

DK89 04 (SFH GEN21) — Interact with Individuals using Telecommunications

Overview

This standard covers interacting with individuals using telecommunications. This involves establishing interactions with individuals using telecommunications, sustaining interactions with individuals using telecommunications, and ending interactions with individuals using telecommunications. The emphasis is on supportive interactions rather than providing a general advice service.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

Performance Criteria — What you do in your job

You must provide evidence to meet all the 17 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

	Performance Criteria	Evidence Number where this criteria has been met
1	Respond to individuals promptly according to organisational policies.	
2	Identify any constraints on individuals and the circumstances in which the interaction is being made.	
3	Provide information about the service and confirm its appropriateness to the individual.	
4	Encourage individuals to share their concerns and to focus on their requirements.	
5	Assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it.	
6	Provide suitable opportunities for individuals to sustain the interaction.	
7	Encourage individuals to provide additional information on their situation or requirements.	
8	Respond to individuals' immediate requirements at each stage during the interaction.	
9	Provide suitable indications to reassure individuals of continued interest.	
10	Identify any signs of increased stress during interactions and establish their significance.	

	Performance Criteria	Evidence Number where this criteria has been met
11	Provide clear information on the requirement to end the interaction.	
12	End interactions according to the guidelines and procedures of your organisation.	
13	Identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction.	
14	Take the appropriate action to resolve dangerous situations.	
15	Ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the call.	
16	Where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service.	
17	Record details of interactions in the appropriate systems.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 32 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	The rights of individuals with whom you come into contact.	
2	Legal and organisational requirements and policies requirements relevant to the functions being carried out.	
3	Why it is important to comply with different requirements.	
4	How to obtain information on the requirements.	
5	The procedures of the organisation in relation to anonymity.	
6	The systems for recording interactions.	
7	Why it is important to use the systems.	
8	What are the procedures for welcoming individuals.	
9	How to use different types of telecommunication technology.	
10	How to encourage individuals to stay connected.	
11	What are the potential circumstances of the individuals.	
12	What information about the service should be provided.	

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
13	Who can be assisted by the service.	
14	How to encourage individuals without face to face interaction.	
15	What type of risks or dangers might different individuals face.	
16	What action should be taken to deal with different risks or dangers.	
17	What type of interactions occur.	
18	What opportunities should be made available to individuals to sustain the interaction.	
19	What type of information should be obtained.	
20	Why it is important to respond at regular intervals.	
21	Why it is important to provide individuals with opportunities to speak without interruption.	
22	How to use the anonymity of individuals to assist them to speak, where this is appropriate.	
23	The signs of increased stress in individuals.	
24	The significance of any signs of stress.	
25	The types of problem that could occur.	
26	What actions can be taken to address them.	
27	Why it is important to address problems.	
28	When should interactions be ended.	
29	What are the reasons for ending an interaction.	
30	What further actions could be taken.	

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
31	The importance of obtaining full demographic details.	
32	Why it is important to maintain anonymity.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	