

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Principles of Communication in Adult Social Care Settings
Unit Reference Number:	M/506/3419
Level:	Level 2
Credit Value:	2
Minimum GLH:	17

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand why communication is important in adult social care settings	1.1 Identify different reasons why people communicate
	1.2 Explain how effective communication affects all aspects of working in adult social care settings
	1.3 Explain why it is important to observe an individuals reactions when communicating with them
2. Understand how to meet the communication and language needs, wishes and preferences of an individual	2.1 Explain why it is important to find out an individuals communication and language needs, wishes and preferences
	2.2 Describe a range of communication methods
3. Understand how to reduce barriers to communication	3.1 Identify barriers to communication
	3.2 Describe ways to reduce barriers to communication
	3.3 Describe ways to check that communication has been understood
	3.4 Identify sources of information and support of services to enable more effective communication
4. Understand confidentiality in adult social care settings	4.1 Define the term 'confidentiality'

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| 4.2 | Describe ways to maintain confidentiality in day to day communication |
| 4.3 | Describe situations where information normally considered to be confidential might need to be shared with agreed others |
| 4.4 | Explain how and when to seek advice about confidentiality |

The contents of this unit could be linked to [The Care Certificate Standards](#)

LO1 1.2 Explain how effective communication affects all aspects of working in adult social care settings. This can be mapped over to Element 6 6.1b Describe how communication affects relationships at work.
LO2 2.2 Describe a range of communication methods. This can be mapped over to Element 6 6.3a List barriers to effective communication.