Open Awards Qualification Unit

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1 Unit Details

Unit Title:	Principles of Communication in Adult Social Care Settings
QAC Code:	L/506/3606
Level:	Level 3
Credit Value:	2
Minimum GLH:	17

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand why effective communication is important in adult social care settings.	1.1 Identify the different reasons people communicate.
	1.2 Explain how communication affects relationships in an adult social care setting.
2. Understand how to meet the communication and language needs, wishes and preferences of an individual	2.1 Compare ways to establish the communication and language needs, wishes and preferences of an individual.
	2.2 Describe the factors to consider when promoting effective communication
	2.3 Describe a range of communication methods and styles to meet individual needs.
	2.4 Explain why it is important to respond to an individual's reaction when communicating
3. Understand how to overcome barriers to communication.	3.1 Explain how individuals from different backgrounds may use communication methods in different ways.
	3.2 Identify barriers to effective communication.
	3.3 Explain how to overcome barriers to communication.

	3.4	Describe strategies that can be used to clarify misunderstandings.
	3.5	Explain how to access extra support or services to enable individuals to communicate effectively.
4. Understand principles and practices relating to confidentiality.	4.1	Explain the meaning of the term “confidentiality”
	4.2	Describe ways to maintain confidentiality in day to day communication.
	4.3	Describe the potential tension between maintaining an individual’s confidentiality and disclosing concerns to agreed others.
	4.4	Explain how and when to seek advice about confidentiality