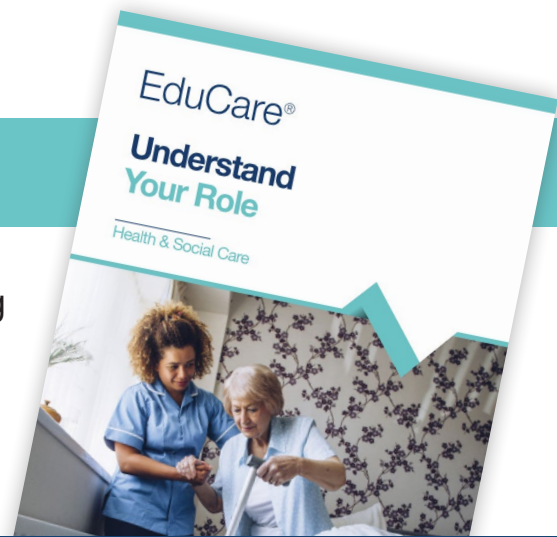


Understand Your Role

This course will provide information about the role and responsibilities of a health and social care worker, including understanding the boundaries of the role and when to refer to others for advice and support. The importance of team and partnership working is covered, as well as what actions to take if you have concerns about circumstances at work.



Key features

- **Level 2 course** (as graded against the nationally accepted levels, equivalent to GCSE grades A*-C).
- **Two modules with multiple choice questionnaires.**
- **Two CPD hours with a personalised downloadable certificate.**
- **70% pass mark.**
- **Optional narration of each module for accessibility.**
- **Additional resources for further learning and printable modules for future reference.**
- **This course has been mapped to the Care Certificate and the CSTF for health.**

Course objectives

This course will provide you with information to help you understand your role as a health and social care worker.

By the end of the course you will be able to:

1. describe your duties, responsibilities and agreed ways of working
2. list relevant standards and codes of practice
3. describe working relationships
4. explain the importance of partnership working
5. know how and when to access support and advice
6. explain how to escalate concerns
7. describe your employment rights.



Target audience

This course has been developed for anyone working in a health or social care setting who wants to understand more about the duties and responsibilities of their role.



Module content

1. Your Duties and Responsibilities

- Duties, responsibilities and agreed ways of working.
- Organisational aims and objectives.
- Policies, procedures, standards and Codes of Practice.
- The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers.
- The 6 C's of compassionate care.
- Training standards.
- Your responsibilities towards clients.
- The Fundamental Standards.

2. Team and Partnership Working

- Working relationships.
- Personal versus working relationships.
- Team and partnership working.
- Resolving conflicts.
- Reporting concerns and whistle blowing.
- NHS 'Speak up - we will listen'.
- Your rights at work.
- Contract of employment.

Why choose us?

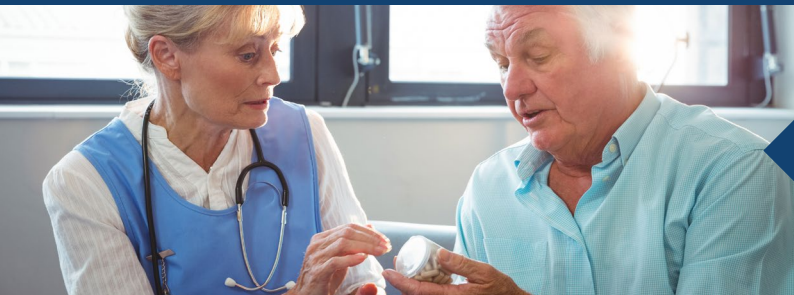
“ The courses use a variety of formats and exercises to vary the learning, maintain interest and reinforce subjects. It's also great that the courses are continually being updated, either with new content or new features, such as videos and animations. ”

Dave Cartlidge,
Training Manager, Wrixon Care



“ We feel that the EduCare method is robust, engaging and easy-to-use. It is also a good resource as learners can refer back to the content even after they have completed the training. ”

Julian Rhodes,
Head of Education at West Midlands Ambulance
Service NHS Foundation Trust



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