

Unit 519 Develop Procedures And Practice To Respond To

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Louise R. McCullagh TTR Learner No: 7674 Unit 519 Unit 519 Develop Procedures and Practice to respond to Concerns and Complaints 1.1 Identify the regulatory requirements, codes of practice and relevant guidance for managing concerns and complaints in own home The complaints policy for Four Seasons Health Care outlines the following aims: To resolve concerns / complaints as quickly and ...

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Optional Unit Questions Unit 519 (01) Develop procedures and practice to respond to concerns and complaints Assessment Questions 1. Learning Outcomes 1.1 and 1.2 a) Identify the regulatory requirements, codes of practice and relevant guidance for managing concerns and complaints in your area of work.

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Unit 519 Develop procedures and practice to respond to concerns and complaints (O1) UAN: J/602/2336 Level: Level 5 Credit value: 6 GLH: 40 Relationship to NOS: This unit is linked to LMCS E9 Assessment requirements specified by a sector or regulatory body This unit must be assessed in accordance with Skills for Care and Development's QCF

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This learning resource can be used independently, or during a 1:1/ or small group tuition session, to support Unit 519, Develop procedures and practice to respond to concerns and complaints, for the Level 5 Health and Social Care Diploma programme.

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