

Remember to test yourself by doing an exam question!

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Topic 1:	The rights of service users in health and social care settings	R	A	G
	1.1 Types of care settings			
	1.2 The rights of service users			
Topic 2:	1.3 The benefits of service users' health and wellbeing when their rights are maintained.			
	Person-centred values	R	A	G
	2.1 Person-centred values and how they are applied by service users.			
Topic 3:	2.2 Benefits of applying the PCVs			
	2.3 Effects of service users' health and wellbeing if PCVs are NOT applied			
	Effective communication in health and social care settings	R	A	G
Topic 4:	3.1 The importance of verbal communication skills in health and social care settings			
	3.2 The importance of non-verbal communication skills in health and social care settings			
	3.3 The importance of active listening skills in health and social care settings			
Topic 4:	3.4 The importance of specialist methods of communication skills in health and social care settings			
	3.5 The importance of effective communication skills in health and social care settings			
	Protecting service users and service providers in health and social care settings	R	A	G
Topic 4:	4.1 Safeguarding			
	4.2 Infection prevention			
	4.3 Safety procedures and measures			
	4.4 How security measures protect service users and staff			

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Topic 1:	Life stages	R	A	G
	1.1 Life stages and development			
	1.2 factors that can affect growth and development			
Topic 2:	Impacts of life events	R	A	G
	2.1 Life events and their impacts on individuals			
	2.2 Identifying individuals needs based on impacts of life events			
Topic 3:	Sources of support	R	A	G
	3.1 sources of support that meet individual needs			
	3.2 The role of practitioners in providing support			
Topic 3:	3.3 The role of informal care givers in providing support			
	3.4 How practitioners meet individual needs			
	3.5 research and recommended personalised support based on individual needs			

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Topic 1:	Therapies and their benefits	R	A	G
	1.1 types of therapies used in health and social care			
	1.2 Benefits of therapies			
Topic 2:	Creative activities and their benefits	R	A	G
	2.1 Types of creative activities and their benefits			
	2.2 Benefits of creative activities			
Topic 3:	Plan a creative activity for groups or individuals	R	A	G
	3.1 Factors that affect the selection of a creative activity			
	3.2 How to plan a creative activity to meet individual abilities			
Topic 4:	How to deliver a creative activity and evaluate your performance	R	A	G
	4.1 Skills and personal qualities required to encourage participation			
	4.2 Deliver a creative activity with a group or individual			
	4.3 Evaluation			