Unit 001 Introduction to Communication in Health, Social Care or Children's and Young People's Settings

Level: 2
Credit value: 3
NDAQ number: F/601/5465

Unit aim

This unit is aimed at those who work in health or social care settings or with children or young people in a wide range of settings. The unit introduces the central importance of communication with a range of people in such settings, and ways to reduce barriers to communication. It also addresses the issue of confidentiality.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will be able to:

1. Understand why communication is important in the work setting
2. Be able to meet the communication and language needs, wishes and preferences of individuals
3. Be able to reduce barriers to communication
4. Be able to apply principles and practices relating to confidentiality at work

Guided learning hours

It is recommended that 23 hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to:

- CCLD 201
- GEN 22
- HSC 21

Themes recur as knowledge requirements and core values throughout HSC NOS.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

Assessment

This unit will be assessed by:

- candidate portfolio of evidence.

Learning outcomes 2, 3 and 4 must be assessed in a real work environment. Simulation is not allowed.

The unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles. These have been included within the Centre requirements section of this handbook.

Unit 001   **Introduction to Communication in Health, Social Care or Children's and Young People's Settings**

Outcome 1   Understand why communication is important in the work setting

Assessment Criteria

The learner can:

1. Identify different reasons why people communicate
2. Explain how effective communication affects all aspects of own work
3. Explain why it is important to observe an individual's reactions when communicating with them.

Unit 001 Introduction to Communication in Health, Social Care or Children's and Young People's Settings

Outcome 2 Be able to meet the communication and language needs, wishes and preferences of individuals

Assessment Criteria

The learner can:

1. Find out an individual's communication and language needs, wishes and preferences
2. Demonstrate **communication methods** that meet an individual's communication needs, wishes and preferences
3. Show how and when to seek advice about communication.

Additional Guidance

Communication methods may include:

- non-verbal communication, such as
    - o eye contact
    - o touch
    - o physical gestures
    - o body language
    - o behaviour

- verbal communication, such as
    - o vocabulary
    - o linguistic tone
    - o pitch

- technological aids.

Unit 001   Introduction to Communication in Health, Social Care or Children's and Young People's Settings

Outcome 3   Be able to reduce barriers to communication

Assessment Criteria

The learner can:

1. Identify barriers to communication
2. Demonstrate how to reduce barriers to communication in different ways
3. Demonstrate ways to check that communication has been understood
4. Identify sources of information and support or **services** to enable more effective communication.

Additional Guidance

Services may include:

- translation services
- interpreting services
- speech and language services
- advocacy services.

Unit 001   Introduction to Communication in Health, Social Care or Children's and Young People's Settings

Outcome 4   Be able to apply principles and practices relating to confidentiality at work

Assessment Criteria

The learner can:
- Explain the term 'confidentiality'
- Demonstrate confidentiality in day to day communication, in line with **agreed ways of working**
- Describe situations where information normally considered to be confidential might need to be passed on
- Explain how and when to seek advice about confidentiality.

Additional Guidance

Agreed ways of working include policies and procedures, where these exist.

Unit 001 Introduction to Communication in Health, Social Care or Children's and Young People's Settings

Notes for guidance

See pages 16 – 17 of this handbook (Level 2 Certificate for the Children and Young People's Workforce (4227) Qualification handbook) for important guidance about this qualification, including notes on assessment methods, evidence requirements and sources for evidence. Ensure that you have read these notes before undertaking this unit.