

**This certificate is presented to:**

**Sarah Green**

**Duty of candour**

**Date completed: 24/10/2023**

**Learning Outcomes**

explain the Duty of Candour provisions within the Act, and how and when this affects your practice; identify incidents of unexpected or unintended harm, and explain how 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.

**Estimated  
Completion Time**

1 hour