



ACCEND

Competency Framework

for Supportive and

Assistive Workforces



The ACCEND programme aims to provide transformational reform for the career pathways and associated education, training, learning and development opportunities for the workforce providing care to people affected by cancer.

This Career Pathway, Core Cancer Capabilities in Practice (CiP) and Education Framework for the Nursing and Allied Health Professions Workforce (the 'Framework') has been developed as part of a UK wide programme called the Aspirant Cancer Career and Education Development programme (ACCEND).

A competency framework is a structure, which sets out and attempts to define the key knowledge, skills and behaviours required for an individual to be able to perform a particular task or job. Attending training may provide the practical knowledge for individual competencies but staff also need to show the practical application of that skill to be signed off as "competent".

Prior to 2023 some staff have worked towards the Competency Framework for the Care Navigator role as defined by HEE (2016); for those that have previously used this framework there is support available to transfer your existing records into the new framework.

Table one shows how the Wessex development areas and both the ACCEND and HEE frameworks align.

Table one: Development areas mapped to Competency Frameworks

Development Area	HEE Competency Framework	ACCEND Core Capabilities
1. Cancer Awareness and Prevention	6. Knowledge for practice	Domain B and Domain C
	2. Enabling access to services	Domain A CiP 2.0, 7.0, 8.0
2. Cancer Diagnostics	4. Coordination and integration	Domain A CiP 4.0, 6.0, 8.0, 9.0
	6. Knowledge for practice	Domain B and Domain C
3. Communication Skills	1. Effective communication	Domain A CiP 1.0, 3.0, 4.0
	2. Enabling access to services	Domain A CiP 2.0, 7.0, 8.0
	4. Coordination and integration	Domain A CiP 4.0, 6.0, 8.0, 9.0
	5. Building and sustaining professional relationships	Domain A CiP 4.0, 5.0
	6. Knowledge for practice	Domain B and Domain C
4a. Personalised Care and Inequalities	3. Personalisation	Domain A CiP 1.0, 5.0
	4. Coordination and integration	Domain A CiP 4.0, 6.0, 8.0, 9.0
	6. Knowledge for practice	Domain B and Domain C
4b. Inequalities	3. Personalisation	Domain A CiP 1.0, 5.0
5. Psychological Support	2. Enabling access to services	Domain C
6. Self Care and Development	7. Personal development and learning	Domain G CiP
	9. Professionalism	Domain A CiP 1.0, 2.0 Domain D CiP 21
	1. Effective communication	Domain A CiP 1.0, 3.0, 4.0

7. Handling Data and Information	8. Handling data and information	Domain E and Domain F
8. Professionalism	9. Professionalism	Domain A CiP 1.0, 2.0 Domain D

To find out more about the ACCEND programme and the framework you can watch this [short presentation recording by Professor Vanessa Taylor, author of the Framework](#) and more information about ACCEND here [Aspirant Cancer Career and Education Development programme | Health Education England \(hee.nhs.uk\)](#)

All capabilities for the supportive workforces (Pathway Navigators, Cancer Support Workers and Cancer Care Coordinators) have been included below. Dependent on your role you may find that not all of the competencies are relevant for example Pathway Navigators would not be expected to meet competencies around care planning. Where you and your manager deem a competency to be not applicable to your current role please mark it in this way.

Domain A: Person Centred Collaborative Working

Capability 1: Professional Values and behaviours

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
1.1	Seek and engage with individuals' perspectives on their condition, their preferences for their care, and what is important to them and their carers in terms of treatment goals and outcomes.				
1.2	Demonstrate understanding of the individual and show empathy for the impact of their cancer investigations/diagnosis.				
1.3	Value and acknowledge the experience and expertise of individuals, their carers and support networks.				
1.5	Recognise the wider impact that symptoms of cancer, often persistent, can have on individuals, their families and those close to them.				
1.6	Examine their role in supporting and enabling individuals to lead meaningful lives, whether or not cure or resolution is possible.				
1.10	Adhere to legal, regulatory and ethical requirements, professional codes, and employer protocols.				
1.13	Inform their practice and professional development and remain up-to-date with the best available evidence through the appropriate use of clinical guidelines and research findings.				
1.14	Demonstrate accountability for their decisions and actions and the outcomes of their interventions.				
1.15	Work effectively as part of a team, using their professional knowledge and skills, and drawing on those of their colleagues.				
1.17	Support clinical research to develop cancer practice.				

