Learner’s Evidence

Tracking Log

**NCFE CACHE Level 2 Award in Customer Service for Health and Social Care Settings (603/3994/9)**

**Statement of authenticity**

Learner name:

Centre number:

Centre name:

**Signatures**

Learner: Date:

Tutor/Assessor: Date:

**Unit 01 Preparing to deliver customer service in health and social care settings (D/615/2204)**

**You will:**

Understand customer expectations in health and social care settings

**You must:**

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| **1.1 Identify the types of customers who interact with health and social care services** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.2 Outline the expectations of customers of health and social care services** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.3 Outline the principles and values that are promoted in health and social care settings** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.4 Identify current service standards that apply within health and social care settings** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 01 Preparing to deliver customer service in health and social care settings (D/615/2204) (cont’d)**

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| **1.5 Outline the employee’s role in maintaining service standards** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.6 Describe the employee’s responsibilities towards customers** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**You will:**

Know how self-awareness can be used to develop the skills, attitudes and knowledge for effective customer service in health and social care settings

**You must:**

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| **2.1 Explain the importance of being self-aware when working with customers in a health and social care setting** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.2 Review own skills, attitudes and knowledge in relation to customer service in health and social care** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 01 Preparing to deliver customer service in health and social care settings (D/615/2204) (cont’d)**

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| **2.3 Outline ways to develop own skills, attitudes and knowledge in customer service** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.4 Identify sources of feedback on:*** **individual performance**
* **organisation performance.**
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| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.5 Explain how feedback from others can contribute to self-development** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.6 Describe how words and actions can impact on other people** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 01 Preparing to deliver customer service in health and social care settings (D/615/2204) (cont’d)**

**You will:**

Understand how to represent a health and social care service in a positive way

**You must:**

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| **3.1 Describe how to present a positive impression of:*** **self**
* **organisation.**
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| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.2 Describe factors that can affect a customer’s experience of using a service** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.3 Describe personal attitudes, interactions and behaviours that demonstrate respect and value for others** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.4 Describe how personal attitudes, interactions and behaviours can impact on the service provided** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 01 Preparing to deliver customer service in health and social care settings (D/615/2204) (cont’d)**

**You will:**

Understand how feedback can help to improve the quality of a health and social care service

**You must:**

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| **4.1 Outline ways that customers could provide feedback about a health and social care service** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **4.2 Describe how to respond to customer feedback** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **4.3 Summarise the key points in a complaints policy** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **4.4 Explain how workers and organisations can learn from positive and negative feedback** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 01 Preparing to deliver customer service in health and social care settings (D/615/2204) (cont’d)**

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| **4.5 Outline an employee’s responsibility to report and escalate concerns** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **4.6 Explain the importance of honesty and integrity in identifying and reporting situations where expectations have not been met** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206)**

**You will:**

Understand a range of specific needs of customers accessing health and social care services

**You must:**

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| * 1. **Outline how each of the following conditions may impact on the experience of customers accessing health and social care services:**
* **autism**
* **dementia**
* **learning disability**
* **mental health problems**
* **sensory loss.**
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| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.2 Describe how to improve the experience of customers with specific conditions accessing health and social care services** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.3 Describe how to interact in a positive and supportive way with customers in the event of:*** **bereavement**
* **illness.**
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| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

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| **1.4 Give examples of how communication styles and approaches can be adapted for customers with specific needs** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.5 Give examples of ways to present information that are accessible for customers with specific needs** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **1.6 Explain how positive attitudes towards customers with specific needs will improve their experience of accessing the care service** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**You will:**

Know how to provide a safe, welcoming and inclusive environment for diverse needs

**You must:**

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| **2.1 Describe how to maintain a safe and welcoming environment** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

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| **2.2 Outline the precautions to be taken to maintain security** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.3 Identify factors in a health and social care environment that may cause distress or discomfort** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.4 Explain what is meant by the term ‘reasonable adjustments’** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.5 Give examples of how the environment could be adapted to accommodate individual needs** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **2.6 Suggest ways in which working practices could be adjusted to accommodate individual needs** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

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| **2.7 Describe how to promote privacy and dignity within the environment** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**You will:**

Understand how to respond to the behaviour of customers that others may find challenging

**You must:**

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| **3.1 Suggest why customers may find a health and social care setting stressful** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.2 Identify signs that would indicate a customer is becoming distressed, angry or confused** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.3 Give examples of how people may behave in ways that others find challenging** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

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| **3.4 Outline possible reasons why people may behave in ways that others find challenging** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.5 Explain how different responses can defuse or escalate behaviour** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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| **3.6 Identify sources of support, information and guidance for responding to behaviour that is challenging** |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
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