

HSCCLD234

Support the processing and sharing of messages and information



---

## Overview

This standard identifies the requirements when you receive, process, and share messages and information requests.

---

## Performance criteria

### *You must be able to:*

1. receive messages and information requests from individuals and others in a range of formats
2. acknowledge and respond to messages or information requests following workplace requirements
3. prioritise and process messages or information requests according to urgency and workplace requirements
4. access any further information required in relation to messages or information requests
5. check for any restrictions on the information to be shared
6. work in partnership with individuals and others to address challenges with messages or information requests
7. prepare and share messages or information with individuals and others in accessible formats
8. store messages and information following workplace requirements
9. contribute to records and reports required for the processing and sharing of messages and information
10. reflect on how you carried out your roles and responsibilities to support the processing and sharing of messages and information, with feedback from others

## Knowledge and understanding

### *You need to know and understand:*

1. the formats used to receive, access and review messages and information requests
2. how to prioritise messages or information requests according to urgency and workplace requirements, and why this is important
3. types of further information that may be required to process messages and information requests, including any restrictions
4. the influence of neurodivergence and additional needs on how messages and information requests are received, processed and shared
5. how to communicate effectively to receive and share messages and information
6. the importance of dignity, kindness and compassion when receiving and sharing messages and information
7. how to support emotional regulation when receiving and sharing messages and information
8. how to prepare information to be shared in an accessible format
9. types of digital tools and devices that can support the processing and sharing of information
10. why information should be recorded and reported factually and sensitively and the potential consequences of not
11. how to maintain confidentiality when receiving and sharing messages and information
12. the relevant legal requirements, standards of practice, frameworks and guidance for supporting the processing and sharing of messages and information
13. the workplace requirements on equality, diversity, inclusion, and rights when supporting the processing and sharing of messages and information
14. how to work in partnership with others to support the processing and sharing of messages and information
15. how to respond to issues or concerns that may occur when supporting the processing and sharing of messages and information
16. how your personal experiences and unconscious bias may impact when supporting the processing and sharing of messages and information, and how to address this
17. the role of supervision, reflective practice and learning and development when supporting the processing and sharing of messages and information

HSCCLD234

Support the processing and sharing of messages and information



---

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD234

Support the processing and sharing of messages and information



---

**Developed by** Skills for Care & Development

---

**Version Number** 1

---

**Date Approved** 31 Jan 2026

---

**Indicative Review Date** 31 Jan 2031

---

**Validity** Current

---

**Status** Original

---

**Originating Organisation** Skills for Care & Development

---

**Original URN** HSCCLD234

---

**Relevant Occupations** Social Care and Childrens Care

---

**Suite** Health and Social Care & Childcare Learning and Development

---

**Keywords** Messages and information, Health and Social Care & Children's Care Learning and Development

---