

# Unit 4223-358 Interact with and support individuals using telecommunications

**Level:** 3  
**Credit value:** 5  
**UAN number:** Y/601/8825

## Unit aim

This unit is aimed at those who interact with individuals using telecommunications. This involves establishing interactions, sustaining interactions and ending interactions with individuals using telecommunications. The emphasis is on supportive interactions rather than providing a general advice service.

## Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. Understand the legal and local requirements relating to the use of telecommunications when supporting individuals
2. Be able to use telecommunication technology
3. Be able to engage with individuals using telecommunications
4. Be able to identify and evaluate any risks or dangers for individuals during the interaction
5. Be able to terminate the interaction

## Guided learning hours

It is recommended that **36** hours should be allocated for this unit, although patterns of delivery are likely to vary.

## Details of the relationship between the unit and relevant national standards

This unit is linked to the HSC 353

## Assessment

This unit will be assessed:

- In accordance with skills for care and development's QCF Assessment Principles. Learning outcome 2, 3, 4 and 5 must be assessed in a real work environment.

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## Assessment criteria

### **Outcome 1 Understand the legal and local requirements relating to the use of telecommunications when supporting individuals**

The learner can:

1. describe the legal and local requirements and policies relevant to the functions being carried out
2. explain the rights of the individual being supported using telecommunications

### **Outcome 2 Be able to use telecommunication technology**

The learner can:

1. use different types of telecommunication technology
2. explain how interactions may differ depending on the type of telecommunication technology used
3. respond to individuals according to organisational policies
4. record details of interactions in the appropriate system.

### **Outcome 3 Be able to engage with individuals using telecommunications**

The learner can:

1. engage with the individual without face to face interaction including:
  - providing opportunities to sustain the interaction
  - providing reassurance of continued interest
  - encouraging individuals to share their concerns
  - responding to the individual's immediate requirements at each stage during the interaction
  - recognising where anonymity may encourage them to respond
2. provide information about the service and confirm its appropriateness to the individual
3. identify the significance of the circumstances the individual is in
4. encourage callers to provide additional information about their situation or requirements
5. maintain the confidentiality of the individual, self, and colleagues according to the procedures of the service
6. comply with legal and organisational requirements and policies relevant to the functions being carried out.

### **Outcome 4 Be able to identify and evaluate any risks or dangers for individuals during the interaction**

The learner can:

1. identify the types of risks or dangers different individuals might face
2. evaluate the implications of any risk or dangers facing an individual, including:
  - the circumstances in which the interaction is being made

- the types of problems which could occur
- the significance of any signs of increased stress during interactions
- whether there are any constraints on individuals
- the appropriate action to deal with any risks, dangers or problems.

## **Outcome 5 Be able to terminate the interaction**

The learner can:

1. demonstrate how to end interactions including:
  - identifying when to close the interaction
  - providing clear information to the individual on the reasons for ending the interaction
  - operating to the guidelines and procedures of the organisation
  - explaining what further action may be taken
2. identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
3. record and check the individual's demographic details
4. identify why recording and checking details might be required before ending/transferring the call.