

# TIER 2

This document is designed to be used by health care professionals, who input to the care and management of people with diabetes using diabetes technologies, to assess their competency, learning needs and progress in relation to the use of continuous glucose monitoring (CGM), continuous subcutaneous insulin infusion therapy (CSII) and hybrid-closed loop therapy (HCL).



NAME: \_\_\_\_\_

**Tier 2.** For all the statements you are required to be able to demonstrate competency. For suggested evidence of achievement of competency please see introduction.

DESCRIPTION OF COMPETENCY	None (link to action plan)	Gaining (link to action plan)	Achieved Date of completing self-assessment (DD/MM/YY)	Date and signature of manager/mentor witnessing evidence
<p><b>Understanding the systems and guidance</b></p> <p><b>Continuous Glucose Monitoring</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an understanding and knowledge of the different CGM systems including device features (sensor life, warm-up, wear location, data display, sharing).</li> <li>• Demonstrate an awareness of comparison resources to guide CGM device selection.</li> <li>• Demonstrate knowledge of compatible CGM options for HCL and which CGM devices are available via FP10 or NHS supply chain.</li> </ul> <p><b>Insulin pumps</b></p> <ul style="list-style-type: none"> <li>• Describe basic pump operational differences (tubed/tubeless, interfaces, device compatibility).</li> <li>• Explain basic HCL algorithm differences in how each system operates</li> <li>• Demonstrate understanding of local SOPs for pre-pump consultations and pathways for CSII/HCL initiation.</li> <li>• Know which HCL systems are available and where to signpost PWD to information.</li> </ul>				

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<p><b>Clinical application</b></p> <p><b>Continuous Glucose Monitoring</b></p> <ul style="list-style-type: none"> <li>• Demonstrate awareness of contraindications related to diabetes technologies, including medication interactions, medical investigations, and exercise, and advise on alternative testing during inaccurate readings or device failure.</li> <li>• Demonstrate the ability to teach CGM application, integration with insulin pumps, and appropriate alert settings.</li> <li>• Demonstrate the ability to advise on sensor removal, skin protection strategies, and appropriate escalation of skin reactions.</li> </ul> <p><b>Insulin pumps</b></p> <ul style="list-style-type: none"> <li>• Demonstrate awareness of training requirements, timelines, and ongoing commitments for diabetes technologies.</li> <li>• Demonstrate an understanding of glucose targets used in hybrid closed-loop (HCL) systems and the ability to adjust these appropriately in different clinical situations.</li> <li>• Demonstrate competence in using and modifying HCL glucose target options, including exercise-related settings.</li> <li>• Demonstrate the ability to confidently access and navigate diabetes data management systems.</li> <li>• Demonstrate the ability to interpret downloaded diabetes technology data and identify key information to inform clinical decision-making.</li> <li>• Demonstrate the ability to calculate, review, and adjust diabetes technology settings, including basal and bolus insulin doses, and to recalculate basal rates when switching to manual mode.</li> <li>• Demonstrate the ability to support people with diabetes to safely self-manage insulin pump set or POD changes.</li> <li>• Demonstrate knowledge of the management of insulin delivery failures, including infusion set, cannula, or pump failure, and provide clear advice on actions to take following device failure.</li> <li>• Demonstrate the ability to advise on insulin delivery in relation to carbohydrate intake, including optimal timing of bolus insulin.</li> </ul>				

DESCRIPTION OF COMPETENCY	None (link to action plan)	Gaining (link to action plan)	Achieved Date of completing self- assessment (DD/MM/YY)	Date and signature of manager/mentor witnessing evidence
<p><b>Special situations</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to advise on safe self-management in special circumstances, including alcohol consumption, fasting, travel, and medical investigations.</li> <li>• Demonstrate knowledge of guidance for diabetes technology use in pregnancy, providing appropriate advice, signposting to evidence and guidelines, and understanding when onward referral is required.</li> <li>• Describe actions if an individual is preparing for or undergoing routine or planned hospital procedures.</li> <li>• Describe actions if an individual is admitted to acute sector for care (i.e., A&amp;E or secondary care)</li> <li>• Be able to identify situations where CSII / HCL therapies may not be appropriate</li> </ul>				
<p><b>Signposting and supportive education</b></p> <ul style="list-style-type: none"> <li>• Have a Glooko Academy account and have completed modules relevant to role (agree with manager/mentor)</li> <li>• Know the support systems in place for system users to access if help required out of hours</li> <li>• Advise on structured education options (DAFNE, HCL essentials) and other offerings / considerations</li> <li>• Demonstrate awareness of appropriate peer support networks</li> </ul>				

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<p><b>Evidence for competency</b></p> <p>If you are completing a reflection you may wish to consider the following section headers:</p> <ul style="list-style-type: none"> <li>• <i>What was the nature of the activity and/or event/experience?</i></li> <li>• <i>What did you learn from this experience?</i></li> <li>• <i>How has your practice changed as a result and how does it link to your competencies?</i></li> <li>• <i>If you prefer to complete a separate document, the NMC and HCPC reflective tools are in the appendix as options to consider</i></li> </ul>				

Further work to achieve competency/plan

Completed TIER ②  
competency  
framework

Signature:

Date: (DD/MM/YY)

Name and signature of manager/mentor:

Date: (DD/MM/YY)

**Next steps**

1. Progress to TIER ③  
assessment

OR

2. Maintain tier one and two competencies and repeat self-  
assessments in 12 months or sooner if indicated by national bodies

