

Unit Title: Interact With and Support Individuals using Telecommunications

Unit Level: Three

Unit Credit Value: 5

GLH: 36

AIM Awards Unit Code: PT1/2/EA/033

Unique Reference Number: Y/601/8825

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the legal and local requirements relating to the use of telecommunications when supporting individuals	1.1. Describe the legal and local requirements and policies relevant to the functions being carried out 1.2. Explain the rights of the individual being supported using telecommunications
2. Be able to use telecommunication technology	2.1. Use different types of telecommunication technology 2.2. Explain how interactions may differ depending on the type of telecommunication technology used 2.3. Respond to individuals according to organisational policies 2.4. Record details of interactions in the appropriate system

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
<p>3. Be able to engage with individuals using telecommunications</p>	<p>3.1. Engage with the individual without face to face interaction including:</p> <ul style="list-style-type: none"> a) providing opportunities to sustain the interaction b) providing reassurance of continued interest c) encouraging individuals to share their concerns d) responding to the individual's immediate requirements at each stage during the interaction e) recognising where anonymity may encourage them to respond <p>3.2. Provide information about the service and confirm its appropriateness to the individual</p> <p>3.3. Identify the significance of the circumstances the individual is in</p> <p>3.4. Encourage callers to provide additional information about their situation or requirements</p> <p>3.5. Maintain the confidentiality of the individual, self, and colleagues according to the procedures of the service</p> <p>3.6. Comply with legal and organisational requirements and policies relevant to the functions being carried out</p>

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
<p>4. Be able to identify and evaluate any risks or dangers for individuals during the interaction</p>	<p>4.1. Identify the types of risks or dangers different individuals might face</p> <p>4.2. Evaluate the implications of any risk or dangers facing an individual, including</p> <ul style="list-style-type: none"> a) the circumstances in which the interaction is being made b) the types of problems which could occur c) the significance of any signs of increased stress during interactions d) whether there are any constraints on individuals e) the appropriate action to deal with any risks, dangers or problems

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
5. Be able to terminate the interaction	5.1. Demonstrate how to end interactions including: <ul style="list-style-type: none"> a) identifying when to close the interaction b) providing clear information to the individual on the reasons for ending the interaction c) operating to the guidelines and procedures of the organisation d) explaining what further action may be taken 5.2. Identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
	5.3. Record and check the individual's demographic details
	5.4. Identify why recording and checking details might be required before ending/transferring the call

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ASSESSMENT INFORMATION

Specific Requirements for Assessment and delivery of this unit.

ASSESSMENT AND DELIVERY INFORMATION

Centre devised assessment tasks should be approved by the internal verifier for the course before delivery takes place in order to ensure the assessment is fit for purpose and meets the standards required.

Unit Summary

This unit provides the learner with the skills required to establish, sustain and end interactions, with individuals using telecommunications.

Assessment requirements/recommendations

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

Learning outcomes 2, 3, 4 and 5 must be assessed in a real work environment.

Delivery Requirements/Recommendations

Assessment tasks will be devised to meet needs of the learning group and to cover all the criteria.

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Owner:	NCFE
Unit Grading Structure	PASS
Sector Subject Areas (SSA)	1.3 Health and social care
Unit Review Date	31/12/2016
Availability for Use	Shared
Restricted organisations	N/A
Assessment Guidance	<p>This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.</p> <p>Learning outcomes 2, 3, 4 and 5 must be assessed in a real work environment.</p>
Equivalences	N/A