

Unit title: Principles for implementing duty of care in health, social care or children's and young people's settings

Unit number: SHC 34

Unit reference: R/601/1436

Unit level: 3

Unit credit value: 1

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 considers how duty of care contributes to safe practice, and how to address dilemmas or complaints that may arise where there is a duty of care.

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand how duty of care contributes to safe practice.	1.1. Explain what it means to have a duty of care in own work role.
	1.2. Explain how duty of care contributes to the safeguarding or protection of individuals.
2. Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care.	2.1. Describe potential conflicts or dilemmas that may arise between the duty of care and an individual's rights.
	2.2. Describe how to manage risks associated with conflicts or dilemmas between an individual's rights and the duty of care.
	2.3. Explain where to get additional support and advice about conflicts and dilemmas.
3. Know how to respond to complaints.	3.1. Describe how to respond to complaints.
	3.2. Explain the main points of agreed procedures for handling complaints.

Additional information about the unit:	
Relationship to occupational standards – provided with the QCF unit	CCLD 305 GCU 2 HSC 24 HSC 34 HSC 35 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	Assessment of this unit must adhere to the requirements of Skills for Care and Development/Skills for Health assessment strategy.
Unit assessment guidance – provided by the sector	Units need to be assessed in line with the Skills for Care and Development QCF Assessment Principles.
Unit guided learning hours	5

Assessment task – SHC 34 Principles for implementing duty of care in health, social care or children's and young people's settings

When working with children and young people in any setting understanding 'Duty of Care' is paramount. Prepare an information document to be used during the induction process of a new member of staff. Be sure that you relate it to your work role and clearly identify any reference to other documentation. Carefully consider how the information is presented to ensure that each area is produced under clear headings.

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

- Write an explanation of:
 - what it means to have a duty of care in own work role
 - how duty of care contributes to the safeguarding or protection of individuals.

Task 2(a) links to learning outcome 2, assessment criteria 2.1 and 2.2.

- Write a description of:
 - potential conflicts or dilemmas that may arise between the duty of care and an individual's rights
 - how to manage risks associated with conflicts or dilemmas between an individual's rights and the duty of care.

Task 2 (b) links to learning outcome 2, assessment criteria 2.3.

- Produce an explanation of where to get additional support and advice about conflicts and dilemmas.

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

- Write a description of how to respond to complaints.
- Write an explanation of the main points of agreed procedures for handling complaints.

NB: Please ensure that all the information given relates to setting working with children and or young people.

Reference the sources of information you have used.