

Assignment title	Effective Communication in Health and Social Care		
Student Name:			
Signature:			
Assessor	Mr J Roberts		

Date issued			
Interim Deadline		Final deadline	
Duration	2 x 100 minute lessons and homework		

Qualification suite covered	BTEC First Award in Health and Social Care		
Units covered	Unit 3: Effective Communication in Health and Social Care		
Learning aims covered	Learning aim A: Investigate different forms of communication		

Scenario	<p>You are a volunteer at the Brookside Residence for young adults with severe learning disabilities.</p> <p>Several of the young adults have a hearing impairment, three use English as an additional language, two have visual impairments and one resident is without speech.</p> <p>The manager has asked you to produce some materials for new staff on the different types of communication used within the residence.</p>		
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Task 1	<p>Title: <u>We can all communicate</u></p> <p>Your information pack must include all of the following:</p> <ul style="list-style-type: none"> • a leaflet which describes the different forms of verbal and non-verbal communication which are used in the setting and explains the advantages and disadvantages of each form when used in a) 1-1 interactions and b) group interactions • a booklet which describes the different forms of communication which would enable residents, staff and volunteers to communicate with each other • your booklet must also include an assessment of how effective each one would be in enabling communication. 		
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Evidence you must produce for this task	<p>Information pack containing a leaflet and a booklet as described above in the bullet points. These can be handwritten or word processed.</p> <p>Any research or sources included.</p>		
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Criteria covered by this task:

To achieve the criteria you must show that you are able to:	Unit	Criterion reference
Describe different forms of verbal and non-verbal communication	3	2A.P1
Describe different forms of alternative communication for different needs, using examples from health and social care	3	2A.P2

Explain the advantages and disadvantages of different forms of communication used, with reference to a one-to-one and a group interaction	3	2A.M1
Assess the effectiveness of different forms of communication for service users with different needs	3	2A.D1

Sources of information	<p>Text Books Haworth H, Higgins H, Hoyle H, Lavers S and Lewis C, <i>BTEC Level 2 First Health and Social Care</i>, (Pearson, 2010), ISBN 9781846906817</p> <p>Haworth E and Ashton A, <i>Edexcel GCSE Health and Social Care</i>, (Edexcel, 2009) ISBN 978184690373 1</p> <p>Websites www.communitycare.co.uk www.ldtonline.co.uk/magazine</p>
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If you have not achieved the Level 2 criteria, your work will be assessed to determine if the following Level 1 criteria have been met.

To achieve the criteria you must show that you are able to:	Unit	Criterion reference
Identify different forms of verbal and non-verbal communication	3	1A.1
Identify different forms of alternative communication for different needs, using examples from health and social care	3	1A.2

EFFORT: GRADE AWARDED: L2A: P1 P2 M1 D1

WWW –
(What went well?)

EBI -
(Even better if)

WDYT –
(What do you think?)

Agreed action according to feedback-

Date and Signature:

Pupil

Assessor