

UNIT TITLE: Understanding the Principles of Care, Organisational Policies and the Role of the Care Worker

LEVEL: One
CREDIT VALUE: 3
UNIT CODE: PT1/1/QQ/001
ACCREDITED UNIT NO: R/102/9982

This unit has 7 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Show an understanding of the values and philosophy, which underpin the role of the Care Worker and the organisation in which s/he works. (HSC24KS 2, 9/NMS 1.1.2, 2) ¹	1.1. Identify a range of values for example, maintaining dignity of individuals, which are important for both the individual and the organisation. 1.2. Give an example of promoting at least one of these values. 1.3. Give examples of equality, diversity and rights issues in the organisation as related to an individual.
2. Recognise the responsibilities and boundaries of the Care Worker role. (HSC24KS 8, 9, 16/ MS 1.2.1, 2, 3)	2.1. List responsibilities and boundaries of the Care Worker role. 2.2. List the boundaries of the Care Worker's relationship with the individual. 2.3. Identify a range of concerns related to staff and individual behaviour that can take place and state procedure for reporting these. 2.4. Identify examples of abuse and state procedures for reporting this.
3. Recognise the importance of effective communication in the Care Worker role. (HSC24KS 2, HSC21KS 3, 6, 9/NMS 1.3.1)	3.1. List different methods of communicating. 3.2. List the skills which contribute to effective communication. 3.3. Communicate with individuals empathetically and coherently.

¹Health and Social Care National Occupational Standards Sept 04 and National Minimum Standards Induction

Please note: Achievement of this unit does not provide evidence against the Care Standards Act requirements

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
4. Show an understanding of the need for confidentiality and ways of maintaining confidentiality in the Care Worker role. (HSC24KS 9, HSC21KS 5, 13/NMS 1.4.1, 2, 3)	4.1. State why it is important to maintain confidentiality in the role of a Care Worker. 4.2. Identify ways in which confidentiality is maintained. 4.3. State the importance of checking people's identity before: (a) disclosing information relating to individuals. (b) allowing visitors on premises.
5. Show a basic knowledge of organisational politics and procedures. (HSC24KS 1, 8, 9/NSM 2.1.1, 2)	5.1. State how to access a full list and up to date copies of all relevant organisational policies and procedures. 5.2. State why it is important for Care Workers to follow organisational policies and procedures.
6. Know how to apply policies and procedures. (HSC24KS 1, 8, 9/NMS 2.2.1)	6.1. Identify a range of policies and procedures for example, reporting situations, allowing someone else access to premises or information. 6.2. State correct actions to take in relation to at least two organisational policies and procedures.
7. Recognise the role of the Care Worker and the importance of the support and supervision of the Care Worker. (HSC24KS 8, 10/NMS 2.3.1, 2, 3, 4, 5)	7.1. State how the role of the Care Worker fits within the organisational structure and its aims and values. 7.2. Identify the organisational systems in place to support the Care Worker in her/his role. 7.3. Identify the purpose of staff supervision. 7.4. State why it is important to support Families, Carers and Significant Others in the lives of individuals.

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ASSESSMENT INFORMATION

Guidance:

This grid gives details of the assessment activities to be used with the unit attached. Please refer to the NOCN Centre Handbook for definitions of each activity and the expectations for assessment practice and evidence for moderation.

The assessment activities for this unit are indicated in the table below:

Key: P = Prescribed – this assessment method *must* be used to assess the unit.
O = Optional – this assessment method *could* be used to assess the unit.

Case study		Project	O
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log / diary	O	Practice file	

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	
Information Technology	✓	Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