

Unit Title: Obtain a Client History	
Level:	Three
Credit Value:	3
GLH:	22
OCNLR Unit Code:	PA1/3/LQ/063
Ofqual Unit Reference Number:	D/508/4007

*This unit has 3 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand current legislation, national guidelines, policies, protocols and good practice related to obtaining a client history.	1.1. Identify own roles and responsibilities with regard to the current legislation, national guidelines, policies, protocols and good practice guidelines when obtaining an individual's history. 1.2. Explain the guidelines to be followed if the individual is unable to provide a relevant history. 1.3. Explain how to check a third party's authority and ability to provide information about an individual. 1.4. Outline the steps to be taken to clarify and confirm any missing or ambiguous information in an individual's history.
2. Be able to prepare to obtain a client history.	2.1. Confirm the individual's identity. 2.2. Explain own role and responsibilities. 2.3. Check the individual's or third party's understanding of the purpose of the activity.

3. Be able to obtain a client history.

- 3.1. Gain valid consent to share information in line with national/local policy and protocol.
- 3.2. Maintain confidentiality and the individual's dignity, privacy, beliefs and rights in line with local policy and protocol.
- 3.3. Obtain information on the individual's prior health and circumstances.
- 3.4. Clarify any ambiguous or incomplete statements.
- 3.5. Respond to any questions from the individual or third party.
- 3.6. Record the outcomes of the activity in line with national/local policy and protocol.

## 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		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	