

Proforma

**Certificate of Competency
Scheme (CCS) Logbook**

LEVEL 1 – FOUNDATION

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Essential skills & knowledge

To achieve Level 1, applicants will have demonstrated that they have acquired the essential skills and knowledge necessary to underpin a specialist practice in clinical negligence. They will have acquired a thorough knowledge of the basic principles in relation to client care, medical analysis, systems of redress, and practice and procedure as it applies to clinical negligence. They will have undertaken a range of delegated tasks as they develop and consolidate their core skills and knowledge.

Points to note:

- The Applicant is the person seeking to attain the Certificate Competency Scheme (CCS) level applied for.
- The Supervisor is the AvMA panel member who has agreed to mentor the applicant who is seeking to attain the CCS level identified
- The AvMA Assessor is the person designated by AvMA to assess whether the applicant meets the skills and knowledge required for the level of CCS applied for. This will usually be someone inhouse but from time to time may include external assessors appointed by AvMA.
- The column headed “Evidence relied upon by the supervisor” should be used by the supervising AvMA Panel member to evidence what information they relied upon to satisfy themselves that the applicant has demonstrated they have attained the key skills and knowledge required by the outcome and learning objectives identified under the categories.

Where the evidence relied upon by the applicant refers to any reading materials considered appropriate this can include any relevant journals such as AvMA’s Journal Patient Safety & Risk Management (JPSRM), formerly known as Clinical Risk, the Law Society Gazette and quality articles and journals that may be prepared by leading barrister chambers. Where the Applicant relies on a reading list as evidence of having achieved the skills and/or knowledge required by the scheme, it is important that the list includes a full reference to each article/s and preferably a link to it. From time to time the AvMA assessor may ask to see the list of reading materials and review the articles relied upon.

- **“Evidence for AvMA”:** At various points in the application AvMA requires specific evidence to be submitted with the completed application form. For ease of reference the evidence required by AvMA is shown in red font and is headed **“Evidence for AvMA”**. This evidence is mandatory.

Name of practitioner applicant

Name of supervising AvMA panel member

Name of firm

Date of completion

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1: CLIENT CARE

Key skills and knowledge

1.1 Understanding the impact of medical harm on patients and their families

Outcomes & learning objectives

Supervisor: Please tick each box to confirm the objective has been demonstrated and achieved

To underpin a specialism in clinical negligence, applicants should have a good knowledge and understanding of:

- 1.1.1 the practical and psychological impact of a medical accident and how it can impact on the client solicitor relationship
- 1.1.2 the sometimes-complex motivations for pursuing legal action and what clients might be hoping to achieve
- 1.1.3 the impact of bereavement and the different ways bereavement may manifest itself and the difficulties it may create in the management of the claim
- 1.1.4 the principles of equality and diversity and how to apply those in your day to day practice

Evidence: *training; study/reading; documentary/other evidence; observation*

Examples of evidence which the supervisor may call on to demonstrate the applicant has achieved this requirement:

- A list of any relevant training you have attended in the last 12 months.
- A list of any reading material you consider appropriate to this issue.
- A list of case example(s) that illustrates understanding of these issues. One of the case examples should demonstrate the applicant's ability to manage a client who has experienced extreme emotion as a result of the adverse clinical outcome, for example grief and/or anger consequent on death of a loved one or arising out of catastrophic injury.

Please identify the evidence relied upon by the supervisor

Please note: This is the evidence that the supervisor considered in satisfying themselves that the applicant can demonstrate required learning outcomes and objectives

Please include the learning objective number you are referring to

Supervisor's signature

Please note that a supervisor's signature verifies that the applicant has successfully achieved the required outcome and learning objectives

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1: CLIENT CARE

Key skills and knowledge

1.2 Communication skills: telephone and written

Outcomes & learning objectives

Supervisor: Please tick each box to confirm the objective has been demonstrated and achieved

That the applicant:

- 1.2.1 Is confident on the phone;
- 1.2.2 Is sensitive to the needs of the caller through an understanding of the impact of a medical accident;
- 1.2.3 Can elucidate a clear client history with relevant facts and information;
- 1.2.4 Can identify what the client is hoping to achieve and the assistance they are seeking;
- 1.2.5 Can write contemporaneous telephone attendance note;
- 1.2.6 Can respond effectively to clients who are distressed or angry. This will involve showing patience and understanding;
- 1.2.7 Understands the importance of debriefing at the end of a difficult or distressing call;
- 1.2.8 Is understanding, listens, allows the client to speak;
- 1.2.9 Is able to empathise whilst maintaining professional boundaries;
- 1.2.10 Is able to convey or give difficult or upsetting news.

Evidence: *training; study/reading; documentary/other evidence; observation*

Examples of evidence which the supervisor may call on to demonstrate the applicant has achieved this requirement:

- A list of current or previous training in communication skills/bereavement/AvMA helpline
- Appropriate study/reading.
- Documentary evidence such as a telephone attendance note.
- A specific written example of a particularly difficult call or client meeting with details of how the applicant dealt with this and the learning they have taken away e.g. what you might do differently.

Evidence for AvMA:

- **If you have volunteered, been trained and active on the AvMA Helpline please provide dates of your involvement**

Please identify the evidence relied upon by the supervisor

Please note: This is the evidence that the supervisor considered in satisfying themselves that the applicant can demonstrate required learning outcomes and objectives

Please include the learning objective number you are referring to

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Supervisor's signature

Please note that a supervisor's signature verifies that the applicant has successfully achieved the required outcome and learning objectives

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