

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Handling Information in Adult Care

**Unit Reference Number:** K/652/0793

**Level:** Three (3)

**Credit Value:** Three (3)

**Minimum Guided Learning Hours:** 22

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand requirements for handling information in care settings	1.1 Explain the main points of legal requirements, <b>policies and codes of practice</b> for handling information in care settings
	1.2 Identify features of <b>manual and electronic</b> information storage systems that help ensure <b>data and cyber security</b>
	1.3 Describe how to support <b>others</b> to keep information secure
	1.4 Explain what would be considered a ' <b>data breach</b> ' in the handling of information, and how to respond
2. Implement good practice in handling information	2.1 Ensure data security when <b>sharing, storing, and accessing</b> manual and electronic information
	2.2 Maintain and promote confidentiality in day-to-day communication
	2.3 Maintain manual and electronic <b>records</b> that are up to date, complete, accurate and legible
	2.4 Support <b>audit</b> processes in line with own role and responsibilities

## Assessment Requirements

This unit must be assessed in accordance with Skills for Care & Development

assessment principles guidance.

This is a knowledge and skill-based unit.

Knowledge evidence may be generated outside of the work environment, but the final assessment and decision must show application of knowledge within the real work environment.

Learning Outcome 2 is skill based, and primary evidence should include observation of direct practice in the workplace.

Due to the nature of this unit, e.g. dealing with confidential information in support of individuals, this observation should be in actual person and not carried out remotely.

## Indicative Content

LO1

### AC1.1

**Policies and codes of practice:** Learners must refer to their own work setting's policies and codes of practices and should consider:

- Confidentiality
- General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000
- Data (Use and Access) Act 2025
- individuals' rights
- workplace use of AI policy
- workplace digital and use of technology policy.

### AC1.2

**Manual:** refers to use of paper e.g. written records.

**Electronic:** refers to use of digital tools, technology, and devices.

**Data and cyber security:** learners should consider features that ensure the confidentiality, availability and integrity of information. This should include reducing data breaches, securing devices, and safe use of email wherever relevant.

### AC1.3

**Others:** in this context, this refers to everyone a worker is likely to come in to contact with, including:

- individuals accessing care and support services
- carers, loved ones, family, friends of those accessing care and support services
- colleagues and peers
- managers and supervisors
- professionals from other services
- visitors to the work setting
- members of the community
- volunteers.

### AC1.4

**Data breach:** this is the accidental or unlawful destruction, loss, alteration unauthorised disclosure of, or access to, personal or secure data.

LO2	<p><b>AC2.1</b> <b>Sharing, storing and accessing:</b> assessment must include manual (paperbased) and electronic (digital) within assessment. Learners must consider in their practice their own workplace procedures and arrangements for sharing, storing, accessing, and sharing information across both formats. Learners should also consider how information is securely transferred or shared between digital systems and paper records online within data protection and confidentiality requirements.</p> <p><b>AC2.3</b> <b>Records:</b> where learners are required to use both manual and electronic recording systems, assessment must include both ways of record keeping.</p> <p><b>AC2.4</b> <b>Audit:</b> in this context, learners must refer to own responsibilities, within their own workplace.</p>
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