



openawards Open Awards Unit

This unit does not form part of a regulated qualification.

1 Unit Details

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| Unit Title: | Communication Skills in a Health Care Setting |
| Unit Reference Number: | PE7/4/WR/001 |
| Level: | 4 |
| Credit Value: | 3 |

2 Learning Outcomes and Criteria

| Learning Outcome (The Learner will): | Assessment Criterion (The Learner can): |
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| 1. Understand the principles and concepts relating to communication skills | 1.1 Identify principles related to communication skills |
| | 1.2 Describe a variety of appropriate communication skills, related to case studies |
| | 1.3 Adapt communication skills to meet patient/person requirements |
| 2. Understand strengths and limitations with communication skills | 2.1 Identify good practice with communication skills |
| | 2.2 Describe the limitations of communication skills |
| | 2.3 Reflect on own practice with communication skills |
| | 2.4 Identify actions to develop communication skills |
| 3. Be able to judge the reliability of resources and information | 3.1 Identify resources of information for communication skills |
| | 3.2 Select appropriate resources/information related to communication skills |
| | 3.3 Apply sound referencing to unit assessment |

Indicative Content

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| LO1 | <ul style="list-style-type: none">Model of practice: consultation models - uses and limitations; good and poor practice in consultation. |
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| | <ul style="list-style-type: none"> • Person-Centred care: consent; making the care of a person first priority; recognising cultural differences and valuing diversity; recognise different values and beliefs; use of resources • Completing OSCEs: understanding objective structured clinical examinations; effective communication skills; gathering relevant evidence; providing effective counselling; decision making skills; managing patient risks. |
| LO2 | <ul style="list-style-type: none"> • Communication: comparing different communication methods; adapting communication methods; recognising and overcoming barriers to communication; understanding an individual's needs; active listening skills; checking understanding. • Professionalism: understand conflict; working with professional standards; fitness to practice requirements; using judgements • Model of practice: consultation models - uses and limitations; good and poor practice in consultation. • Action planning: recognising strengths and limitations; identifying actions; goal setting; time management |
| LO3 | <ul style="list-style-type: none"> • Legalities: understand management of information; confidentiality and data protection; safeguarding; speaking up about concerns. • Professionalism: understand conflict; working with professional standards; fitness to practice requirements; using judgements • Resources: peer review; reliability; credibility; resource locations |