Domain A: Person Centred Collaborative Working

Capability 2: Maintaining an ethical approach and fitness to practice law, ethics and safeguarding

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
2.1	Demonstrate professional practice in own day to day clinical practice.				
2.2	Critically reflect on how own values, attitudes and beliefs might influence own professional behaviour and interactions.				
2.3	Use critical self-awareness of their own values, beliefs, prejudices, assumptions and stereotypes to mitigate the impact of these in how they interact with others.				
2.4	Identify and act appropriately when own or others' behaviour undermines equality, diversity and human rights.				
2.5	Reflect on and address appropriately ethical/moral dilemmas encountered during own work which may impact on care to people affected by cancer. Advocate equality, fairness and respect for people and colleagues in day to day practice.				
2.6	Keep up to date with mandatory training and/or revalidation requirements, encompassing those requiring evidence related to care for people affected by cancer.				
2.7	Recognise and ensure a balance between professional and personal life that meets work commitments, maintain own health, promote wellbeing and build resilience.				
2.8	Demonstrate insight into any personal health issues and take effective steps to address any health issue or habit that is impacting on own performance.				
2.9	Respond promptly and impartially when there are concerns about self or colleagues; take advice from appropriate people and, if necessary, engage in a referral procedure.				

2.10	Promote mechanisms such as complaints, significant events and performance management processes in order to improve peoples' care.				
2.11	Promote mechanisms such as compliments and letters of thanks to acknowledge and promote good practice.				

Domain A: Person Centred Collaborative Working

Capability 3:

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
3.3	Select appropriate language and media (including remote consultation such as telephone, skype, sign language, written etc) to facilitate effective communication and interactions with people affected by cancer.				
3.4	Respond sensitively to individual preferences and needs, and uphold and safeguard individuals' interests.				
3.7	Use active listening and facilitation skills to enable individuals to talk about their concerns and priorities relating to their cancer symptoms and implications of its treatment.				

Domain A: Person Centred Collaborative Working

Capability 4: Communication and consultation skills

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
4.1	Actively listen to and communicate effectively with others, recognising that both are an active, twoway process.				

4.2	Critically appraise communication strategies and be able to optimise communication approaches appropriately using skills such as active listening e.g. frequent clarifying, paraphrasing and picking up verbal cues such as pace, pauses and voice intonation.				
4.3	Reflect on communication strategies and skilfully adapt those employed to ensure communication strategies foster an environment of person empowerment.				
4.4	Communicate in ways that build and sustain relationships, seeking, gathering and sharing information appropriately, efficiently and effectively to expedite and integrate people's care.				
4.5	Communicate effectively, respectfully and professionally with service users and carers at times of conflicting priorities and opinions.				
4.6	Convey information and address issues in ways that avoid jargon and assumptions; respond appropriately to questions and concerns to promote understanding, including use of verbal, written and digital information.				
4.9	Communicate effectively with individuals who require additional assistance, such as sensory or cognitive impairments, to ensure an effective interface with a practitioner, including the use of accessible information.				
4.10	Evaluate and remedy situations, circumstances or places which make it difficult to communicate effectively (e.g. noisy, distressing environments which may occur during home visits, care home visits or in emergency situations), and have strategies in place to overcome these barriers				
4.12	Adapt communication approaches to non-face to face situational environments e.g. phone, video, email or remote consultation.				

