

Unit Title: Principles for Implementing Duty of Care in Health, Social Care or Children's and Young People's Settings

Level:	Three
Credit Value:	1
GLH:	5
OCNLR Unit Code:	PA1/3/LQ/005
Ofqual Unit Reference Number:	R/508/3761

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand how duty of care contributes to safe practice.	1.1. Explain what it means to have a duty of care in own work role. 1.2. Explain how duty of care contributes to the safeguarding or protection of individuals.
2. Know how to address conflicts or dilemmas that may arise between an individual's rights and the duty of care.	2.1. Describe potential conflicts or dilemmas that may arise between the duty of care and an individual's rights. 2.2. Describe how to manage risks associated with conflicts or dilemmas between an individual's rights and the duty of care. 2.3. Explain where to get additional support and advice about conflicts and dilemmas.
3. Know how to respond to complaints.	3.1. Describe how to respond to complaints. 3.2. Explain the main points of agreed procedures for handling complaints.

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