

**Revised Complementary and Natural Healthcare NOS**  
**Skills for Health**  
**Consultation and Field Test (January to February 2009) - Instructions**

**Introduction**

These instructions describe the consultation and field test process for the revised Complementary and Natural Healthcare National Occupational Standards (CHNOS). It is important that these revised NOS are fit for purpose and user friendly. Therefore, Skills for Health are now encouraging feedback on the draft revised NOS from practitioners and stakeholders involved in the Complementary and Natural Healthcare area. Feedback may be via the consultation questionnaire, and/or through involvement in field test activities. Please note that you only need to look at the NOS that are relevant to your area of practice.

The consultation questionnaire enables respondents to give their views on the content of the draft NOS, the field test encourages those willing to be involved to work with and use the revised NOS. The consultation questionnaire requires less time than the field test process, but both methods are designed to provide the project team with useful feedback. All forms of consultation are voluntary and respondents can opt to be involved in the questionnaire consultation only, and/or the field test, depending on their availability.

The consultation and field test period will run from January to February 2009. The draft revised National Occupational Standards are as follows:

Generic content<sup>1</sup>

- 1 Explore and establish clients' needs for complementary and natural healthcare
- 2 Develop and agree plans for complementary and natural healthcare with clients
- 3 Provide complementary and natural healthcare to clients

Discipline specific content

- 4 Alexander Technique Teaching<sup>2</sup>
- 5 Aromatherapy
- 6 Bowen Technique
- 7 Cranial Therapy
- 8 Homeopathy
- 9 Homeopathy – Prescribe and dispense homeopathic medicines
- 10 Massage
- 11 Naturopathy
- 12 Nutritional Therapy
- 13 Reflexology
- 14 Reiki
- 15 Shiatsu
- 16 Yoga Therapy

---

<sup>1</sup> These Generic NOS apply to the majority of the disciplines covered by the project.

<sup>2</sup> The Alexander Technique Teaching content is not yet available for consultation.

## **Other NOS**

It is important to note that there are a wide range of other Skills for Health NOS that are also relevant to Complementary and Natural Healthcare but are not within the scope of this project. These NOS cover things like communication, health and safety, infection control and personal development. A list of some of these NOS may be found in Annex One, and these are presented here as examples.

## **The Draft Revised CHNOS**

The Complementary and Natural Healthcare NOS have been revised through discussion with the Project's Strategy Group and Reference Group, and also through discipline specific workshops. The approach taken in the revised NOS is to express common and transferable skills in the form of Generic NOS (see 1 to 3 above). The discipline specific content has then been identified through separate NOS (see 4 to 16 above). The principle behind this approach is that it will help individuals with transferability of skills, career progression and personal development in the sector. It will also mean that other disciplines can be brought into the CHNOS content without the need for a major review process such as this one. However, it should be noted that this is an emerging model and is in itself subject to change, based on the findings of the consultation and field test period.

## **Questionnaire Consultation**

A consultation questionnaire has been produced by Skills for Health to encourage feedback on the draft revised CHNOS. The consultation questionnaire asks for views on the Generic NOS and discipline specific content. This is an open consultation and anyone who wants to shape these NOS can take part. It is a matter of reading through the draft materials and then feeding back on the content via the questionnaire. The responses will be analysed and discussed with the project's Strategy Group and Reference Group. The timetable for this consultation is January through to 20<sup>th</sup> February and if questionnaires are returned before this time it will be greatly appreciated.

## **Field Test**

The field test process is a slightly more involved consultation for those individuals who are able and willing to use the draft NOS within a workplace or suitable environment. Field test sites will be provided with guidance and templates to support various uses of the NOS. They will also be supported by the project team via e-mail and telephone contact in the first instance, as well as visits if this is appropriate. A separate questionnaire has been developed for field test participants which is designed to obtain information suitable for a case study, as well as feedback on the draft NOS. If you are interested in field testing the draft NOS you are asked to contact the project manager Erica Treharne as soon as possible. The end date for the field test is 20<sup>th</sup> February (the same as the questionnaire consultation) all responses will be analysed and discussed with the project's Strategy Group and Reference Group.

## **Please get involved!**

The questionnaire consultation is a simple way of providing views and feedback on the content of the draft NOS. The field test process involves working with and using the revised NOS and requires a little more work. The important thing for Skills for Health is that you get involved and help to shape the future CHNOS. Whether this is through the consultation questionnaire or the more involved field test Skills for Health will be very grateful for your input.

If you have any queries about the consultation process, please contact:

Erica Treharne      Email: [Erica.Treharne@skillsforhealth.org.uk](mailto:Erica.Treharne@skillsforhealth.org.uk)

**ANNEX ONE**

**Examples of Other Skills for Health National Occupational Standards of  
Relevance to Complementary and Natural Healthcare**

These NOS have been identified to illustrate that there are a wide range of other NOS available from Skills for Health which will be of interest to Complementary and Natural Healthcare practitioners.

These NOS are not included in the consultation which is focussed on the content of the draft Generic NOS and discipline specific content. However, respondents may wish to view these and other NOS and this can be done via the Skills for Health web site (see below).

**Health, safety and the control of infection**

- GEN2 Maintain health and safety in a clinical/therapeutic environment
- A Maintain health and safety
- HSC22 Support the health and safety of yourself and individuals

**Preparation of self and environments**

- GEN1 Ensure your personal fitness for work
- GEN6 Prepare environments and resources for use during clinical/therapeutic activities

**Personal and people development**

- GEN12 Reflect on and evaluate your own values, priorities, interests and effectiveness
- GEN33 Enable other individuals to reflect on their own values, priorities, interests and effectiveness
- HSC23 Develop your knowledge and practice

**Communication**

- GEN22 Communicate effectively with individuals

**Administering appointments**

- GEN25 Administer appointments

**Scope of competence**

- GEN63 Act within the limits of your competence and authority

**Confidentiality**

- D5 Comply with legal requirements for patient/client confidentiality

**Consent**

- CHS76 Obtain informed consent for interventions or investigations

These and other relevant NOS can be viewed at [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)