

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Principles of Person-Centred Approaches for Maternity Support Workers
Unit Reference Number:	L/618/4677
Level:	3
Credit Value:	2
Minimum GLH:	15

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the role of effective communication in developing positive relationships with families, parents and carers within the role of a Maternity Support Worker	1.1 Assess the importance of effective communication across organisations
	1.2 Describe the main purpose of communication with individuals as a Maternity Support Worker
	1.3 Explain empathetic listening techniques and how they could be applied to your role
	1.4 Describe the basic principles of motivational interviewing
	1.5 Describe techniques for creating suitable environment for open and confidential discussion with the individual or third party
	1.6 Explain the challenges to communication encountered with your role
	1.7 Identify resources or techniques that could help to improve communications
	1.8 Describe how to promote choice, well-being and the protection of all individuals, including safeguarding of women and families
	1.9 Demonstrate following written and verbal instructions issued by a midwife in relation to the care of mother and baby

	1.10	Maintain communications and records within the organisation
	1.11	Explain the importance of partnership working
2. Understand person-centred approaches in maternity services	2.1	Describe the principles of person-centred care
	2.2	Summarise responsibilities of a Maternity Support Worker in relation to a person centred approach
	2.3	Explain why person-centred values should influence all aspects of healthcare within and between a range of maternity services