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| **Standard 3: Duty of Care**  |
| **Outcome –** **The learner is able to:**  | **Assessment – The learner must:**  |
|  **3.1** **Understand how duty of** **care** **contributes to safe practice**  | 3.1a Define „**duty of care’**  3.1b Describe how the **duty of care** affects their own work role  |
|  **3.2** **Understand the support available for addressing dilemmas that may arise about duty of care**  | 3.2a Describe **dilemmas** that may arise between the **duty of care** and **an** **individual’s** rights  3.2b Explain what they must and must not do within their role in managing conflicts and **dilemmas**  3.2c Explain where to get additional support and advice about how to resolve such **dilemmas**  |
|  **3.3 Deal with** **Comments and complaints**  | 3.3a Demonstrate how to respond to comments and complaints in line with **legislation** and **agreed ways of working**  3.3b Describe who to ask for **advice and support** in **handling comments and complaints**  3.3c Explain the importance of learning from comments and complaints to improve the quality of service  |
|  **3.4 Deal with Incidents, errors and near misses**  | 3.4a Describe how to recognise adverse events, incidents, errors and near misses  3.4b Explain what they must and must not do in relation to adverse events, incidents, errors and near misses  3.4c List the **legislation** and **agreed ways of working** in relation to **reporting** any adverse events, incidents, errors and near misses  |
|  **3.5 Deal with confrontation and difficult situations**  | 3.5a List the factors and difficult situations that may cause confrontation  3.5b Describe how **communication** can be used to solve problems and reduce the likelihood or impact of confrontation  3.5c Describe how to assess and reduce risks in confrontational situations  3.5d Demonstrate how and when to access support and advice about resolving conflicts  3.5e Explain the **agreed ways of working** for **reporting** any confrontations  |