

## DK51 04 (HSC242) Receive and pass on messages and information

### Elements of Competence

HSC242a	Receive, process and record messages
HSC242b	Pass on messages
HSC242c	Respond to requests for information

### About this Unit

For this standard you will need to take, record and pass on messages and information.

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**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> 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. <b>For example</b>, your assessor may observe you share messages and information with others within and outside your organisation.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, your assessor may ask you to explain, giving an example from practice, how you take appropriate action if you cannot deal with the request for information, because of the nature and complexity of the request.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> 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.</li> <li>◆ <b>Questioning/professional discussion:</b> 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.</li> <li>◆ <b>Expert Witness:</b> 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.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> 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.</li> <li>◆ <b>Prior Learning:</b> 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.</li> <li>◆ <b>Simulation:</b> 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.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ 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.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ 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.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**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.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<b>Values</b>	
1 Legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when receiving and passing on messages and information.	
<b>Legislation and organisational policy and procedures</b>	
2 Codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when receiving and passing on messages and information.	
3 Current local, UK legislation and organisational requirements, procedures and practices for: (a) accessing records and information (b) recording, reporting, confidentiality and sharing information, including data protection (c) receiving and passing on messages	
<b>Theory and practice</b>	
4 Actions to take when messages and information are received on any changes in the conditions and circumstances of individuals.	
5 Principles involved in the sharing, storing, retrieving and security of information, records and reports.	
6 Why records which are confidential should be marked to indicate this.	
7 Why it is important to: (a) accurately record information received (b) file records again correctly after use (c) take messages accurately and the potential effects of not so doing (d) take account of the importance and urgency of the message	
8 The different purposes for which information may be required and the degree of detail necessary for these different purposes.	
9 How to manage sensitive information.	
10 The sort of problems which may arise during the maintenance, storage and retrieval of records and the reasons for reporting these without delay.	

**DK51 04 (HSC242) Receive and pass on messages and information**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
11 Methods of modifying communications appropriate to the individual concerned.	
12 The different methods of obtaining information and those which are appropriate to different circumstances and/or different information.	
13 Ways of refusing to provide information whilst remaining polite and helpful.	

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### Element HSC242a Receive, process and record messages

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Receive written and verbal information, and messages that use other forms of communication from individuals, key people and others.					
2	Identify the urgency of the messages, ensuring that urgent messages are dealt with immediately.							
3	Follow legal and organisational procedures and practices to process messages.							
4	Seek extra help where you are unable to process the message because of its complexity, its clarity or because it is communicated in a form or language that you are unable to process.							
5	Record messages accurately, within confidentiality agreements and according to legal and organisational requirements, procedures and practices.							
6	If you have had to access records and reports, return and file them correctly, ensuring that people who do not have a right to access the information cannot do so.							
7	Use appropriate procedures to file, store and share messages and information within confidentiality agreements and according to legal and organisational requirements.							
8	Take appropriate action to resolve difficulties you have had in receiving and recording information.							

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

RA = Reflective Account  
 P = Product (Work)

Q = Questions  
 WT = Witness Testimony

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### Element HSC242b Pass on messages

Performance Criteria	DO	RA	EW	Q	P	WT	PD
	1 Identify who needs to be informed of the messages received and processed.						
2 Clarify to whom you need to pass on messages, when you are unsure who should receive the messages.							
3 pass on messages: (a) according to instructions (b) taking account of the urgency of the message (c) within confidentiality agreements (d) according to legal and organisational requirements							
4 Use appropriate procedures and communication methods for passing on information for individuals, key people and others within and outside your organisation.							
5 Share messages and information with others within and outside your organisation, according to confidentiality agreements, legal and organisational requirements.							
6 Record, report, store and share information about: (a) what you have done with the messages (b) who you have passed them to (c) within confidentiality agreement and according to legal and organisational procedures and requirements							
7 Report any difficulties you have in passing on messages promptly to the appropriate people and organisations.							

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## DK51 04 (HSC242) Receive and pass on messages and information

### Element HSC242c Respond to requests for information

Performance Criteria	DO	RA	EW	Q	P	WT	PD
	1 Respond to requests for information: (a) at the appropriate time (b) according to instructions (c) using an appropriate means of communication and language (d) within confidentiality agreements and according to legal and organisational procedures and requirements						
2 Take appropriate action if you cannot deal with the request for information because of: (a) the nature and complexity of the request (b) confidentiality issues about the request							
3 If you need to access records and reports, return and file them correctly, ensuring that people who do not have a right to access the information cannot do so.							
4 Identify and use appropriate procedures to file, store and share requests within confidentiality agreements and according to legal and organisational requirements.							
5 Record and report on the actions taken: (a) to deal with the request (b) when you are unable to deal with the request (c) within confidentiality agreements and according to legal and organisational requirements and procedures							

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*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: .....