

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Effective Communication in Health and Social Care, Early Years and Childcare
Unit Reference Number:	T/615/6386
Level:	Entry 3
Credit Value:	3
Minimum GLH:	30

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know why effective communication in health and social care settings is important	1.1 Give reasons why it is important for carers to communicate clearly with adults or children in a health and social care setting
	1.2 State why carers need to listen to adults or children in a health and social care setting
2. Know about different communication methods	2.1 Give examples of different forms of communication, including ways other than speaking or writing
3. Know about effective ways for a carer to communicate with individuals in care settings	3.1 Give examples of effective practice in communicating with individuals in care settings
	3.2 Identify some of the possible barriers to communication in a care setting
	3.3 Give examples of ways to overcome barriers to communication