

Title	SHC 021 Introduction to communication in health, social care or children's and young people's settings
Level	TWO
Credit value	3

Learning outcomes <i>The learner will</i>	Assessment criteria <i>The learner can:</i>
1. Understand why communication is important in the work setting	1.1 Identify the different reasons people communicate 1.2 Explain how effective communication affects all aspects of the learner's work 1.3 Explain why it is important to observe an individual's reactions when communicating with them
2. Be able to meet the communication and language needs, wishes and preferences of individuals	2.1 Show how to find out an individual's communication and language needs, wishes and preferences 2.2 Demonstrate communication methods that meet an individual's communication needs, wishes and preferences 2.3 Show how and when to seek advice about communication
3. Be able to overcome barriers to communication	3.1 Identify barriers to effective communication 3.2 Demonstrate ways to overcome barriers to effective communication 3.3 Demonstrate ways to ensure that communication has been understood 3.4 Identify sources of information and support or services to enable more effective communication
4. Be able to respect equality and diversity when communicating	4.1 Describe how people from different backgrounds may use and/or interpret communication methods in different ways 4.2 Show communication that respects equality and diversity
5. Be able to apply principles and practices relating to confidentiality at work	5.1 Explain the term confidentiality 5.2 Demonstrate confidentiality in day to day communication 5.3 Describe situations where information normally considered to be confidential might need to be passed on 5.4 Explain how and when to seek advice about confidentiality

Title	SHC 22 Introduction to personal development in health, social care or children's and young people's settings
Level	TWO
Credit value	3

Learning outcomes <i>The learner will</i>	Assessment criteria <i>The learner can:</i>
1 Understand what is required for competence in own work role	1.1 Describe the duties and responsibilities of own role 1.2 Identify standards that influence the way the role is carried out 1.3 Describe ways to ensure that personal attitudes or beliefs do not obstruct the quality of work
2 Be able to reflect on own work activities	2.1 Explain why reflecting on practice is an important way to develop knowledge, skills and practice 2.2 Assess how well own knowledge, skills and understanding meet standards 2.3 Demonstrate the ability to reflect on work activities
3 Be able to agree a personal development plan	3.1 Identify sources of support for own learning and development 3.2 Describe the process for agreeing a personal development plan and who should be involved 3.3 Contribute to drawing up own personal development plan
4 Be able to develop knowledge, skills and understanding	4.1 Show how a learning activity has improved own knowledge, skills and understanding 4.2 Show how reflecting on a situation has improved own knowledge, skills and understanding 4.3 Show how feedback from others has developed own knowledge, skills and understanding 4.4 Show how to record progress in relation to personal development

Title	SHC 023 Introduction to equality and inclusion in health, social care or children's and young people's settings
Level	TWO
Credit value	2

Learning outcomes <i>The learner will</i>	Assessment criteria <i>The learner can:</i>
1. Understand the importance of diversity, equality and inclusion	1.1 Explain what is meant by diversity 1.2 Explain what is meant by discrimination 1.3 Describe ways in which discrimination may deliberately or inadvertently occur in the work setting 1.4 Explain how promoting equality and inclusion reduces the likelihood of discrimination
2. Be able to work in an inclusive way	2.1 Identify legislation, codes of practice and organisational policies and procedures (where these exist) relating to equality, diversity, discrimination and rights in own role 2.2 Show interaction with individuals that respects their beliefs, culture, values and preferences 2.3 Describe how to challenge discrimination in a way that promotes change
3. Be able to access information, advice and support about diversity, equality and inclusion	3.1 Describe situations in which additional information, advice and support about diversity, equality and inclusion may be needed 3.2 Demonstrate how and when to access information, advice and support about diversity, equality and inclusion

Title	Introduction to duty of care
Level	Two
Credit value	1

Learning outcomes <i>The learner will</i>	Assessment criteria <i>The learner can:</i>
1. Understand the meaning of duty of care	1.1 Define the term 'duty of care' 1.2 Describe how the duty of care affects own work role
2. Be aware of dilemmas that may arise about duty of care and the support available for addressing them	2.1 Describe dilemmas that may arise between the duty of care and an individual's rights 2.2 Explain where to get additional support and advice about how to resolve such dilemmas
3. Know how to respond to complaints	3.1 Explain why it is important that individuals know how to make a complaint 3.2 Explain the main points of agreed procedures for handling complaints 3.3 Describe own role in responding to complaints as part of own duty of care