

# Health and Care Professions Council

## Competency Framework for Visitors and Lead Visitors

Competency heading	Visitor	Lead Visitor
Analytical ability	<ul style="list-style-type: none"> <li>• Assimilates, recalls and analyses information to identify essential issues</li> <li>• Understands teaching, learning and assessment strategies, developed in either an education or practice environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands the strategic priorities of a modern education or practice environment</li> </ul>
Interpersonal skills	<ul style="list-style-type: none"> <li>• Treats people with respect, sensitivity and in a fair manner without discrimination</li> <li>• Values and promotes equality and diversity, ensures that the requirements of those with differing needs are properly met and challenges inappropriate comments and/or actions</li> <li>• Works constructively with others and encourages co-operation and collaboration</li> <li>• Recognises and deals appropriately with actual or potential conflicts of interest</li> <li>• Explains and justifies decisions and promotes HCPC interests to all stakeholders concerned.</li> </ul>	<ul style="list-style-type: none"> <li>• Leads stakeholder interactions by personal example</li> </ul>
Decision making and sound judgement	<ul style="list-style-type: none"> <li>• Exercises sound judgement and common sense</li> <li>• Acts fairly and non-biased</li> <li>• Demonstrates integrity and independence of mind</li> </ul>	<ul style="list-style-type: none"> <li>• Able to draw together views of others to come to well-reasoned decisions at an appropriate level to the assessment</li> </ul>

	<ul style="list-style-type: none"> <li>• Considers a wide range of issues in order to make informed and sound decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Understands the limits of own skills and professional expertise, and is able to seek advice where required</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Adopts a clear and succinct oral and written communication style and adjusts according to the audience</li> <li>• Actively listens and seeks clarification where necessary</li> <li>• Demonstrates courtesy through effective communication</li> <li>• Asks clear, concise, relevant and understandable questions without unnecessary technical jargon</li> <li>• Remains calm and inspires respect and confidence</li> <li>• Communicates professionally with a range of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that all parties are given the opportunity to participate</li> </ul>
Specific Knowledge and Skills	<ul style="list-style-type: none"> <li>• Understands the principles of quality assurance in Higher Education or Further Education or in a practice environment</li> <li>• Shows an ability and willingness to learn and develop independently</li> <li>• Demonstrates openness to feedback</li> <li>• Demonstrates a clear understanding of public interest and public protection</li> <li>• Commits to the Seven Principles of Public Life</li> </ul>	<ul style="list-style-type: none"> <li>• Has acted in a leadership capacity in Higher Education, Further Education or in a practice environment</li> <li>• Able to take a well-informed approach to identifying best practice and innovation in professional education and training</li> </ul>