

Unit PPL2GEN1 (HL17 04) Impact of Personal Behaviour in Hospital

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name****(if applicable)** |  | **Countersigning — Assessor’s signature****(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name****(if applicable)** |  | **Countersigning — Internal verifier’s signature****(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about how your own behaviour impacts on customers and the organisation you work for. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **You must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1-3, 6 and 8-9 by directly observing the candidate’s work.PCs 4, 5 and 7 may be assessed by alternative methods if observation is not possible. |
| **1 Present yourself professionally, in line with brand/organisational requirements.****2 Organise own work and have the confidence to ask for guidance.****3 Participate fully in performance reviews and training.**4 Act on feedback relating to personal performance.5 Use feedback from customers to improve own customer service in line with brand/organisational standards.**6 Use technology responsibly in line with organisational requirements and keep up to date with developments which relate to your role.**7 Promote brand/organisational values and guidelines inside and outside the organization.**8 Work with integrity in a safe, honest and trustworthy way.****9 Work in a fair and professional manner.**10 Take responsibility for own role. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Knowledge and understanding** | **Evidence reference****and date** |
| **What you must know and understand** |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). |
| 1 | What the brand/organisational values and guidelines are and why it is important to comply with them. |  |
| 2 | How to organise own work and when to ask for guidance. |  |
| 3 | What behaviour is acceptable both on and off the organisation’s premises and why it is important to behave in this way. |  |
| 4 | How your own behaviour impacts positively and negatively on customer experience and business reputation. |  |
| 5 | How to promote brand /organisational values and guidelines both inside and outside the organisation. |  |
| 6 | How social media can impact on brand/organisational values and guidelines. |  |
| 7 | How to keep up to date with current technological developments in own area of responsibility. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
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| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

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| **Assessor feedback on completion of the unit** |
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