



Royal College
of Nursing

Enrich your portfolio of learning with **First Steps**

First Steps is one of the Royal College of Nursing's most popular online learning tools for health care assistants (HCAs).

rcn.org.uk/firststeps



Developed by the Royal College of Nursing for HCAs across all health and care settings, **First Steps** is a free, flexible learning resource covering the key aspects of assisting nursing practice.



Whether you're new to your role, or looking to refresh your knowledge, **First Steps** equips you with the skills you need to succeed as an HCA.

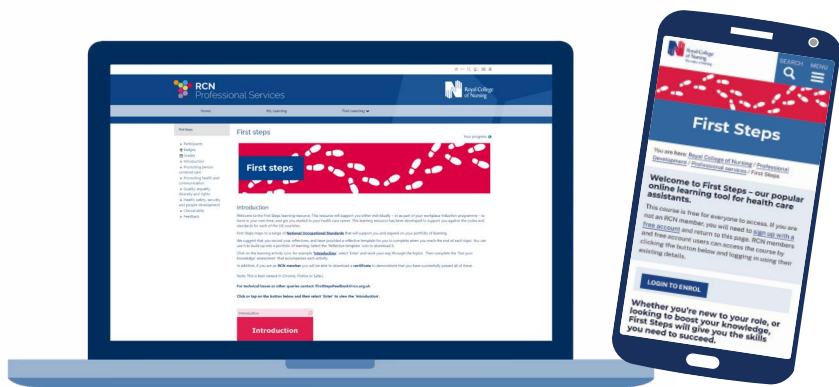
Mapped to a range of National Occupational Standards and featuring practice-based scenarios, **First Steps** is designed to enrich your portfolio of learning.

You can dip in and out at your own pace and while on the move using your smartphone or tablet.

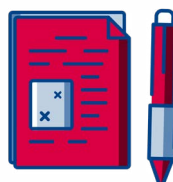
Designed to capture what you've learnt, quiz-style assessments and a reflective template are included throughout.

Topics vital to your role as an HCA are covered, including **clinical and communication skills, promoting health, and equality, diversity and rights.**

If you're an RCN member, you'll receive a certificate to show that you have successfully completed the learning.



On completion, you will be ready to explain the correct process and practices around:



- safeguarding vulnerable people
- recording and accessing nursing and medical records
- undertaking observation activities
- individual and staff safety in the workplace
- raising concerns
- confidentiality, consent, and capacity
- person-centred care and patient safety
- effective communication and promoting health
- accountability and delegation
- treating people with dignity, respect and privacy
- equality and diversity
- infection prevention and control.

What do HCAs say about First Steps?

“ It's full of brilliant information and resources! The videos and sound clips, which I found really helpful, kept it engaging.

“ This course has been very helpful to me. I will now be able to apply what I have learnt in practice at work, and be able to share the knowledge that I have gained with fellow work colleagues.

“ Great place to learn more about the role and the knowledge that's necessary to all HCAs.

“ A brilliant and straightforward learning resource.

To find out more or to get started, visit

rcn.org.uk/firststeps

Getting started

For more information, or to get started with First Steps, scan the QR code here or go to:
rcn.org.uk/firststeps



Did you know HCAs can join the RCN?

If you would like to obtain a First Steps certificate of completion, you'll need to be a member of the RCN. Membership for health care assistants starts from just £4.27 per month.



Head to rcn.org.uk/join to sign up today.

To be eligible for nursing support worker membership, you must work providing health or social care under the guidance and supervision of a registered nurse, midwife or health visitor and not be on a professional register (such as NMC or HCPC), unless you are a nursing associate, or it is a register held by the Scottish Social Services Council or the Northern Ireland Social Care Council. Eligibility criteria up to date at time of print. Visit rcn.org.uk/NSWJoin for more details.

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