

Assignment title	<b>Communication Skills</b>		
<b>Student Name:</b>			
<b>Signature:</b>			
Assessor	Mr J Roberts		

Date issued	Thursday 13th March 2014		
Interim Deadline	Tuesday 18 <sup>th</sup> March 2014	Final deadline	Thursday 20th 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 C: Communicate effectively in health and social Care		

Scenario	<p>You are a volunteer at a Day Centre for young adults with learning disabilities. The visitors to the centre spend a lot of time at home on their own, and really appreciate being able to have conversations with people.</p> <p>(This can be a simulation/role play session.)</p>		
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Task 1	<p><b>Effective communication</b></p> <p>Whilst you are at the Day centre, you must take part in two conversations about a topic which may be interesting to older people:</p> <ul style="list-style-type: none"> <li>• one should be a one-to-one conversation with a service user; remember that this should be a conversation and not an interview.</li> <li>• the other conversation should be with a group of service users; for example, during an activity such as playing cards.</li> <li>• following your conversations, you should produce a short account of each:             <ul style="list-style-type: none"> <li>a) describing the effects of your communication skills on the people who you spoke to</li> <li>b) explaining how effective your communication skills were in both conversations</li> <li>c) evaluating how effective your communication skills were, and making recommendations for improvement.</li> </ul> </li> </ul>		
Evidence you must produce for this task	<ul style="list-style-type: none"> <li>• Demonstration of communication skills</li> <li>• Tutor observation record</li> <li>• Digital recording of event</li> <li>• Witness statement and check list if conducted on work placement</li> <li>• Learner reflective account</li> </ul>		

**Criteria covered by this task:**

To achieve the criteria you must show that you are able to:	Unit	Criterion reference
Demonstrate communication skills through interactions in health and social care, describing their effects	3	2C.P5
Select and demonstrate communication skills through interactions in health and social care, explaining their effectiveness	3	2C.M3
Select and demonstrate communication skills through one-to-one and group interactions in health and social care, evaluating their effectiveness and making recommendations for improvement	3	2C.D3

Sources of information	<p><b>Text books</b>                  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 978184690 3731</p> <p><b>Websites</b>  <a href="http://www.communitycare.co.uk">www.communitycare.co.uk</a>  <a href="http://www.equalityhumanrights.com">www.equalityhumanrights.com</a>  <a href="http://www.kingsfund.org.uk">www.kingsfund.org.uk</a></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
Demonstrate communication skills through one interaction in health and social care, identifying the forms of communication used	3	1C.5

EFFORT: GRADE AWARDED: L2A: P5 M3 D3

WWW –  
(What went well?)

EBI -  
(Even better if)

WDYT –  
(What do you think?)

Agreed action according to feedback-

Date and Signature: