

Health and Social Care

OCR GCE H103/H303/H503/H703 Unit F911 Communication in Care Settings

Unit Recording Sheet

Please read the instructions printed at the end of this form. **One** of these sheets, suitably completed, should be attached to the assessed work of **each** candidate.

Unit Title	2 Communication in care settings	Unit Code	F911	Session	June	Year	2	0		
Centre Name						Centre Number				
Candidate Name						Candidate Number				

Evidence: You produce a report based on the different communication skills used in one health or social care or early-years setting.

Unit F911: Communication in care settings

What the candidate needs to do:

Candidate needs to produce a report based on the different communication used in health or social care or early-years settings **[50 marks]**.

The evidence needs to include:

AO1: an understanding of the different types of communication used in care settings and the factors that support and inhibit communication, giving examples **[15]**;

AO2: an explanation of how practitioners in **one** setting use **four** different communication skills and apply values of care, giving examples **[15]**;

AO3: relevant research and analysis of **two** theories that provide guidance about the effects of communication on people who use the service and/or practitioners within the setting **[10]**;

AO4: the production of records to show the effectiveness of their communication in an interaction with a person who uses services/practitioner *or* a small group of people who use services/practitioners, evaluating their own performance and making recommendations for improvements **[10]**.

How candidate will be assessed:

Assessment Objective	Mark Band 1	Mark Band 2	Mark Band 3	Teacher comments	Mark
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AO4	Candidates produce records of an interaction with a person who uses services/practitioner <i>or</i> a small group of people who use services/practitioners, including a basic evaluation of their own performance and giving an outline of improvements;	candidates produce records of an interaction with a person who uses services/practitioner <i>or</i> a small group of people who use services/practitioners, including a sound evaluation of their own performance and making realistic recommendations for improvements;	candidates produce records showing their effectiveness in the interaction with a person who uses services/practitioner <i>or</i> a small group of people who use services/practitioners and a comprehensive evaluation of their own performance, making realistic and informed recommendations for improvement.		
	[0 1 2 3 4]	[5 6 7]	[8 9 10]		/10
Total mark awarded:					/50
If this work is a re-sit, please tick		Session and Year of previous submission	Jan / June	2 0	Please tick to indicate this work has been standardised internally

Please note: This form may be updated on an annual basis. The current version of this form will be available on the OCR website (www.ocr.org.uk).

Guidance on Completion of this Form

- 1 **One** sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Please enter *specific* page numbers where evidence can be found in the portfolio, and where possible, indicate to which part of the text in the mark band the evidence relates.
- 4 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 5 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.