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| **Outcome –** **The learner is able to:**  | **Assessment – The learner must:**  |
|  **6.1** **Understand** **the** **importance of** **effective** **communication at work**  | 6.1a Describe the different ways that people communicate  6.1b Describe how **communication** affects relationships **at work**  6.1c Describe why it is important to observe and be receptive to **an individual’s** reactions when communicating with them  |
|  **6.2** **Understand how to meet** **the** **communication and language needs, wishes** **and preferences of** **individuals**  | 6.2a Describe how to establish **an individual’s communication** and language **needs**, wishes and preferences  6.2b List a range of **communication** methods and styles that could help meet **an** **individual’s communication needs**, wishes and preferences  |
|  **6.3** **Understand how to** **promote** **effective** **communication**  | 6.3a List **barriers** to effective **communication**  6.3b Describe ways to reduce **barriers** to effective **communication**  6.3c Describe how to check whether they (the HCSW/ASCW) have been understood  6.3d Describe where to find information and support or **services**, to help them communicate more effectively  |
|  **6.4** **Understand the principles and practices relating to confidentiality**  | 6.4a Describe what confidentiality means in relation to their role  6.4b List any **legislation** and **agreed ways of working** to maintain confidentiality in day-to-day **communication**  6.4c Describe situations where information, normally considered to be confidential, might need to be passed on  6.4d Describe who they should ask for **advice and support** about confidentiality  |

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| **Outcome –** **The learner is able to:**  | **Assessment – The learner must:**  |
|  **6.5 Use appropriate verbal and non-verbal** **communication**  | 6.5a Demonstrate the use appropriate verbal and non-verbal **communication**:  Verbal: * Tone
* Volume

Non-verbal: * Position/ proximity
* Eye contact
* Body language
* Touch
* Signs
* Symbols and pictures
* Writing
* Objects of reference
* Human and technical aids

  **Communication** may take place: * face to face
* by telephone or text
* by email, internet or social networks
* by written reports or letters
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|  **6.6 Support the use of appropriate** **communication** **aids/ technologies**  | 6.6a Ensure that any **communication** aids/ technologies are:  * Clean
* Work properly
* In good repair

 6.6b **Report** any concerns about the **communication** aid/ technology to the appropriate person. This could include:  * Senior member of staff
* Carer
* Family member
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