

H5PC 04 (SCDHSC0242) — Deal with Messages and Information

Overview

This standard identifies the requirements when you receive, process, record and pass on messages and when you respond to requests for information.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Forms of communication are the means of communication that individuals, key people and others within and outside your organisation use for sending and receiving messages and information, such as email, telephone, written information and verbal information.

The **individual** is the person you support or care for in your work.

Information may be about individuals, key people and others within and outside your work setting, and about working practices, procedures and requirements. It may be in verbal, written or electronic forms.

Key people are those who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Messages are any form of communication from and about individuals, key people and others within and outside your work setting. Messages might also be information about legislation or working practices which should be passed on.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

Scope/range related to Knowledge and Understanding

All knowledge statements must be applied in the context of this standard.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 24 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.

Process messages received

	Performance Criteria	Evidence Number where this criteria has been met
1	Receive messages in written, verbal and other forms of communication from individuals, key people and others .	
2	Identify the urgency of messages.	
3	Ensure that urgent messages are dealt with immediately.	
4	Process messages in accordance with legal and work setting requirements.	
5	Seek help where you are unable to process messages because of their complexity, clarity, form of communication or language.	
6	Record messages accurately, confidentially and in accordance with legal and work setting requirements.	
7	Access any records and reports needed in relation to messages.	
8	File any records and reports correctly when you return them in accordance with legal and work setting requirements.	
9	Use appropriate procedures to file, store and share messages in accordance with legal and work setting requirements.	
10	Take appropriate action to resolve difficulties you have had in receiving and recording messages.	

Pass on messages

	Performance Criteria	Evidence Number where this criteria has been met
11	Identify who needs to be informed of messages received and processed.	
12	Seek clarification when you are unsure to whom you need to pass on messages.	
13	Pass on messages in accordance with instructions, their degree of urgency and legal and work setting requirements.	
14	Use appropriate forms of communication for passing on messages to individuals, key people and others within and outside your work setting.	
15	Report on what you have done with messages in accordance with legal and work setting requirements.	
16	Report promptly any difficulties you have in passing on messages to the appropriate people or organisations.	

Respond to requests for information

17	Respond to requests for information in accordance with instructions and legal and work setting requirements.	
18	Respond to requests for information using appropriate forms of communication and language.	
19	Seek help if you cannot deal with a request for information because of the complexity of the request or confidentiality issues.	
20	Access any records and reports needed in relation to requests for information.	
21	File any records and reports correctly when you return them in accordance with legal and work setting requirements.	

Respond to requests for information (cont)

	Performance Criteria	Evidence Number where this criteria has been met
22	Use appropriate procedures to file, store and share requests for information in accordance with legal and work setting requirements.	
23	Report on how you have dealt with requests for information, in accordance with legal and work setting requirements.	
24	Report on the actions taken when you are unable to deal with a request for information, in accordance with legal and work setting requirements.	

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 42 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.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Work setting requirements on equality, diversity, discrimination and rights.	
2	Your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights.	
3	The actions to take if you have concerns about discrimination.	
4	The rights that individuals have to make complaints and be supported to do so.	

How you carry out your work

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
5	Codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard.	
6	The main items of legislation that relate to the content of this standard within your work role.	
7	Your own background, experiences and beliefs that may affect the way you work.	
8	Your own roles and responsibilities with their limits and boundaries.	
9	Who you must report to at work.	
10	The roles and responsibilities of other people with whom you work.	
11	How to find out about procedures and agreed ways of working in your work setting.	
12	How to make sure you follow procedures and agreed ways of working.	
13	The prime importance of the interests and wellbeing of the individual.	
14	How to work in ways that build trust with people.	
15	How to work in partnership with people.	
16	What you should do when there are conflicts and dilemmas in your work.	
17	How and when you should seek support in situations beyond your experience and expertise.	

Communication

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
18	Factors that can have a positive or negative effect on the way people communicate.	
19	Different methods of communicating.	

Personal and professional development

20	Why it is important to reflect on how you do your work.	
21	How to use your reflections to improve the way you work.	

Safe-guarding

22	The duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
23	Signs and symptoms of harm or abuse.	
24	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
25	What to do if you have reported concerns but no action is taken to address them.	

Handling information

26	Legal requirements, policies and procedures for the security and confidentiality of information.	
27	Work setting requirements for recording information and producing reports including the use of electronic communication.	
28	What confidentiality means.	
29	How to maintain confidentiality in your work.	
30	When and how to pass on information.	

Knowledge that is Specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
31	Actions to take when messages and information are received on any changes in the conditions and circumstances of individuals.	
32	Principles involved in the sharing, storing, retrieving and security of information, records and reports.	
33	Why records which are confidential should be marked to indicate this.	
34	Why it is important to accurately record information received and file records again correctly after use.	
35	Why it is important to take messages accurately and the potential effects of not so doing.	
36	Why it is important to take account of the importance and urgency of each message.	
37	The different purposes for which information may be required and the degree of detail necessary for these different purposes.	
38	How to manage sensitive information.	
39	The sort of problems which may arise during the maintenance storage and retrieval of records and the reasons for reporting these without delay.	
40	Methods of modifying communications appropriate to the individual concerned.	
41	The different methods of obtaining information and those which are appropriate to different circumstances and/or different information.	
42	Ways of refusing to provide information whilst remaining polite and helpful.	

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	