



Longfield Learning Journey



Year Group: 10	Unit of work: R022 Communication	Term: 2.1
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Skills: participating in role play to study how people communicate.	Context: Unit R022: Communicating and working with individuals in health, social care and early years settings
Learning Outcome 1: Understand how to communicate effectively	Explain the types of communication methods that care workers can use.

Scenario for the assignment

Your local health authority has asked you to produce information to help in the training of new care workers. They would like you to produce a written 'guide for new care workers' about communication and to take part in two practical demonstrations to show how to communicate effectively with other people in a health, social care and early years setting.

The first section of your guide must start with information on communication methods.

- Explain the types of communication methods that care workers can use with examples of the communication methods that are relevant.

	Not attempted	1 st Draft	Final Draft
Verbal skills			
Non-Verbal skills			
Written			
Specialist communication			



Longfield Learning Journey



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Skills: participating in role play to study how people communicate.	Context: Unit R022: Communicating and working with individuals in health, social care and early years settings
Learning Outcome 1: Understand how to communicate effectively	Describe the factors that positively influence communication Describe the barriers to communication that care workers can come across and how to overcome them.

This section of your guide needs to be about what can make communicating with people difficult in a health, social care and early years setting and what can be done about these difficulties.

You must:

Describe the barriers to communication that care workers can come across and how to overcome them.

Make sure your examples of barriers to communication are the things that care workers come across.

	Not attempted	1 st Draft	Final Draft
Environmental factors			
Interpersonal skills			
Barriers to communication			
Overcome barriers			



Longfield Learning Journey



Year Group: 11

Unit of work: R022 Communication

Term: 1.1

Skills: communication and personal qualities

Context: Unit R022: Communicating and working with individuals in health, social care and early years settings

Learning Outcome 2: Understand the personal qualities that contribute to effective care

Describe the personal qualities that contribute to effective care
Give examples of types of behaviours that fail to value service users.

Your guide needs to include information about the personal qualities that will help a care worker to talk to and to get along with the people who use services and to act in a way that means the person using the service feels valued.

In this section of your guide you must:

- describe the personal qualities that will contribute to effective care
- give examples of types of behaviour that fail to value service users

Qualities that contribute to effective care	Not attempted	1 st Draft	Final Draft
Patience			
Respect			
Understanding			
Empathy			
Willingness			
Sense of humour			
Cheerfulness			
How the qualities contribute to effective care			



Longfield Learning Journey



Year Group: 11	Unit of work R022 Communication	Term: 1.2
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Skills: Being able to communicate confidently whilst participating in a practical task.	Context: Unit R022: Communicating and working with individuals in health, social care and early years settings
Learning Outcome 3: Be able to communicate effectively within a health, social care and early years setting	How to communicate effectively in a one-to-one and group situation

Scenario for the assignment

You have been asked to give a practical demonstration which will be used as part of the training of new care workers to show how to interact effectively.

Select one one-to-one interaction and one group interaction from the case studies provided

First you need to complete your guide with a section on planning for both interactions.

- provide a plan for a group (3 or more) interaction with people who uses the service
- provide a plan for a one-to-one interaction with a person who uses the service
- Once you have completed your plan you will need to carry out both interactions

	Not attempted	1 st Draft	Final Draft
Environmental factors – draw a room layout with explanation			
Verbal skills/ non verbal skills			
Plan of interaction			
Links to other units			