC01 IC02	i-ACT: Infection Legislation	i-Ask: Infection Legislation i-Ask: Complying with Infection Legislation i-Check: Infection Legislation i-Check: Risk Assessment i-Test: Infection Legislation
		i-Practice: Handwashing	i-Practice: Handwashing i-Practice: Handwashing (Assessment)
11	Support for Mobility H/601/9084	Aims and Objectives	
		i-ACT: The Importance of Mobility	i-Ask: The Importance of Mobility i-Ask: Health Conditions Affecting Mobility i-Ask: The Impact of Reduced Mobility i-Check: Promoting Mobility i-Check: The Importance of Mobility i-Test: The Importance of Mobility
		i-ACT: Preparation and Support for Mobility Activities	i-Ask: Participating in Exercise i-Ask: Mobility Activity Benefits i-Ask: Supporting Activities i-Check: Positive Outcomes of Exercise i-Check: Preparation and Support for Mobility Activities i-Test: Mobility Activity Outcomes i-Test: Preparation and Support for Mobility Activities
		i-ACT: Supporting Mobility Safely and Confidentially	i-Ask: Supporting Mobility Changes i-Ask: Safe Moving and Handling i-Ask: Keeping Mobility Records Confidential i-Check: Moving and Handling Risk Assessment (TILEO) i-Check: Supporting Mobility Safely and Confidentially i-Test: Supporting Mobility Safely and Confidentially
		i-ACT: Mobility Equipment and Consumables	i-Ask: Mobility Equipment i-Ask: Walking Aids – Sticks and Frames i-Ask: Wheelchairs i-Ask: Wheelchair Parts and Maintenance i-Check: Mobility Equipment and Consumables i-Check: Wheelchair Components and Maintenance i-Test: Mobility Equipment and Consumables

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
11	Support for Mobility H/601/9084	i-Practice: Using a Wheelchair	i-Practice: Preparing a Wheelchair for Use i-Practice: Preparing a Wheelchair for Use (Assessment) i-Practice: Using a Wheelchair i-Practice: Using a Wheelchair (Assessment) i-Practice: Helping a Service User to Get Out of a Wheelchair i-Practice: Helping a Service User to Get Out of a Wheelchair (Assessment)
		i-Practice: Using a Walking Sticks	i-Practice: Using a Walking Stick i-Practice: Using a Walking Stick (Assessment)
		i-Practice: Using a Walking Frame	i-Practice: Using a Walking Frame i-Practice: Using a Walking Frame (Assessment)
		i-Practice: Moving and Positioning	i-Practice: Moving and Positioning of a Service User in a Bed i-Practice: Moving and Positioning of a Service User in a Bed (Assessment)
12	Eating and Drinking (Incl. Food Safety Requirements and Nutrition) M/601/8054 T/601/9450	Aims and Objectives	
		i-ACT: At Risk Groups and Food and Drink Hazards	i-Ask: Identifying Vulnerable Individuals i-Ask: Issues Concerning Food and Drink i-Check: At Risk Groups and Food and Drink Hazards i-Test: At Risk Groups and Food and Drink Hazards
		i-ACT: Meal Choices and Delivering Care	i-Ask: Meal Choices i-Ask: Delivering Care When Handling Food and Drink i-Check: Meal Choices i-Check: Delivering Care When Handling Food and Drink i-Test: Meal Choices and Delivering Care
		i-ACT: Meal Preparation and Hygiene	i-Ask: Importance of Hygiene i-Ask: Meal Preparation i-Check: Importance of Hygiene i-Check: Meal Preparation i-Test: Meal Preparation and Hygiene

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
12	Eating and Drinking (Incl. Food Safety Requirements and Nutrition) M/601/8054 T/601/9450	i-ACT: Safety in Storing and Clearing Meals	i-Ask: Storing Food and Drink i-Ask: Safe Use By Dates i-Ask: Clearing Meals i-Check: Storing Food and Drink i-Check: Safe Use By Dates and Clearing Meals i-Test: Storing and Clearing Meals
		i-ACT: Equipment for Independent Eating and Drinking	i-Ask: Supporting Independent Eating and Drinking i-Ask: Specialist Equipment for Eating and Drinking i-Check: Supporting Independent Eating and Drinking i-Check: Specialist Equipment for Eating and Drinking i-Test: Equipment for Independent Eating and Drinking
		i-Practice: Eating and Drinking	i-Practice: Eating and Drinking i-Practice: Eating and Drinking (Assessment)
13	Personal Care Needs F/601/8060 J/601/8058	Aims and Objectives	
		i-ACT: Personal Care Needs	i-Ask: Toilet Support i-Ask: Toilet Protocol i-Check: Toilet Privacy and Protocol i-Check: Toilet Support and Tools i-Check: Toilet Tools i-Test: Toilet Support and Protocol
		i-ACT: Personal Hygiene and Appearance Support	i-Ask: Personal Hygiene Support i-Ask: Basics of Hygiene and Appearance Support i-Check: Comfort and Preference in Appearance i-Check: Hygiene and Health i-Test: Personal Hygiene and Appearance Support
		i-ACT: Supporting and Management of Continence and Equipment	i-Ask: Incontinence and Equipment i-Ask: Bladder Anatomy i-Ask: Male Anatomy i-Ask: Female Anatomy i-Check: Constipation i-Check: Incontinence i-Check: Anatomy of the Bladder i-Test: Incontinence i-Test: Incontinence Cause and Types

