|  |  |
| --- | --- |
| **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 |

|  |  |
| --- | --- |
| **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 |
| **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 |