Domain A: Person Centred Collaborative Working

Capability 5: Personalising the pathway for people living with and affected by cancer

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
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5.1	Demonstrate sensitivity to the significance of individuals' background, identity, culture, values and experiences for how their cancer condition impacts on their life, recognising the expertise that individuals bring to managing their own care.				
5.3	Take account during care planning of the burden of treatment for individuals with cancer and comorbidities, including regular appointments that may also be for the management of their other healthcare needs.				
5.10	Recognise the significance of family, carers and social networks in planning and providing care and the importance of developing partnerships with them, with due regard for the complexity and diversity in family relationships and arrangements.				

Domain A: Person Centred Collaborative Working

Capability 6: Helping people make informed choices as they live with or are affected by cancer

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
6.1	Provide information and advice appropriate to the needs, priorities and concerns of individuals.				
6.4	Acknowledge and respect the decisions made by individuals concerning their health and wellbeing in relation to cancer, cancer treatments, survivorship and late effects care.				
6.6	Make appropriate decisions to seek help and report concerns to colleagues when an individual's choices place them at risk.				
6.7	Identify factors that can affect an individual's ability to request, organise or access services or assistance and take appropriate action to help them receive the care they require (e.g. knowledge, confidence, physical constraints, social isolation).				

Domain A: Person Centred Collaborative Working

Capability 7: Providing information to support self management and enable independence for people living with and affected by cancer

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
7.7	Direct individuals and family members to local resources, appropriate agencies and information sources, including online information or non-text based information, on issues that may affect them following cancer treatment, including work and finance matters.				

Domain A: Person Centred Collaborative Working

Capability 8: Multidisciplinary, interagency and partnership working

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
8.1	Practise within their professional and personal scope of practice and access specialist advice or support for the individual or for themselves when appropriate.				
8.2	Engage in effective inter-professional communication and collaboration with clear documentation to optimise the integrated management of the individual with cancer.				

Domain A: Person Centred Collaborative Working

Capability 9: Referrals and integrated working to support transitional care for people living with and affected by cancer

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
9.1	Understand the roles that acute, community and primary care services play in supporting people living with and affected by cancer.				

9.2	Understand the issues facing individuals as they complete cancer treatment or are discharged from acute hospital follow up.				
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Domain B: Assessment, investigations and diagnosis

Capability 10: History taking

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
10.1	Demonstrate an understanding of the holistic needs assessment and care plan (HNA) process including the physical and psychosocial components, and its implications for practice; understanding the components which might influence personal choice such as faith, age, culture				
10.5	Use active listening skills and open questions to effectively engage and facilitate shared agenda setting				
10.11	Assess the impact of individuals' presenting symptoms, including the impairment of function, limitation of activities and restriction on participation, including work				
10.13	Record all pertinent information gathered concisely and accurately for clinical management, and in compliance with local guidance, legal and professional requirements for confidentiality, data protection and information governance				

Domain B: Assessment, investigations and diagnosis

Capability 11: Clinical physical and mental health assessment

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
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11.1	Appropriately obtain consent to physical examination, respect and maintain the patient's privacy, dignity (and comfort as far as practicable), and comply with infection prevention and control procedures				
11.2	Adapt their practice to meet the needs of different groups and individuals (including those with particular needs such as cognitive impairment or learning disabilities), working with chaperones, where appropriate				
11.10	Record the information gathered through assessments concisely and accurately, for clinical management and in compliance with local guidance, legal and professional requirements for confidentiality, data protection and information governance				

Domain B: Assessment, investigations and diagnosis

Capability 12: Investigations, diagnosis and care planning

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
12.12	Demonstrate knowledge of tests and investigations commonly used in cancer care, including rationale for use and normal ranges of results				
12.21	Recognise when a clinical situation is beyond individual capability or competence and escalate appropriately				

Domain C: Condition management, treatment and planning

Capability 13: Clinical management

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
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13.4	Implement shared management/personalised care/support plans in collaboration with people, and where appropriate carers, families and other healthcare professionals				
13.8	Promote continuity of care as appropriate to the person				
13.11	Support people who might be classed as frail and work with them utilising best practice				

