

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

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