

About this Unit

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.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> ◆ Simulation is NOT permitted for any part of this Unit. ◆ The following forms of evidence ARE mandatory: ◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example, how you encourage individuals while following organisational policies. ◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example, describing what you recorded after an interaction.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> ◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge. ◆ Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice. ◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice. ◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen. ◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier. ◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit. ◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
GENERAL GUIDANCE
<ul style="list-style-type: none"> ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge. ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work. ◆ All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
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.	
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.	
31 The importance of obtaining full demographic details.	
32 Why it is important to maintain anonymity.	

DK89 04 (GEN 21) Interact with individuals using telecommunications

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		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.							
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.							

DO = Direct Observation
 EW = Expert Witness
 PD = Professional Discussion

RA = Reflective Account
 P = Product (Work)

Q = Questions
 WT = Witness Testimony

To be completed by the candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal verifier feedback

To be completed by the internal verifier if applicable

This section only needs to be completed if the Unit is sampled by the internal verifier

Internal verifier's name:

Internal verifier's signature:

Date: