

Unit Title:	Use and develop systems that promote communication
Sector unit number	SHC 51
Level:	5
Credit value:	3
Guided learning hours:	24
Unit Reference Number:	F/602/2335

Unit purpose and aim

The purpose of this unit is to assess the learner's knowledge, understanding and skills required to develop communication systems for meeting individual outcomes and promoting partnership working. The unit explores the challenges and barriers to communication and the importance of effective management of information.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1 Be able to address the range of communication requirements in own role</p>	<p>The Learner can:</p> <p>1.1 Review the range of groups and individuals whose communication needs must be addressed in own job role</p> <p>1.2 Explain how to support effective communication within own job role</p> <p>1.3 Analyse the barriers and challenges to communication within own job role</p> <p>1.4 Implement a strategy to overcome communication barriers</p> <p>1.5 Use different means of communication to meet different needs</p>	<p>Means of communication may include:</p> <ul style="list-style-type: none"> • Verbal • Non-verbal • Sign • Pictorial • Written • Electronic • Assisted • Personal • Organisational • Formal • Informal • Public (information/promotional)
<p>2 Be able to improve communication systems and practices that support positive outcomes for individuals</p>	<p>2.1 Monitor the effectiveness of communication systems and practices</p> <p>2.2 Evaluate the effectiveness of existing communication systems and practices.</p> <p>2.3 Propose improvements to communication systems and practices to address any shortcomings</p>	

Learning Outcomes	Assessment Criteria	Exemplification
	2.4 Lead the implementation of revised communication systems and practices.	
3 Be able to improve communication systems to support partnership working	3.1 Use communication systems to promote partnership working 3.2 Compare the effectiveness of different communications systems for partnership working 3.3 Propose improvements to communication systems for partnership working	Partnership Working: Working effectively together with people, professionals, agencies and organisations to enhance the well being of people and support positive and improved outcomes.
4 Be able to use systems for effective information management	4.1 Explain legal and ethical tensions between maintaining confidentiality and sharing information 4.2 Analyse the essential features of information sharing agreements within and between organisations 4.3 Demonstrate use of information management systems that meet legal and ethical requirements	

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.

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.