Assignment title	**Why can't we communicate?**
Student Name: **Signature:**	
Assessor	Mr J Roberts

Date issued	Friday 28th February 2014		
Interim Deadline	Tuesday 4th March 2014	Final deadline	Friday 7th March 2014
Duration (approx)	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 B: Investigate barriers to communication in health and social care

Scenario	You are a volunteer at your local community centre, working with a variety of different people. Some people have English as their additional language; some people have visual impairments; some of the volunteers have hearing impairments. The people who use the centre have said that communication in the centre is sometimes difficult. They feel that they don't receive a good service because of this.

Task 1	**Title: <u>Why doesn't anyone listen?</u>** The manager has asked you to produce a report on communication in the centre, so that improvements can be made. Your report should contain all of the following: • a description of the barriers that could be preventing the people who use the centre from receiving a good service; you must also describe the effects on the people who use the service. • referring to examples within the centre, an explanation of the ways in which these barriers could be overcome, and how this could benefit the people who use the centre • referring to one individual within the community centre, an explanation of how measures to overcome barriers could be put in place • referring to the same individual, an evaluation of how effective the measures would be in removing communication barriers.
Evidence you must produce for this task	Your Report, this can be handwritten or word processed. Any research or sources included.

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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 the barriers to communication in health and social care and their effects on service users	3	2B.P3
Using examples, explain ways in which barriers to communication may be overcome and the benefits to service users of overcoming these barriers	3	2B.P4
Explain how measures have been implemented to overcome barriers to communication, with reference to a selected case	3	2B.M2
Evaluate the effectiveness of measures taken to remove barriers to communication, with reference to a selected case	3	2B.D2

Sources of information	**Text Books** Haworth H, Higgins H, Hoyle H, Lavers S and Lewis C, *BTEC Level 2 First Health and Social Care* (Pearson 2010), ISBN 9781846906817 Haworth E and Ashton A, *Edexcel GCSE Health and Social Care,* (Edexcel, 2009) ISBN 978 184690 373 1 **Websites** www.communitycare.co.uk www.kingsfund.org.uk www.royalblindsociety.org

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
Outline the barriers to communication in health and social care	3	1B.3
Identify ways in which barriers to communication may be overcome for individuals with sensory loss	3	1B.4

EFFORT: GRADE AWARDED: L2A: P3 P4 M2 D2

WWW –
(What went well?)

EBI -
(Even better if)

WDYT –
(What do you think?)

Agreed action according to feedback-

Date and Signature:

Pupil

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