Unit Title: Promote Communication in Health, Social Care or Children's and Young People's Settings	
Level:	Three
Credit Value:	3
GLH:	10
OCNLR Unit Code:	PA1/3/LQ/007
Ofqual Unit Reference Number:	H/508/3764

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
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

The grid below gives details of the assessment activities to be used with the unit attached.
Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed   This assessment method *must* be used to assess all or part of the unit.

O = Optional   This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	O
Reflective log/diary	O	Practice file	