

Delegation: what the standards say and reflective questions to guide practice

This resource is for use by HCPC registrants and those supporting this workforce. If using within your own presentations, please reference the original source. Some slides have additional notes provided which can also be used in your own work, with source recognition.

March 2026

Content

- ✓ Clarifying the purpose of delegation
- ✓ What the HCPC standards say about delegation
- ✓ Accepting delegated activities – what the HCPC standards say about scope of practice
- ✓ Delegating to others – questions to consider
- ✓ Delegating across the four pillars of practice
- ✓ Reflective questions and identifying your next steps to support safe and effective delegation

The purpose of delegation is to benefit service users



We use the term ‘service user’ as a broad phrase to refer to **those who use or are affected by the services of professionals registered with the HCPC.**

For example, people accessing services for their health, families, carers, colleagues, students, those you line manage and more.

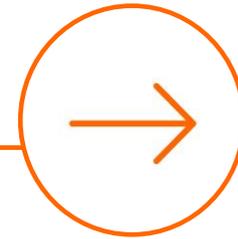
When delegating an activity to another person, it must be because doing so benefits service users.

Reflective questions and any further actions?



List all your service user groups?

What do you already delegate to and how does this benefit your service users?



How do you capture the impact and benefits of the work you currently delegate?

Are there any additional actions you would like to consider?

HCPC standards for delegation

Standards of conduct, performance and ethics

4.1 You must only delegate work to someone who has the knowledge, skills and experience needed to carry it out safely and effectively.

4.2 You must continue to provide appropriate supervision and support to those you delegate work to.

HCPC standards for scope of practice

Standards of conduct, performance and ethics

3.1 You must only practise in the areas where you have the **appropriate knowledge, skills and experience** to meet the needs of a service user safely and effectively

3.2 You must undertake **additional training** to update your knowledge, skills and experience if you wish to widen your scope of practice

3.3 You must **refer a service user** to an appropriate practitioner if the care, treatment or other services they need are beyond your scope of practice. This person must hold the appropriate knowledge, skills and experience to meet the needs of the service user safely and effectively

Delegating within the workforce – the need for local policies and processes to make the most of the knowledge and skills within the team



Delegation: Practical points to consider

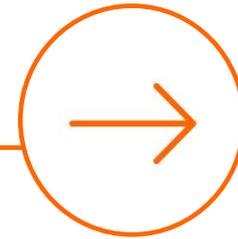
- Delegation is a core component of maintaining **safe, productive and efficient practice** – it is a mutual legal duty between the employer, the person delegating and the person being delegated to.
- Active learning / continuing professional development is required to support safe and efficient delegation, including delegating to others and being delegated to.
- Some registrants may be delegating activities to people outside of their organisation e.g. care workers.
- There may be unseen power dynamics in the delegation process that need to be considered.
- Delegation is a relational activity, and individuals must feel supported. It is an on-going process that requires professional judgement.

Reflective questions and any further actions?



Reflect on an example where you have delegated an activity to someone else or have been asked to accept a delegated activity.

What supervision and support was provided? What did you learn from the experience?



If you are employed within an organisation, what are the local policies and processes to support safe and effective delegation?

Are there any additional actions you would like to consider?

Delegation across the four pillars of practice



CLINICAL AND TECHNICAL PRACTICE

- Run their own delegated clinics, including as part of a multidisciplinary team
- Undertake manufacturing alterations within their scope of practice
- Undertake telephone reviews
- Know when to refer to registered P&O colleagues for clinical assessment
- Support patients and their families e.g. through providing information
- Provide administration and service support
- Manage and maintain stock
- Maintain a safe environment



EDUCATION AND FACILITATING LEARNING

- Work as Assistant supervisors for P&O pre-registration learners and other students
- Undertake career talks and promotional activities, including via social media



LEADERSHIP AND MANAGEMENT

- Assist and provide transitional support / preceptorship for newly qualified staff
- Provide onboarding and induction support for new staff
- Line management e.g. for the Workshop Team



EVIDENCE, RESEARCH AND DEVELOPMENT

- Undertake patient evaluation sessions
- Contribute to audits and service evaluation
- Contribute to quality improvement projects
- Collect and analyse audit data including outcome measures

