

Unit Title: Interact with and Support Individuals using Telecommunications	
Level:	Three
Credit Value:	5
GLH:	36
OCNLR Unit Code:	PA1/3/LQ/054
Ofqual Unit Reference Number:	A/508/4144

*This unit has 5 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
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.

<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"> <li>• Providing opportunities to sustain the interaction.</li> <li>• Providing reassurance of continued interest.</li> <li>• Encouraging individuals to share their concerns.</li> <li>• Responding to the individual's immediate requirements at each stage during the interaction.</li> <li>• Recognising where anonymity may encourage them to respond.</li> </ul> <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>
<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"> <li>• The circumstances in which the interaction is being made.</li> <li>• The types of problems which could occur.</li> <li>• The significance of any signs of increased stress during interactions.</li> <li>• Whether there are any constraints on individuals.</li> <li>• The appropriate action to deal with any risks, dangers or problems.</li> </ul>

5. Be able to terminate the interaction.

5.1. 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.

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.

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

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