

UNIT 1: DUTY OF CARE - Assessment Plan

TQUK Level 3 Diploma in Adult Care (RQF)

Qualification Number: 610/0103/6

Centre: T21 Services UK

Centre Number: #36257481088

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UNIT 1: DUTY OF CARE IN HEALTH, SOCIAL CARE OR CHILDREN'S AND YOUNG PEOPLE'S SETTINGS

Guided Learning Hours (GLH): 20 hours

LEARNING OUTCOMES & ASSESSMENT CRITERIA

Learning Outcome 1: Understand how duty of care contributes to safe practice

- 1.1 Explain what it means to have a duty of care in own work role
- 1.2 Explain how duty of care contributes to the safeguarding or protection of individuals

Learning Outcome 2: Know how to address dilemmas that may arise about duty of care

- 2.1 Describe potential dilemmas that may arise between the duty of care and an individual's rights
- 2.2 Explain where to get additional support and advice about how to resolve such dilemmas

Learning Outcome 3: Know how to respond to complaints

- 3.1 Describe how to respond to complaints
- 3.2 Explain the main points of agreed procedures for handling complaints

GLH DELIVERY BREAKDOWN (20 HOURS)

ASSESSMENT METHODS & EVIDENCE REQUIREMENTS

Assessment Method 1: Professional Discussion (30-45 minutes)

Activity	Hours	Delivery Method
Self-directed study of learning materials	10	Online platform + PDF resources
Workplace observation by assessor	3	Direct observation in care setting
Professional discussion with assessor	2	Face-to-face/video call
Reflective account writing	2	Written assignment

Case study analysis	2	Written/verbal analysis
Tutorial support & feedback	1	One-to-one session
TOTAL	**20**	**Blended approach**

Covers: LO1.1, LO1.2, LO2.1, LO2.2, LO3.1, LO3.2

Questions Asked:

1. What does duty of care mean in your role as a care worker?
2. Give examples of how your duty of care protects service users from harm
3. Describe a situation where duty of care conflicted with a service user's wishes
4. Where would you go for support if you faced a duty of care dilemma?
5. How would you respond if a family member made a complaint about care?
6. Explain your organization's complaints procedure

Evidence Generated:

- Professional discussion record (signed by assessor and learner)
- Assessor notes documenting responses
- Audio/video recording (optional, with consent)

Assessment Criteria Met:

- ✓ 1.1 - Learner explains duty of care in their role
- ✓ 1.2 - Learner explains how duty of care protects individuals
- ✓ 2.1 - Learner describes dilemmas between duty of care and rights
- ✓ 2.2 - Learner explains where to get support
- ✓ 3.1 - Learner describes how to respond to complaints
- ✓ 3.2 - Learner explains complaints procedures

Assessment Method 2: Reflective Account (500-1000 words)

Covers: LO2.1, LO2.2, LO3.1

Task:

Write a reflective account about a time when you:

- Faced a dilemma between your duty of care and a service user's rights
- Had to respond to a complaint or concern
- Needed to seek support about a duty of care issue

Guidance:

- Describe the situation
- What was the dilemma or complaint?
- How did you respond?
- What support did you access?
- What was the outcome?

- What did you learn?

Evidence Generated:

- Written reflective account (500-1000 words)
- Signed and dated by learner
- Authenticated by assessor

Assessment Criteria Met:

- ✓ 2.1 - Learner describes a real dilemma they faced
- ✓ 2.2 - Learner explains where they got support
- ✓ 3.1 - Learner describes how they responded to a complaint

Assessment Method 3: Witness Statement

Covers: LO1.1, LO1.2, LO3.1

Witness: Line manager, senior care worker, or supervisor

Statement Confirms:

- Learner understands and applies duty of care in their daily work
- Learner follows policies and procedures to protect service users
- Learner responds appropriately to complaints and concerns
- Learner seeks support when needed

Evidence Generated:

- Witness statement on organizational letterhead
- Signed and dated by witness
- Witness job title and qualifications stated
- Specific examples provided

Assessment Criteria Met:

- ✓ 1.1 - Witness confirms learner demonstrates duty of care
- ✓ 1.2 - Witness confirms learner protects service users
- ✓ 3.1 - Witness confirms learner responds appropriately to complaints

Assessment Method 4: Case Study Analysis

Covers: LO2.1, LO2.2, LO3.2

Case Studies Provided:

1. Dilemma Scenario: Service user with dementia refuses medication
2. Complaint Scenario: Family complains about care quality
3. Rights vs. Safety: Service user wants to go out alone but is at risk

Task:

For each scenario, learner must:

- Identify the duty of care issue
- Describe the dilemma or complaint
- Explain how they would respond
- Identify where to get support
- Reference organizational policies

Evidence Generated:

- Written case study responses (200-300 words each)
- Signed and dated by learner
- Marked by assessor with feedback

Assessment Criteria Met:

- ✓ 2.1 - Learner describes potential dilemmas
- ✓ 2.2 - Learner explains where to get support
- ✓ 3.2 - Learner explains complaints procedures

Assessment Method 5: Observation

Covers: LO1.1, LO1.2, LO3.1

Observation Focus:

Assessor observes learner in the workplace demonstrating:

- Following duty of care in daily tasks
- Protecting service users from harm
- Responding to concerns or complaints
- Following organizational procedures

Duration: Minimum 2 hours

Evidence Generated:

- Observation record completed by assessor
- Specific examples documented
- Assessment criteria referenced
- Signed by assessor and learner

Assessment Criteria Met:

- ✓ 1.1 - Learner demonstrates duty of care in practice
- ✓ 1.2 - Learner protects service users
- ✓ 3.1 - Learner responds appropriately to concerns

ASSESSMENT PLAN SUMMARY

Assessment Method	LO1.1	LO1.2	LO2.1	LO2.2	LO3.1	LO3.2
Professional Discussion	■	■	■	■	■	■
Reflective Account			■	■	■	
Witness Statement	■	■			■	
Case Study Analysis			■	■		■
Observation	■	■			■	

All assessment criteria covered by multiple evidence sources for triangulation.

ASSESSMENT TEMPLATES PROVIDED

1. ✓ Professional Discussion Record Template
2. ✓ Reflective Account Template
3. ✓ Witness Statement Template
4. ✓ Case Study Scenarios & Response Template
5. ✓ Observation Record Template

QUALITY ASSURANCE

- Internal Quality Assurance (IQA): All assessments sampled by qualified IQA
- Standardization: Assessors trained on assessment criteria and standards
- Feedback: Learners receive constructive feedback on all assessments
- Appeals: Learners can appeal assessment decisions via organizational policy

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