

Course Title: Record Keeping, GDPR and Communication



Description of the course

The focus of this course is to provide learners with the knowledge and practice to improve their skills in record keeping, data protection law and communication.

The course will equip learners with the knowledge and practical skills that they require regarding maintaining complete, accurate and up to date records.

Learners will also understand the key elements of data protection law and how to ensure that they comply.

The course will also assist learners to improve communication skills through enhancing their record keeping skills, as well as exploring a range of communication methods. The course incorporates a blended learning approach which will include practical activities, case study activities and interactive presentations.

A workbook will be provided to learners which contains essential information on the three topics, plus opportunity for learners to make notes and practice their skills.

Course duration

Learners will undertake 3 hours of learning

Who is this course/qualification for?

This course is aimed at anyone working in the social care sector

Topics covered

Learners will understand the need for record keeping and the principles of effective record keeping. Will be able to distinguish between fact and opinion. Will explore the consequences of poor record

keeping. Learners will understand the legal aspects of record keeping, specifically around data protection law. They will explore the requirements of the law and what they need to do to comply (including consent, individual rights, information sharing principles and duty of candour). Learners will explore both verbal and non-verbal communication methods, they will understand, and practice listening skills and ensure they know how to communicate in a clear, respectful, and non-judgemental ways.

Assessment method

No requirement for formal assessment as learners will be observed participating in the course and completion of the practical exercises.

Course fee: for the social care sector the course will be paid through your provider. If self-funding the cost of the course is £15.00.