Unit 4222-204 Introduction to duty of care in health, social care or children's and young people's settings (SHC 24)

Level: **2**
Credit value: **1**
UAN: **H/601/5474**

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.

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:
1. Understand the implications of duty of care
2. Understand support available for addressing dilemmas that may arise about duty of care
3. Know how to respond to complaints

Guided learning hours
It is recommended that **9** 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 CCLD 203 HSC 24 GCU 2
Themes recur as knowledge requirements and core values throughout HSC and CCLD NOS

Support of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Care and Development

Assessment
This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.

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Assessment Criteria

Outcome 1 Understand the implications of duty of care

The learner can:

1. define the term 'duty of care'
2. describe how the duty of care affects own work role.

Outcome 2 Understand support available for addressing dilemmas that may arise about duty of care

The learner can:

1. describe dilemmas that may arise between the duty of care and an individual's rights
2. explain where to get additional support and advice about how to resolve such dilemmas.

Outcome 3 Know how to respond to complaints

The learner can:

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