OCR
Oxford Cambridge and RSA

Unit Title: **SHC31 Promote communication in health, social care or children's and young people's settings**

Level: 3

Credit value: 3

Guided learning hours: 10

Unit accreditation number: J/601/1434

Unit purpose and aim

This unit aims to provide the knowledge, skills and understanding the central importance of communication in a variety of settings, and the ways to meet individual needs and preferences in communication. It also considers issues of confidentiality.

Learning Outcomes The learner will:	Assessment Criteria The learner can:	Exemplification
1 Understand why effective communication is important in the work setting	1.1 Identify the different reasons people communicate 1.2 Explain how communication affects relationships in the work setting	
2 Be able to meet the communication and language needs, wishes and preferences of individuals	2.1 Demonstrate how to establish the communication and language needs, wishes and preferences of individuals 2.2 Describe the factors to consider when promoting effective communication 2.3 Demonstrate a range of communication methods and styles to meet individual needs 2.4 Demonstrate how to respond to an individual's reactions when communicating	
3 Be able to overcome barriers to communication	3.1 Explain how people from different backgrounds may	

		use and/or interpret communication methods in different ways	
		3.2 Identify barriers to effective communication	
		3.3 Demonstrate ways to overcome barriers to communication	
		3.4 Demonstrate strategies that can be used to clarify misunderstandings	
		3.5 Explain how to access extra support or services to enable individuals to communicate effectively	
4	Be able to apply principles and practices relating to confidentiality	4.1 Explain the meaning of the term confidentiality	
		4.2 Demonstrate ways to maintain confidentiality in day to day communication	
		4.3 Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns	

Assessment

This unit needs to be assessed in line with the Skills for Care and Development QCF Assessment principles.

Assessment decisions for competence based learning outcomes (eg those beginning with 'Be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

This unit is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. This unit may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. This unit requires workplace assessment of occupational competence.

Competence based assessment must include direct observation as the main source of evidence.

Guidance on assessment and evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates.

Centres should consider the candidates' complete learning experience when designing learning programmes.

Details of relationship between the unit and national occupational standards

This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It provides a key progression route between education and employment (or further study/training leading to employment). It is directly relevant to the needs of employers and relates to national occupational standards developed by Skills for Care and Development.

As such, the unit may provide evidence for the following national occupational standards in the children and young people's workforce developed by Skills for Care and Development:

- CCLD: 301

- GCU: 1

- GEN: 22

- HSC: 31

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications' (A850).*

The *OCR Children and Young People's Workforce Centre Handbook* contains important information for anyone delivering, working towards or involved with the Children and Young People's Workforce qualifications, of which this unit forms a part. This can be downloaded from OCR's website www.ocr.org.uk.

This unit is a shared unit. It is located within the subject/sector classification system 01 Health, Public Services and Care and 01.5 Child Development and Well Being.