

Open Awards Qualification Unit



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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
Unit Reference Number:	J/615/9213
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

The contents of this unit could be linked to [The Care Certificate Standards](#)

LO1 1.1 Define the term 'duty of care'. This can be mapped over to Element 3 3.1a Define 'duty of care'.
LO2 2.1 Describe dilemmas that may arise between the duty of care and an individual's rights. This can be mapped over to Element 3 3.2a Describe dilemmas that may arise between the duty of care and an individual's rights.