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:**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

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

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**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:**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

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

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **2.4 Identify sources of feedback on:**   * **individual performance** * **organisation performance.** | |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**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:**

|  |  |
| --- | --- |
| **3.1 Describe how to present a positive impression of:**   * **self** * **organisation.** | |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**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:**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

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

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**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:**

|  |  |
| --- | --- |
| * 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.** | |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **1.3 Describe how to interact in a positive and supportive way with customers in the event of:**   * **bereavement** * **illness.** | |
| **What have you done to show this (eg method – report, questionnaire, etc)?** | Location of evidence (eg hyperlink/portfolio page number) |
|  |  |

**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**You will:**

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

**You must:**

|  |  |
| --- | --- |
| **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) |
|  |  |

**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

|  |  |
| --- | --- |
| **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) |
|  |  |

**You will:**

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

**You must:**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

**Unit 02 Understand the specific needs of customers accessing health and social care services (K/615/2206) (cont’d)**

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |

|  |  |
| --- | --- |
| **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) |
|  |  |