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| Overview | This standard identifies the requirements when you receive, process, record and pass on messages and when you respond to requests for information. |

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| **Performance criteria**You must be able to:You must be able to:You must be able to: | **Process messages received**1. receive messages in written, verbal and other forms of communication from individuals, key people and others
2. identify the urgency of messages
3. ensure that urgent messages are dealt with immediately
4. process messages in accordance with legal and work setting requirements
5. seek help where you are unable to process messages because of their complexity, clarity, form of communication or language
6. record messages accurately, confidentially and in accordance with legal and work setting requirements
7. access any records and reports needed in relation to messages
8. file any records and reports correctly when you return them in accordance with legal and work setting requirements
9. use appropriate procedures to file, store and share messages in accordance with legal and work setting requirements
10. take appropriate action to resolve difficulties you have had in receiving and recording messages

Pass on messages 1. identify who needs to be informed of messages received and processed
2. seek clarification when you are unsure to whom you need to pass on messages
3. pass on messages in accordance with instructions, their degree of urgency and legal and work setting requirements
4. use appropriate forms of communication for passing on messages to individuals, key people and others within and outside your work setting
5. report on what you have done with messages in accordance with legal and work setting requirements
6. report promptly any difficulties you have in passing on messages to the appropriate people or organisations

Respond to requests for information1. respond to requests for information in accordance with instructions and legal and work setting requirements
2. respond to requests for information using appropriate forms of communication and language
3. seek help if you cannot deal with a request for information because of the complexity of the request or confidentiality issues
4. access any records and reports needed in relation to requests for information
5. file any records and reports correctly when you return them in accordance with legal and work setting requirements
6. use appropriate procedures to file, store and share requests for information in accordance with legal and work setting requirements
7. report on how you have dealt with requests for information, in accordance with legal and work setting requirements
8. report on the actions taken when you are unable to deal with a request for information, in accordance with legal and work setting requirements
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| Knowledge and understandingYou need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand: | **Rights**1. work setting requirements on equality, diversity, discrimination and rights
2. your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals’ rights
3. the actions to take if you have concerns about discrimination
4. the rights that individuals have to make complaints and be supported to do so

**How you carry out your work**1. codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
2. the main items of legislation that relate to the content of this standard within your work role
3. your own background, experiences and beliefs that may affect the way you work
4. your own roles and responsibilities with their limits and boundaries
5. who you must report to at work
6. the roles and responsibilities of other people with whom you work
7. how to find out about procedures and agreed ways of working in your work setting
8. how to make sure you follow procedures and agreed ways of working
9. the prime importance of the interests and well-being of the individual
10. how to work in ways that build trust with people
11. how to work in partnership with people
12. what you should do when there are conflicts and dilemmas in your work
13. how and when you should seek support in situations beyond your experience and expertise

**Communication** 1. factors that can have a positive or negative effect on the way people communicate
2. different methods of communicating

**Personal and professional development**1. why it is important to reflect on how you do your work
2. how to use your reflections to improve the way you work

**Safe-guarding**1. the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
2. signs and symptoms of harm or abuse
3. how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
4. what to do if you have reported concerns but no action is taken to address them

**Handling information** 1. legal requirements, policies and procedures for the security and confidentiality of information
2. work setting requirements for recording information and producing reports including the use of electronic communication
3. what confidentiality means
4. how to maintain confidentiality in your work
5. when and how to pass on information

Specific to this NOS1. actions to take when messages and information are received on any changes in the conditions and circumstances of individuals
2. principles involved in the sharing, storing, retrieving and security of information, records and reports
3. why records which are confidential should be marked to indicate this
4. why it is important to accurately record information received and file records again correctly after use
5. why it is important to take messages accurately and the potential effects of not so doing
6. why it is important to take account of the importance and urgency of each message
7. the different purposes for which information may be required and the degree of detail necessary for these different purposes
8. how to manage sensitive information
9. the sort of problems which may arise during the maintenance, storage and retrieval of records and the reasons for reporting these without delay
10. methods of modifying communications appropriate to the individual concerned
11. the different methods of obtaining information and those which are appropriate to different circumstances and/or different information
12. ways of refusing to provide information whilst remaining polite and helpful
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**Additional Information**

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| Scope/range related to performance criteria | The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS. Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual. Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services. **Forms of communication** are the means of communication that individuals, key people and others within and outside your organisation use for sending and receiving messages and information, such as email, telephone, written information and verbal informationThe **individual** is the person you support or care for in your work**Information** may be about individuals, key people and others within and outside your work setting, and about working practices, procedures and requirements. It may be in verbal, written or electronic forms **Key people** are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.**Messages** are any form of communication from and about individuals, key people and others within and outside your work setting. Messages might also be information about legislation or working practices which should be passed on **Others** are your colleagues and other professionals whose work contributes to the individual’s well-being and who enable you to carry out your role |

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| Scope/range related to knowledge and understanding | **All knowledge statements must be applied in the context of this standard.** |

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| Values | Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults.  These include the rights:To be treated as an individualTo be treated equally and not be discriminated againstTo be respectedTo have privacyTo be treated in a dignified wayTo be protected from danger and harmTo be supported and cared for in a way that meets their needs, takes account of their choices and also protects themTo communicate using their preferred methods of communication and languageTo access information about themselves |

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| Originating organisation | Skills for Care & Development |
| Original URN | HSC242 |
| Relevant occupations | Health, Public Services and Care; ; Health and Social Care; ; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services;  |
| Suite | Health and Social Care  |
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