

Unit Title: Working In The National Health Service -
NHS
Unit Level: Level 2
Unit Credit Value: 8
GLH: 60
LASER Unit Code: WJF237
Ofqual Unit Code: F/507/2271

This unit has 6 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know the structure of the National Health Service.	1.1	Identify the structure of the National Health Service.
		1.2	Describe the services of other providers of primary care.
2.	Understand the differences between primary care, secondary care and community care.	2.1	Explain the difference between primary care and secondary care.
		2.2	Describe the job roles in primary care.
		2.3	Explain the services provided by key departments and the roles of staff employed in secondary care.
		2.4	Describe the range of care available in the community.
3.	Understand key workplace legislation regarding employment.	3.1	Identify the terms of a written contract of employment.
		3.2	Describe how the main discrimination legislation applies to staff.
		3.3	Describe the grievance procedure.
4.	Understand the importance of personal development.	4.1	Explain the purpose of continuous professional development (CPD) in relation to NHS policy.
		4.2	Explain the appraisal/PDR (Personal Development Review) process.
		4.3	Describe different sources of learning and development opportunities.
5.	Understand how to maintain health and safety in the workplace.	5.1	Identify health and safety legislation.
		5.2	Describe how to maintain a safe working environment.
		5.3	Identify the legislation involved in accident reporting.
		5.4	Explain the procedure for reporting accidents.
6.	Understand how to maintain the rights of the patient.	6.1	Identify patients' rights.
		6.2	Explain the different types of consent.
		6.3	Describe the legislation governing patient confidentiality.

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		6.4	Explain how to maintain patient confidentiality and the consequences of breaches.
		6.5	Describe the main stages of a complaint and the role of the medical administrator/receptionist.

Assessment Guidance:
NA

Additional Information:
NA