

SFHGEN21 - SQA Code HC5P 04

Interact with individuals using telecommunications



Overview

This standard covers interacting with individuals using a range of telecommunications technology, including the internet. This involves establishing, sustaining, and ending interactions with individuals without face to face interaction by 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.

SFHGEN21 - SQA Code HC5P 04

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Performance criteria

You must be able to:

- P1 respond to individuals according to organisational policies
- P2 identify any constraints on individuals and the circumstances in which the interaction is being made
- P3 provide information about the service and confirm its appropriateness to the individual
- P4 encourage individuals to share their concerns and to focus on their requirements
- P5 assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it
- P6 provide suitable opportunities for individuals to sustain the interaction
- P7 encourage individuals to provide additional information on their situation or requirements
- P8 respond to individuals' immediate requirements at each stage during the interaction
- P9 provide suitable indications to reassure individuals of continued interest
- P10 identify any signs of increased stress during interactions and establish their significance
- P11 provide clear information on the requirement to end the interaction
- P12 end interactions according to the guidelines and procedures of your organisation
- P13 identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
- P14 take the appropriate action to resolve dangerous situations
- P15 ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the interaction
- P16 where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service
- P17 record details of interactions in the appropriate systems

SFHGEN21 - SQA Code HC5P 04

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Knowledge and understanding

You need to know and understand:

- K1 the rights of individuals with whom you come into contact
- K2 legal, organisational and policy requirements relevant to the functions being carried out
- K3 why it is important to comply with legal, organisational and policy requirements
- K4 how to obtain information on legal, organisational and policy requirements
- K5 the procedures of the organisation in relation to anonymity and confidentiality
- K6 the systems for recording interactions
- K7 why it is important to use the systems
- K8 what are the procedures for welcoming individuals
- K9 how to use different types of telecommunication technology
- K10 how to encourage individuals to stay connected
- K11 what are the potential circumstances of the individuals
- K12 what information about the service should be provided
- K13 who can be assisted by the service
- K14 how to encourage individuals without face to face interaction
- K15 what type of risks or dangers might different individuals face
- K16 what action should be taken to deal with different risks or dangers
- K17 what type of interactions occur
- K18 what opportunities should be made available to individuals to sustain the interaction
- K19 what type of information should be obtained
- K20 why it is important to respond at regular intervals
- K21 why it is important to provide individuals with opportunities to speak without interruption
- K22 the signs of increased stress in individuals
- K23 the significance of any signs of stress
- K24 the types of problem that could occur
- K25 what actions can be taken to address them
- K26 why it is important to address problems
- K27 when should interactions be ended
- K28 what are the reasons for ending an interaction
- K29 what further actions could be taken
- K30 the importance of obtaining full demographic details
- K31 why it is important to maintain anonymity
- K32 how to use the anonymity of individuals to assist them to speak, where this is appropriate
- K33 the types of telecommunications technology that are available
- K34 which type of telecommunications technology to select in relation to the

SFHGEN21 - SQA Code HC5P 04

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requirements of the individual and the service provided

SFHGEN21 - SQA Code HC5P 04

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Additional Information

External Links

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

Dimension: Core 1 Communication

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 as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

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

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	