Domain C: Condition management, treatment and planning

Capability 14: Condition management, treatment and planning

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
14.1	Understand the complexities of working with people who have cancer +/- other clinical conditions including physical, psychological, spiritual and psychosocial				
14.8	Consistently encourage prehabilitation, rehabilitation and, where appropriate, recovery				
14.11	Support people appropriately and with regard for other care providers involved in their care				

Domain C: Condition management, treatment and planning

Capability 15: Independent prescribing and pharmacotherapy

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
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15.14	Maintain accurate, legible and contemporaneous records of medication prescribed and/or administered and advice given in relation to medicine				
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Domain C: Condition management, treatment and planning

Capability 16: Prehabilitation and rehabilitation interventions

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
16.1	Understand how to screen and assess people with cancer for prehabilitation interventions				
16.3	Understand the prehabilitation interventions and they can support people with cancer				
16.4	Understand the role of common rehabilitation interventions for people with cancer				
16.8	Understand that cognitive, psychological and emotional support are the key to successful rehabilitation				

Domain C: Condition management, treatment and planning

Capability 17: Promoting self-management and behaviour

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
17.4	Promote the importance of physical activity for general health and advise on what people with cancer related symptoms can and should do				
17.5	Promote the importance of a healthy diet and nutritional requirements to reduce the impact of cancer-related symptoms				

17.7	Provide encouragement to individuals attempting to change or adopt new health related behaviours providing positive reinforcement when they are finding it difficult or achieving less than they hoped, supporting development of realistic short and long-term goals				
17.10	Provide practical and emotional support to encourage individuals to take an active role in communicating with health professionals where this is needed, by supporting and encouraging them to ask questions about what is a priority or concern for them				

Domain C: Condition management, treatment and planning

Capability 20: Promoting self-management and behaviour

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
20.4	Understand the practice within the key legal framework relating to end-of-life care, such as: <ul style="list-style-type: none"> • Advanced directives • Legal power of attorney • Do not resuscitate. • Treatment escalation plans 				

Domain D: Leadership and collaborative practice

Capability 21: Leadership, management and organisation

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
21.1	Be organised with due consideration for people and colleagues, carrying out both clinical and nonclinical aspects of work in a timely manner,				

	demonstrating effective time management within the constraints of the time limited nature of healthcare				
21.2	Respond positively when services are under pressure, acting in a responsible and considered way to ensure safe practice				
21.5	Demonstrate receptiveness to challenge and preparedness to constructively challenge others, escalating concerns that affect people, families, carers, communities and colleagues' safety and wellbeing when necessary. Clarity of roles within teams, to encourage productive working				
21.6	Demonstrate awareness of policies and procedures relevant to their own area of practice in cancer services and support service developments to improve patient outcomes				

Domain E: Developing evidence-based practice and improving quality

Capability 22: Research and evidence-based practice

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
22.3	Understand and utilise the evidence of best practice to inform own practice				
22.8	Understand the ethical and legal issues around data collection and information handling, including confidentiality, consent, data protection and storage				

Domain F: Developing evidence-based practice and improving quality

Capability 23: Service evaluation and quality improvement

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
23.6	Collect data required for service evaluations, audits or research in services for people living with and affected by cancer				

Domain G: Educating and developing self and others

Capability 24: Education

	Competency and Associated Elements	Brief description of knowledge e.g. Taught session, E-learning, Discussion, or other	Date	Demonstrated with supervision (Date / Sig)	Competent (Date / Sig)
24.1	Critically assess and address own learning needs, negotiating a personal development plan that reflects the breadth of ongoing professional development across the four pillars of clinical practice				
24.3	Plan, engage in and record learning and development relevant to their role and in fulfilment of professional, regulatory and employment requirements				
24.4	Advocate for and contribute to a culture of organisational learning to inspire future and existing staff				
24.19	Recognise people as a source of learning, in their stories, experiences and perspectives, and as peers to co-design and co-deliver educational opportunities. Appraise and respond to learning/information needs of individuals, families, carers and communities delivering informal learning opportunities and formal/structured education and training to people with cancer, their families and carers to promote self-care, support health literacy and empower participation in decision-making about aspects of their care, management and treatment				