**Level 2 Health and Social Care**

# Sample Assessment task: notes for tutors

## Unit Title: Communication in Health and Social Care

## Unit Code: J/615/9163

This is a scenario-based assignment which gives your learners the opportunity to demonstrate their understanding of communication in a health and social care settings.

Instructions for learners are split into two stages: preparation and production. The tutor should check the learners preparatory work at the end of stage 1 to ensure that the way in which they are planning to meet the brief (stage 2) is appropriate and will allow them to include all the evidence they need to achieve the unit.

The second task focuses on delivering an oral presentation and this may also provide evidence in other units chosen.

If you choose to use this sample assignment, you should feel free to adapt the scenario or form of evidence to make it more relevant to or appropriate for your learners. For example, you could decide to use a case study with several organisations with different types of communication systems and styles. Visits to local organisations would aid understanding of communication types and their importance. Leaners may be familiar with communication issues through work experience and may wish to explore these and use them as examples in their evidence.

Tutors should check that learners have included all the evidence they need to achieve the unit. If a significant aspect has not been addressed, learners should be given an additional opportunity to cover this aspect, e.g. through a short question and answer.

Additional tasks are provided to enable learners to achieve Merit and Distinction. These are signposted. The assignments submitted by learners must achieve the learning outcomes and meet the standards specified by the assessment criteria for the unit as outlined below.

To achieve a merit or distinction grade, the learners must demonstrate that they have achieved all the criteria set for these grades. Where work for the pass standard is marginal, assessors can take account of any extension work completed by the learners.

Tutors may remove these additional tasks or make them compulsory depending on the abilities of students.

# Level 2 Health and Social Care

**Unit: Communication in Health and Social Care J/615/9163**

**This task covers all the learning outcomes in the unit:**

**Communication in Health and Social Care**

* Know about different forms of communication.
* Understand the importance of communication between health and social care practitioners and service users.
* Know about barriers to communication between health and social care practitioners and service users.
* Understand information-sharing between health and social care practitioners within and between services.

**Communication in Health and Social Care**

**Background**

**Task 1: Create presentation material for a staff training session**

Your manager has asked you to create a PowerPoint presentation about the importance of effective communication in your setting. You have been given some guidance (the headings and some bullets points about what to cover in each slide have been suggested). You must develop the script to deliver alongside these slides.

You should use a combination of text and diagrams or pictures on your slides; the key thing is to make everything very clear. It should be professionally presented and suitable for staff within your setting.

This task may also provide evidence for:

Unit K/615/9186 – Understand how to handle information in Social Care settings.

Unit R/615/7724 – ICT for the Workplace

Unit M/615/9223 – Care of the Elderly

*Create your presentation material using the headings below:*

|  |
| --- |
| Effective Communication  1. Different forms of communication  2. Barriers to communication and how they can be reduced  3. The consequences of poor communication  4. The benefits of clear communication  5. The importance of sharing information about service users care  6. What is meant by confidentiality?  7. The law and organisational policies on sharing information  8. Potential conflict with information sharing and confidentiality?  *If you are aiming for a merit you will need to:*   * *give examples of how good communication can promote person-centred care* * *include an explanation of how to use verbal and non-verbal techniques* * *use the communication cycle to show how communication can be improved* * *give examples of how to communicate with service users using a different aids and adaptions (including technological aids)*   *If you are aiming for a distinction you will need to:*   * *evaluate the effectiveness of methods used to overcome barriers to communication?* * *explain the consequences if information is not shared appropriately* |

**Task 2: Deliver your presentation**

Your manager is impressed with your presentation material. They have asked you to work with colleagues to deliver a short presentation on ‘Effective communication’ at the workshop.

Work in small groups to deliver different parts of the presentation to your intended audience.

Make sure you

* communicate clearly, adjusting register and tone to match the audience and purpose of the communication.
* work together effectively as a team

The group then need to produce a brief evaluation of how well the presentation got the information across to the audience, how they overcame barriers and why it was important to share information.