Unit Title: **Communication In Health And Social Care**
Unit Level: **Level 2**
Unit Credit Value: **3**
GLH: **24**
LASER Unit Code: **WJF268**
Ofqual Unit Code: **Y/507/0574**

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		**The learner can:**	
1.	Know about different forms of communication.	1.1	Describe different forms of receptive and expressive communication.
		1.2	Explain what is meant by verbal and non-verbal communication.
2.	Understand the importance of communication between health and social care practitioners and service users.	2.1	Explain the benefits to both parties of clear communication between practitioners and service users.
		2.2	Outline some of the consequences of poor communication between practitioners and service users.
		2.3	Explain why it is important for a practitioner to be sensitive to an individual's communication needs and preferences.
3.	Know about barriers to communication between health and social care practitioners and service users.	3.1	Describe barriers to communication between practitioners and users of health and social care services.
		3.2	Outline different ways to overcome these barriers.
4.	Understand the practice of information sharing between health and social care practitioners.	4.1	Describe the benefits to staff and service users of sharing information within and between services.
		4.2	Describe the importance of confidentiality in health and social care, including key legal requirements.
		4.3	Outline how workplace policies and procedures support effective communication and appropriate information-sharing within and between services.

Assessment Guidance:
NA

Additional Information:
NA