Health and Social Care (Adults)

Level 3

Chapter №	Topic, NOS codes	i-ACT/i-Practice	Module
13	Personal Care Needs F/601/8060 J/601/8058	i-ACT: Legislation in Personal Care	i-Ask: Legislation and Care Needs i-Ask: Personal Protective Equipment i-Check: Legislation in Personal Care i-Test: Legislation Purpose i-Test: Infection Risk and Personal Protective Equipment
		i-ACT: Equipment and Consumables in Personal Care	i-Ask: Equipment, Aids and Adaptations i-Ask: Health and Social Care Professionals i-Check: Equipment and Consumables Required for Personal Care i-Check: Equipment, Aids and Adaptations i-Test: Equipment, Aids and Adaptations i-Test: Equipment and Consumables Required for Personal Care
		i-Practice: Toileting	i-Practice: Toileting Setup i-Practice: Toileting Setup (Assessment) i-Practice: Toileting Clean-Up i-Practice: Toileting Clean-Up (Assessment)
		i-Practice: Commode	i-Practice: Commode Setup i-Practice: Commode Setup (Assessment) i-Practice: Commode Clean-Up i-Practice: Commode Clean-Up (Assessment)
		i-Practice: Bedpan	i-Practice: Bedpan Setup i-Practice: Bedpan Setup (Assessment) i-Practice: Bedpan Clean-Up i-Practice: Bedpan Clean-Up (Assessment)
		i-Practice: Urinal	i-Practice: Urinal Setup i-Practice: Urinal Setup (Assessment) i-Practice: Urinal Clean-Up i-Practice: Urinal Clean-Up (Assessment)
		i-Practice: Cosmetics	i-Practice: Cosmetics i-Practice: Cosmetics (Assessment)
		i-Practice: Pads	i-Practice: Pads Setup i-Practice: Pads Setup (Assessment) i-Practice: Changing Pads and Clean-Up i-Practice: Changing Pads and Clean-Up (Assessment)

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
13	Personal Care Needs F/601/8060 J/601/8058	i-Practice: Bed Wash	i-Practice: Bed Wash – Preparation, Teeth, Face, Ears, Neck i-Practice: Bed Wash – Preparation, Teeth, Face, Ears, Neck (Assessment) i-Practice: Bed Wash – Arms, Hands, Chest, Lower Body i-Practice: Bed Wash – Arms, Hands, Chest, Lower Body (Assessment) i-Practice: Bed Wash – Back, Buttocks, Genitals i-Practice: Bed Wash – Back, Buttocks, Genitals (Assessment)
		i-Practice: Hair Care	i-Practice: Bed Hair Wash i-Practice: Bed Hair Wash (Assessment) i-Practice: Styling the Hair i-Practice: Styling the Hair (Assessment)
		i-Practice: Nail Care	i-Practice: Nail Care i-Practice: Nail Care (Assessment)
		i-Practice: Fitting Prosthesis and Orthoses	i-Practice: Fitting a Prosthetic Leg i-Practice: Fitting a Prosthetic Leg (Assessment) i-Practice: Fitting Dentures i-Practice: Fitting Dentures (Assessment)
		i-Practice: Moving and Positioning	i-Practice: Moving and Positioning of a Service User in a Bed i-Practice: Moving and Positioning of a Service User in a Bed (Assessment)
		i-Practice: Shaving Facial Hair	i-Practice: Shaving Facial Hair with an Electric Shaver i-Practice: Shaving Facial Hair with an Electric Shaver (Assessment) i-Practice: Shaving Facial Hair with a Wet Razor i-Practice: Shaving Facial Hair with a Wet Razor (Assessment)
		i-Practice: Skin Care	i-Practice: Skin Care i-Practice: Skin Care (Assessment)
14	Support Individuals with Specific Communication Needs T/601/8282	Aims and Objectives	
		i-ACT: Establishing the Nature of Specific Communication Needs and Factors	i-Ask: The Cycle of Communication i-Ask: Methods of Communication i-Ask: Communication Needs and Factors i-Ask: Communication Do's and Don'ts i-Check: Communication Cycle, Needs and Factors i-Check: Communication Tips i-Test: Communication Needs and Factors

