

Preparing for Further Study in Health, Social Care and Social Work Qualifications

Summary of Changes

Gateway Qualifications has updated the following qualifications to provide centres with enhanced support for planning and delivery:

Qualification Number	Qualification Title
601/6260/0	Gateway Qualifications Level 2 Certificate in Preparing for Further Study in Health, Social Care and Social Work
601/6261/2	Gateway Qualifications Level 2 Diploma in Preparing for Further Study in Health, Social Care and Social Work

Indicative content has been added to the unit listed below. This additional guidance is intended to support centres in interpreting unit requirements and in designing effective teaching, learning and assessment activities:

Unit Number	Unit Title
Y/507/1935	Communication in a Health, Social Care or Social Work Context

No other changes have been made to the structure, assessment requirements or learning outcomes of this unit or qualifications.

The information below details what changes have been made for teaching from 1st August 2026 onwards.

Communication in a Health, Social Care or Social Work Context

Unit reference:	Y/507/1935
Unit level:	Level 2
GLH:	24
Credit value:	3
Grading method:	Pass/Fail

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand effective communication in a health, social care or social work context.	1.1 Explain the principles of effective communication in a health, social care or social work context, including reference to confidentiality and individual communication preferences. 1.2 Describe effective methods for communicating with colleagues and with service users. 1.3 Describe common barriers to effective communication in a health, social care or social work context, and ways to overcome them.
2. Be able to use oral communication effectively in a health, social care or social work context.	2.1 Use appropriate forms of oral communication for different purposes in a health, social care or social work context, adjusting tone and register, as appropriate. 2.2 Apply relevant skills, including use of non-verbal communication , to communicate with different people in a health, social care or social work context.
3. Be able to use written communication effectively in a health, social care or social work context.	3.1 Select and use appropriate forms of written communication for different purposes in a health, social care or social work context. 3.2 Produce documents relating to health, social care or social work that are clearly and accurately presented and appropriate for the intended audience.

Indicative content:

AC1.1 Principles of effective communication, for example:

- active listening
- showing empathy
- clarity, accuracy, appropriateness of language
- respecting individual preferences/cultural differences

AC1.2 Effective methods for communicating, for example:

- verbal communication, for example, tone of voice
- non-verbal communication, for example, body language, eye contact

AC1.3 Common barriers to effective communication, for example:

- physical
 - hearing loss
 - speech impairment
- emotional
 - anxiety
 - trauma
- environmental
 - noise
 - lack of privacy

AC2.1 Forms of oral communication for different purposes, for example:

- one-to-one conversations
- handover/team meetings
- giving instructions/reassurance
- speaking formally with professionals/Informally with service users

AC2.2 Non-verbal communication, for example:

- gestures
- facial expressions
- posture
- use of visual aids
- digital technologies

AC3.1 Written communication, for example:

- care notes
- records
- emails
- information leaflets

AC3.2 Documents relating to health, social care or social work, for example:

- shift handover note
- emails