

## Unit 234 Support people's equality, diversity and rights

### Unit Summary

This unit is about acknowledging the equality and diversity of people and their rights and responsibilities. The term 'people' is used to cover individuals, families, groups, communities and organisations. The people may be clients, colleagues or anyone else with whom you come into contact

### Skills

You will apply the following skills:

- Communicating
- Questioning
- Listening
- Presenting yourself
- Interpersonal skills
- Decision making
- Team working
- Negotiating
- Problem solving
- Resolving disagreement

### Performance indicators

You will:

#### **Assist others to exercise their rights and responsibilities**

1. Recognise people's rights and responsibilities
2. Act in accordance with legislative frameworks and organisational policy
3. Provide appropriate assistance to individuals who are unable to exercise their rights personally
4. Ensure the necessary records relating to the promotion of rights and responsibilities are accurate, legible and complete
5. Provide the necessary information to people who wish to make a complaint about an infringement of their rights

#### **Promote equality and diversity**

6. Promote anti-discriminatory practice in ways which are consistent with legislative frameworks and organisational policy
7. Take appropriate action to minimise the impact of discrimination on people
12. Seek advice and guidance when you have difficulty promoting equality and diversity
13. Record information which is consistent with the promotion of equality and diversity

### **Knowledge**

You will know:

- what is meant by the rights and responsibilities of people
- current legislation in relation to rights and responsibilities (including the recognition of personal beliefs)
- the particular rights and restrictions under legislation related to people with whom, and settings with which, you are involved (e.g. Mental Health Act, Children Act)
- moral rights which are not recognised in law but which are broadly accepted within a democratic society (this will include, for example, the moral implications of your action on individuals such as achieving the best balance between privacy and association with others, freedom from harassment, equity of treatment within an overall group)
- the public charters and policies which relate to the people or settings in which you work
- organisational policies (of the organisation which employs or contracts you) relating to rights and responsibilities
- how to recognise when people are not able to exercise their rights personally and methods of enabling people to exercise their rights effectively – themselves, through you or through seeking help from someone else
- the records which you are responsible for completing in relation to rights and responsibilities
- relevant complaints systems and methods of accessing these
- the forms which discrimination may take, the behaviour which may be expressions of these and how they may differ between different groups and in different settings
- the possible effects of stereotyping, prejudice and labelling on people