



Duty of Candour

Certificate of Completion

This learner has successfully completed the eLearning module:

Duty of Candour

Name:

Date:

Learning Outcomes

The learner is able to:

- explain the Duty of Candour provisions within the Act, and how this affects your practice
- identify incidents of unexpected or unintended harm, and explain how and when the Duty of Candour procedure should be applied
- describe the effective elements of making an apology to and/or meeting with the people affected by the incident
- outline monitoring and reporting requirements
- identify what lessons could be learned and shared by you and your organisation to support improvements in the quality of care
- explain how you can support implementation of the duty of candour
- explain where to go for further sources of support.