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
14	Support Individuals with Specific Communication Needs T/601/8282	i-ACT: Promoting and Interacting with Individual's Preferred Method of Communication	i-Ask: Supporting Effective Communication i-Ask: Communication and Overcoming Any Difficulties i-Ask: Environmental Features i-Check: Promoting Interaction i-Check: Promoting Effective Communication i-Test: Promoting and Supporting Effective Communication
		i-ACT: Specific Communication Needs Legislation and Guidance	i-Ask: Quick Links i-Ask: The Main Acts Impacting Communication i-Ask: Communication Guidelines i-Check: Legislation and Guidance i-Check: Specific Communication Needs Legislation Dates i-Test: Specific Communication Needs Legislation and Guidance
		i-ACT: Communication Technology and Aids	i-Ask: Aiding Communication i-Ask: Communication Systems i-Ask: Assessing Communication Needs i-Check: Communication Aids and Equipment i-Check: Using Communication Technology i-Test: Communication Problems and Aids i-Test: Communication Needs i-Test: Braille
		i-Practice: Inserting a Moulded Hearing Aid	i-Practice: Inserting a Moulded Hearing Aid i-Practice: Inserting a Moulded Hearing Aid (Assessment) i-Practice: Inserting an Open Fit Hearing Aid i-Practice: Inserting an Open Fit Hearing Aid (Assessment) i-Practice: Maintaining a Moulded Hearing Aid i-Practice: Maintaining a Moulded Hearing Aid (Assessment) i-Practice: Maintaining an Open Fit Hearing Aid i-Practice: Maintaining an Open Fit Hearing Aid (Assessment)
		i-Practice: Using a BLISS Book	i-Practice: Using a BLISS Book i-Practice: Using a BLISS Book (Assessment)
		i-Practice: Using Flash Cards	i-Practice: Using Flash Cards i-Practice: Using Flash Cards (Assessment)

Chapter №	Topic, NOS codes	i-ACT/i-Practice	Module
15	Medication Y/501/0598 F/601/4056	Aims and Objectives	
		i-ACT: Medication Legislation	i-Ask: Medication Legislation i-Ask: Medicines Acts, Regulations and Guidance i-Ask: Legal Classification, Safe Handling i-Ask: Mental Capacity and Confidentiality i-Check: Medication Legislation i-Check: Medicines Acts, Regulations and Guidance i-Test: Medication Legislation
		i-ACT: Medication Types and Their Use	i-Ask: Medication Categories, Information Sources and Problems i-Ask: Common Conditions and Monitoring Effects i-Ask: Non-Conventional Medicines and Therapies i-Check: Medication Types and Their Use i-Check: Managing Adverse Reactions i-Test: Medication Types and Their Use
		i-ACT: Administration of Medication	i-Ask: The Prescription i-Ask: Prescribers and Pharmacists i-Ask: Forms of Medication and How to Administer Them i-Check: Administering Medication i-Test: Administering Medication
		i-ACT: Receiving, Storing and Disposing of Medication Supplies Safely	i-Ask: Ordering, Receiving and Recording Medication Supplies i-Ask: Storing Medication Supplies i-Ask: Disposal of Medication i-Check: Ordering Medication i-Check: Receiving, Storing and Disposing of Medication Supplies Safely i-Test: Storing Medication
		i-ACT: Promoting and Supporting the Individual's Rights in Managing Medication	i-Ask: Self-Medication and Active Participation i-Ask: Sources of Information on Medication i-Ask: Hygiene, Health and Safety and Pitfalls i-Ask: Medication – Further Support i-Check: Managing Medication i-Test: Supporting Individual's Medication Rights
		i-ACT: Recording and Reporting on the Use of Medication	i-Ask: Recording and Reporting i-Ask: Top Tips and Key Points i-Ask: Audit and Inspection i-Check: Recording and Reporting on the Use of Medication i-Check: Medication Administration i-Test: Recording and Reporting on the Use of Medication

Health and Social Care (Adults)

Level 3

Chapter Nº	Topic, NOS codes	i-ACT/i-Practice	Module
15	Medication Y/501/0598 F/601/4056	i-Practice: Administering Medication	i-Practice: Administering Medication in a Residential Social Care Setting i-Practice: Administering Medication in a Residential Social Care Setting (Assessment)
16	Supporting Individuals in Using Assistive Technology J/601/3541	Aims and Objectives	
		i-ACT: Range and Purpose of Assistive Technology	i-Ask: What Is Assistive Technology? i-Ask: Who Uses Assistive Technology? i-Ask: What Can Assistive Technology Do? i-Check: Assistive Technology i-Test: Uses and Users of Assistive Technology i-Test: Assistive Technology
		i-ACT: Support Selection and Use of Assistive Technology	i-Ask: Supporting Individuals with Assistive Technology i-Ask: Use of Assistive Technology i-Check: Supporting Individuals with Assistive Technology i-Test: Supporting Individuals with Assistive Technology