

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Introduction to Duty of Care in Health, Social Care or Children's and Young People's Settings
QAC Code:	H/505/3289
Level:	Level 2
Credit Value:	1
Minimum GLH:	9

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the importance of duty of care.	1.1 Define the term 'duty of care'.
	1.2 Describe how the duty of care affects own work role.
2. Understand support available for addressing dilemmas that may arise about the duty of care.	2.1 Describe dilemmas that may arise between the duty of care and an individual's rights.
3. Know how to respond to complaints.	3.1 Describe how to respond to complaints.
	3.2 Identify the main points of agreed procedures for handling complaints.