

Unit Title: Collate and Communicate Health Information to Individuals	
Level:	Three
Credit Value:	3
GLH:	20
OCNLR Unit Code:	PA1/3/LQ/034
Ofqual Unit Reference Number:	T/508/3784

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand current legislation, national guidelines, policies, protocols and good practice in collating and communicating health information to individuals.	1.1. Summarise the current legislation, national guidelines, policies, protocols and good practice guidelines for accessing, updating and maintaining individuals' health records and confidentiality in accordance with information governance. 1.2. Explain own roles, responsibilities and accountability in relation to current legislation, national guidelines, policies, protocols and good practice concerning the collection and provision of information. 1.3. Explain the ethics concerning confidentiality, and the tensions which may exist between an individual's request for information and the organisation's responsibilities within information governance.

<p>2. Be able to identify the information to be collated and communicated.</p>	<p>2.1. Respond to individual needs in accordance with clinical governance and local policies and protocols.</p> <p>2.2. Confirm the purpose of the communication and needs of the recipients.</p> <p>2.3. Adhere to legislation, protocols and guidelines relating to giving/sharing information, confidentiality and record keeping in relation to information governance.</p> <p>2.4. Use relevant secure sources to access the required health information.</p>
<p>3. Be able to communicate health information.</p>	<p>3.1. Communicate with the individual and relevant carers or family at a pace and level appropriate to their understanding.</p> <p>3.2. Identify and overcome any barriers to communication.</p> <p>3.3. Present health information in a format that is consistent with the individual's level of understanding, culture, background and preferred ways of communicating.</p> <p>3.4. Actively listen to the recipient's reactions to information provided and clarify any issues raised.</p> <p>3.5. Confirm that the information needs of the recipient have been met.</p> <p>3.6. Record the outcome of the communication by updating records in line with policies and protocols.</p>

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	