

SHC 24: Introduction to duty of care in health, social care or children's and young people's settings

Unit reference H/601/5474 Level 2

Credit value 1 GLH 9

Unit aim This unit is aimed at those who work in health or social care settings or with children or young people in a wide range of settings. It introduces the concept of duty of care and awareness of dilemmas or complaints that may arise where there is a duty of care.

Learner name:	CACHE Centre no:
CACHE PIN:	ULN:

Learning outcomes The learner will:	Assessment criteria The learner can:	Evidence record e.g. page number & method	Assessor judgement achieved Initial and date
1. Understand the implications of duty of care.	1.1. Define the term 'duty of care'.		
	1.2. Describe how the duty of care affects own work role.		
2. Understand support available for addressing dilemmas that may arise about duty of care.	2.1. Describe dilemmas that may arise between the duty of care and an individual's rights.		
	2.2. Explain where to get additional support and advice about how to resolve such dilemmas.		
3. Know how to respond to complaints.	3.1. Describe how to respond to complaints.		
	3.2. Identify the main points of agreed procedures for handling complaints.		

Learner declaration of authenticity:

I declare that the work presented for this unit is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed unit: SHC 24

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this unit.

Assessor name:

Signature:

Date:

For e-portfolio a signature is not required, providing the learner has a personalised and secure login.

Additional information about the unit:	
Relationship to occupational standards – provided with the QCF unit	CCLD 203 HSC 24 GCU 2 Themes recur as knowledge requirements and core values throughout HSC and CCLD NOS.
Guidance for developing assessment arrangements for the unit:	
Additional unit assessment requirements provided with the QCF unit	This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.

Assessment task - SHC 24 Introduction to duty of care in health, social care or children's and young people's settings

Task 1 links to learning outcome 1, assessment criteria 1.1, 1.2, 2.1 and 2.2.

As a new member of staff, as part of your induction you have been asked to provide a resource folder about 'Duty of Care.' You will need to put evidence into the folder that shows that you can:

- define the term 'duty of care'
- describe how the duty of care affects own work role
- describe dilemmas that may arise between the duty of care and individual's rights
- explain where to get additional support and advice about how to resolve such dilemmas
- make sure that your folder also contains evidence to show that you can:
 - describe how to respond to complaints
 - identify the main points of the agreed procedures for handling complaints.

Task 2 links to learning outcome 3, assessment criteria 3.1 and 3.2.

Make sure that your folder also contains evidence to show that you can:

- describe how to respond to complaints
- identify the main points of the agreed procedures for handling complaints.