

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Developing Communication Skills
Unit Reference Number:	L/507/6775
Level:	Level 2
Credit Value:	3
Minimum GLH:	27

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):		Assessment Criterion (The Learner can):	
1.	Understand the importance of effective communication	1.1	Explain why effective communication is important
		1.2	Give examples of potential consequences of not communicating effectively
2.	Understand communication barriers and how to reduce them	2.1	Identify barriers to communication
		2.2	Describe what may cause communication difficulties in relation to an individual's <ul style="list-style-type: none">a) Understandingb) Attentionc) Memoryd) Social skillse) Behaviour
		2.3	Describe ways to reduce the identified barriers
3.	Know different methods of communication	3.1	Give examples of verbal and non-verbal communication methods
		3.2	Give examples of high-tech communication aids and their uses

		3.3	Give three examples of the differing ways that an individual may communicate
4.	Understand how to communicate with individuals	4.1	Explain why it is important to find out an individual's communication and language needs, wishes and preferences
		4.2	Describe ways to check that communication has been understood
		4.3	Identify sources of information and other agencies available to enable more effective communication
		4.4	Discuss why a person-centred approach is important for an individual
		4.5	Identify factors that promote communication
5.	Be able to maintain reports and records that may affect the individual's communication plan	5.1	Describe what changes may occur over time in relation to: <ul style="list-style-type: none"> a) The individual's communication needs b) Identified communication methods
		5.2	Explain how the changes may impact on the care and/or support plan of an individual
		5.3	Describe how any changes should be reported and recorded
		5.4	Describe ways to maintain confidentiality when dealing with an individual's communication plan

Indicative Content

AC 3.1 – Examples can include PECS, Makaton, British Sign Language, Symbols