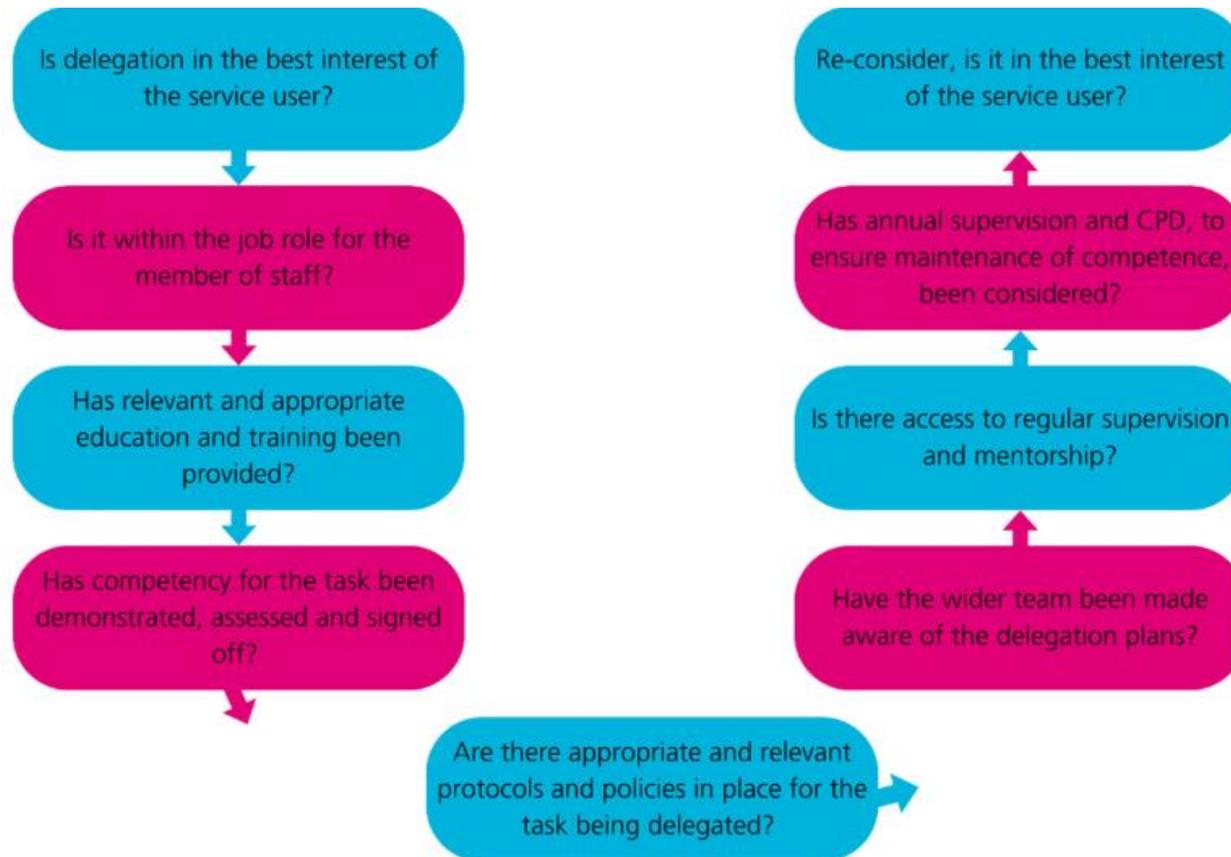


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[NHS Education Scotland, 2025](#)

Support Workers and Technicians

Questions to consider when thinking about delegating

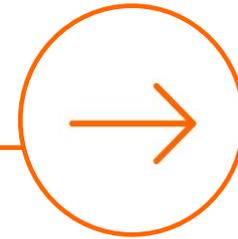


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Reflective questions and any further actions?



In what way could the four pillars of practice and questions in the previous slides support your professional judgement when delegating to others?



Are there any additional actions you would like to consider?

Identify a small number of actions you can do within the next fortnight to continue to support safe and effective delegation.