

COURSE TITLE:

UNDERSTANDING OWN ROLE

MODULE	MODULE NAME	OBJECTIVE
1	Core Duties and Responsibilities of a Care Worker	To understand the core duties and responsibilities of a care worker and how these contribute to providing safe and effective care to service users.
2	Code of Conduct	To explore the Code of Conduct for healthcare support workers and adult social care workers and understand the professional standards expected in the care sector.
3	Working Relationships	To examine the importance of positive working relationships in care settings & how effective collaboration with service users, families, colleagues, & other professionals enhances care delivery.
4	Influence of Personal Experiences, Attitudes, & Beliefs	To understand how personal experiences, values, beliefs, & attitudes influence the care provided & how care workers can ensure impartial, person-centred care.
5	Agreed Ways of Working	To recognize the importance of working within agreed ways, including policies and procedures, & understand how they ensure consistency & safety in care delivery.
6	Working in Partnership	To understand the concept of partnership working in care, how collaboration improves outcomes for service users, & the roles of care workers in working with various professionals and support networks
7	Resolving Conflicts	To explore strategies for resolving conflicts effectively in care settings, focusing on communication, negotiation, & maintaining professional relationships in challenging situations.
8	Reporting Concerns	To understand the importance of reporting concerns in the workplace, including safeguarding issues, and learn about the whistleblowing process, escalation procedures, & the types of concerns that should be reported.
9	Handling Comments & Complaints	To learn how to handle comments & complaints from service users, ensuring they feel heard, supported, & that their concerns are addressed according to organisational policies.