

## Care Certificate *progress log, mapping and sign-off document*

**Standard Number: 3**

**Standard Title: Duty of Care**

### Document guidance

This document provides an overview of the outcomes and assessment criteria for Standard 3: Duty of Care. It identifies the criteria within the Standard that should have been achieved upon successful completion of the underpinning knowledge within the Care Certificate workbook. Employees must demonstrate their competence in practice in order to fully achieve this Standard of the Care Certificate.

This progress log and sign-off document should be completed jointly by the employee and the manager/supervisor/assessor to confirm that all outcomes and criteria have been achieved in practice in the work setting. Supplementary evidence can be attached to demonstrate achievement and it is suggested to do so as good practice.

This document also provides an outline of the suggested mapping of outcomes and criteria within Standard 3: Duty of Care of the Care Certificate to the recommended Qualifications and Credit Framework (QCF) unit, the National Minimum Training Standards for Healthcare Support Workers and Adult Social Care Workers in England and the Common Induction Standards. This document does not necessarily indicate direct mapping of criteria and therefore assessors and/or managers should ensure they follow the guidance below. Please note that when the term assessor is used throughout this document this could be the manager, supervisor or assessor and will be decided by the employing organisation.

This document should always be used in conjunction with the guidance provided in the Care Certificate Framework Technical Document.

### Guidance for assessors

Assessors must ensure that the learner has produced evidence for each assessment criterion that is valid, authentic, reliable, current and sufficient. Therefore assessors **must not assume** that if the mapping document indicates a criterion could have already been achieved, the mapped criteria within the QCF unit should automatically be awarded. Learners and assessors are responsible for ensuring that the outcomes and criteria within the QCF unit and standards below have been achieved to the required standard. For reference, within the column that refers to coverage of the relevant QCF unit, a **P** indicates that the Care Certificate criteria provides partial coverage of the relevant criteria within the QCF unit, whereas an **F** indicates full coverage.

The **Assessment method used** column is included to allow assessors to provide evidence of the type of assessment method that has been used to assess the Care Certificate criteria. This is likely to be noted as the Care Certificate Workbook; however further evidence could include professional discussion, observation, question and answer, e-learning, witness testimony, etc. This column can also be completed to evidence competence using these example assessment methods.

The **Evidence location** column is included to provide a clear signpost to where the learner's evidence can be found. This may be within a portfolio of evidence, a continued professional development (CPD) file or electronically via e-learning or e-portfolio.

Unit number	Unit title	Level	Credit
H/601/5474	Introduction to duty of care in health, social care or children's and young people's settings	2	1
R/601/1436	Principles for implementing duty of care in health, social care or children's and young people's settings	3	1

Care Certificate Standard 3 Outcome	Care Certificate Standard 3 Criteria	Knowledge/ Competence	Question within workbook	QCF unit: Introduction to duty of care in health, social care or children's and young people's settings P = Partial F = Full	QCF unit: Principles for implementing duty of care in health, social care or children's and young people's settings P = Partial F = Full	National Minimum Training Standards: Standard 5 – Duty of care	Common Induction Standards: Standard 5 – Principles for implementing duty of care	Assessment method used	Evidence location	Sign-off initials	Date
3.1 Understand how duty of care contributes to safe practice	3.1a Define 'duty of care'	K	3.1a	AC1.1 – F	AC1.1 – P	5.1.1	S5 – 1.1				
	3.1b Describe how the duty of care affects their own work role	K	3.1b	AC1.2 – F	AC1.1 – P	5.1.1	S5 – 1.1				
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	K	3.2a	AC2.1 – F	AC2.1 – P	5.2.1	S5 – 2.1				
	3.2b Explain what they must and must not do within their role in managing conflicts and dilemmas	K	3.2b and c			5.2.2	S5 – 2.2				
	3.2c Explain where to get additional support and advice about how to resolve such dilemmas	K	3.2b and c	AC2.2 – F	AC2.3 P	5.2.3	S5 – 2.3				
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	C	3.3a	AC3.1 – P AC3.2 – P	AC3.1 – P AC3.2 – P	5.3.1	S5 – 3.1				

	<b>3.3b</b> Describe whom to ask for advice and support in handling comments and complaints	K	3.3b	AC3.1 – P AC3.2 – P	AC3.1 – P AC3.2 – P	5.3.2	S5 – 3.2 S5 – 3.3				
	<b>3.3c</b> Explain the importance of learning from comments and complaints to improve the quality of service	K	3.3c			5.3.3	S5 – 3.4				
<b>3.4</b> Deal with Incidents, errors and near misses	<b>3.4a</b> Describe how to recognise adverse events, incidents, errors and near misses	K	3.4a and b			5.4.1	S5 – 4.1				
	<b>3.4b</b> Explain what they must and must not do in relation to adverse events, incidents, errors and near misses	K	3.4a and b			5.4.2	S5 – 4.2				
	<b>3.4c</b> List the legislation and agreed ways of working in relation to reporting any adverse events, incidents, errors and near misses	K	3.4c			5.4.3	S5 – 4.3				
<b>3.5</b> Deal with confrontation and difficult situations	<b>3.5a</b> List the factors and difficult situations that may cause confrontation	K	3.5a			5.5.1					
	<b>3.5b</b> Describe how communication can be used to solve problems and reduce the likelihood or impact of confrontation	K	3.5b, c and e			5.5.2					

	<b>3.5c</b> Describe how to assess and reduce risks in confrontational situations	K	3.5b, c and e			5.5.3					
	<b>3.5d</b> Demonstrate how and when to access support and advice about resolving conflicts	C				5.5.4					
	<b>3.5e</b> Explain the agreed ways of working for reporting any confrontations	K	3.5b, c and e			5.5.4					

### Declaration of completion

I confirm that the evidence provided by the employee meets the full requirements for **Standard 3: Duty of Care of the Care Certificate**.

**Employee signature:**

**Name of assessor\*:**

**Assessor\* signature:**

**Completion date:**

\*The Assessor can be your Manager, Supervisor or someone else authorised by your employing organisation. This individual provides confirmation that all learning outcomes and assessment criteria for the Care Certificate standard identified above have been completed and signed off by and authorising person.