

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 <i>or</i> 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		

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.

