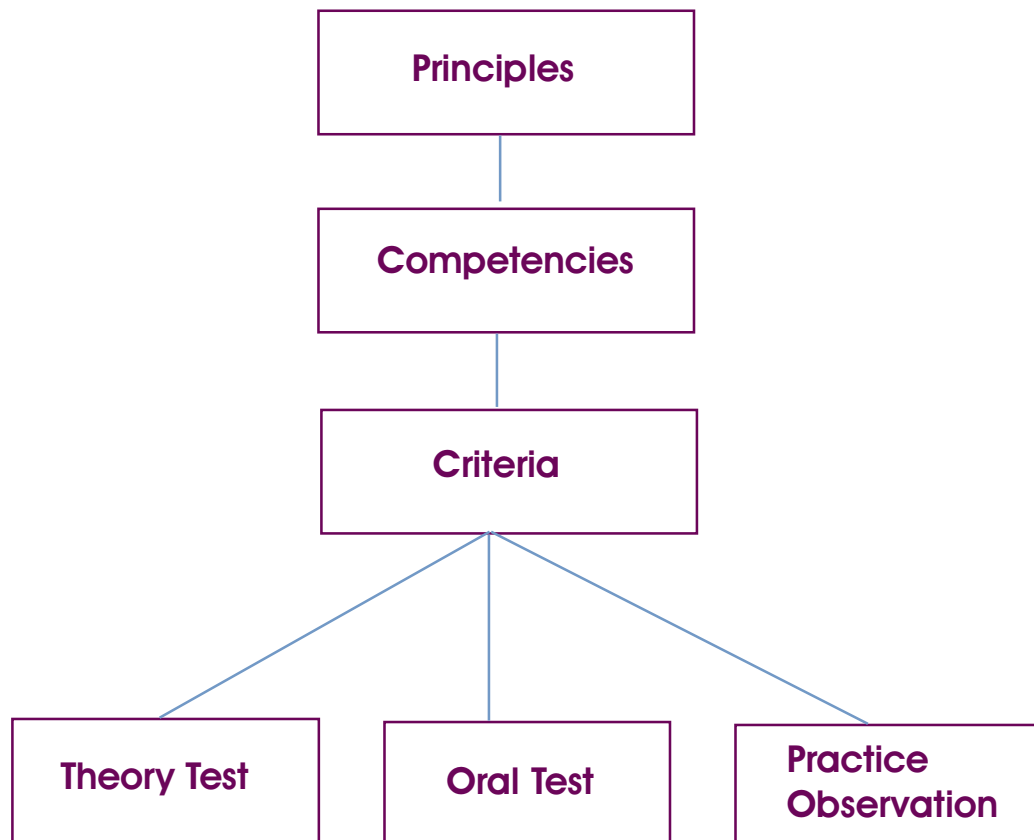


## HCPL Model

HCPL model adopts a similar approach to the UK driving licence test. Materials are developed around six main principles derived from Scottish Executive Care Standards for Care At Home. The principles, their corresponding competencies and criteria match well with the requirements with the National Occupational Standards for Care. An additional section, Personal Care, is also included to cover personal care tasks.

The main principles are explored by competencies, which highlight specific areas of skill and knowledge within corresponding principles. Competencies are then further explored with a set of criteria, which defines the actions and skills a home care worker must be able to perform and demonstrate during their work.

There are three test components in HCPL - a theory test, a practice observation and oral questioning. Each criteria is assessed by at least two of these three test components - Theory & Oral or, Theory & Observation or, Oral & Observation. Depending on the method of testing, questions and observation requirements are developed to address the corresponding criteria.



## Theory Test

The theory test consists of a test paper of 50 multiple-choice questions. These are selected randomly from a bank of over 280 questions, producing a unique test paper for each candidate. Each question has an equal chance of coming up in the test and has only one correct answer.

Candidates are expected to achieve a pass mark of 80% with each question having an equal value. A negative scoring system is used to assess the pass rate, therefore candidates are penalised for each wrong answer they give. This approach is adopted to reduce the chance of achieving a high pass rate by guesswork. Candidates who do not achieve the pass mark will be required to resit the theory test before progressing to the oral test and practice observation.

## Oral Test

The oral test consists of 10 questions. These are selected randomly from a bank of over 75 questions, producing a unique set of questions for each candidate. The oral test is designed to give a chance to the candidates to talk in more detail about their work and are encouraged to respond in their own way. However, sample answers are provided to assist assessors during the oral questioning.

Oral questions are selected from the bank depending on corresponding principles:

- 3 Question from Personal Care
- 2 Questions from Safety, Security and Promotion of Well-Being
- 1 Question each from the remaining five principles

Candidates are expected to achieve a pass mark of 80%. Each question is of equal value and there is no negative marking in the oral test.

## Practice Observation

The practice observation has 22 set criteria, separated into two sections - Values & Attitudes and Knowledge & Skills. There is an equal number of observation criteria in each section. Assessors are required to use these criteria to determine their satisfaction with the candidate's level of competence. It is accepted that, it is not be possible to observe every criteria in each observation session. In these cases, the assessors are required to make a qualitative judgement that the candidate would be capable of fulfilling the criteria. This judgement can be achieved by paying attention to the candidate's overall confidence and competence during other tasks.

Candidates are expected to achieve a pass mark of 80%. The value of each observation criteria is set out differently; 8 out of the 22 observation criteria are considered as "major" and the rest "minor". Major criteria hold a higher value.

In addition, assessors are required to write a short commentary on the practice they observed for each candidate, covering anything that is not addressed by the criteria. Any unusual conditions, concerns or exceptionally good practice can be covered here.

## Marking and Database

HCPL has a customised database to handle the materials, marking and results analysis. All responses on test papers are entered into the database and the pass rates are calculated automatically. The test papers are then archived but can be re-produced if necessary. Confidential information is protected by restricted access to the database.

The paper copies of the test papers are retained in archive for up to 5 years in secured conditions, after which time, they are securely shredded and discarded.

## Additional Analysis

In addition to producing pass rates, HCPL is also able to provide a detailed analysis of candidates' performance in specific areas of care. These are outlined using the principles, competencies and criteria and reports are produced using these to indicate incorrect or unsatisfactory responses by the candidate. This type of analysis is provided to aid the service providers to determine any gaps in training, knowledge and skills, both for the candidate and for the training programmes they administer. Analysis can be provided for each individual as well as a group of candidates as required.

HCPL also adopts a qualitative analysis component. In addition to the commentary provided by the assessor, they are asked to complete a short questionnaire about their own experience during the observation process. These comments are compiled and analysed to determine any potential issues and practices not addressed in the other three test components.

The results of the qualitative analysis has no bearing on the overall pass rates and is conducted to provide a fuller view of each observation process and candidate's practice as well as identify any potential biases of the assessors. It is used as a quality assurance tool for HCPL and to help the research for improved services in the future.