

Mapping of QCF units to SCIE Communication Skills eLearning: levels two and three

Title	Introduction to communication in health, social care or children's and young people's settings
Unit ref	SHC 21
Level	Two

The learner will:	The learner can:	SCIE Communication programme module
1. Understand why effective communication is important in the work setting	1.1 Identify different reasons why people communicate	Module 1 section 1 Module 1 section 2
	1.2 Explain how effective communication affects all aspects of own work	Module 1 section 3
	1.3 Explain why it is important to observe an individual's reactions when communicating with them	Module 4 section 1 Module 4 section 3
	2.1 Show how to find out an individual's communication and language needs, wishes and preferences	
2. Be able to meet the communication and language needs, wishes and preferences of individuals	2.2 Demonstrate communication methods that meet an individual's communication needs, wishes and preferences	Module 10 section 1, 2 and 3

	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	Module 5
	3.2 Demonstrate how to reduce barriers to communication in different ways	Module 5 Module 6 Module 7
	3.3 Demonstrate ways to ensure that communication has been understood	Module 3 section 3
	3.4 Identify sources of information and support or services to enable more effective communication	
4. Be able to apply principles and practices relating to confidentiality	4.1 Explain the term 'confidentiality'	
	4.2 Demonstrate confidentiality in day to day communication, in line with agreed ways of working	
	4.3 Describe situations where information normally considered to be confidential might need to be passed on	

	4.4 Explain how and when to seek advice about confidentiality	

Title	Promote Communication in health, social care or children's and young people's settings
Unit ref	SHC31
Level	Three

The learner will:	The learner can:	SCIE Communication programme module
1. Understand why effective communication is important in the work setting	1.1 Identify the different reasons people communicate	Module 1 section 1 Module 1 section 2
	1.2 Explain how communication affects relationships in the work setting	Module 2 section 1
2. Be able to meet the communication and language needs, wishes and preferences of individuals	2.1 Demonstrate how to establish the communication and language needs, wishes and preferences of individuals	Module 10 section 1, 2 and 3
	2.2 Describe the factors to consider when promoting effective communication	Module 2 section 2 Module 3 section 1, 2, 3 & 4
	2.3 Demonstrate a range of communication methods and styles to meet individual needs	Module 4 section 1, 2, 3, 4 & 5
	2.4 Demonstrate how to respond to an individual's reactions when communicating	Module 3 section 4
3. Be able to overcome barriers to communication	3.1 Explain how people from different backgrounds may use and/or interpret communication methods in different ways	Module 10 section 1, 2 and 3

	3.2 Identify barriers to effective communication	Module 5
	3.3 Demonstrate ways to overcome barriers to communication	Module 5 Module 7
	3.4 Demonstrate strategies that can be used to clarify misunderstandings	Module 3 section 4
	3.5 Explain how to access extra support or services to enable individuals to communicate effectively	
4. Be able to apply principles and practices relating to confidentiality	4.1 Explain the meaning of the term confidentiality	
	4.2 Demonstrate ways to maintain confidentiality in day to day communication	
	4.3 Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns	

Title	Support individuals with specific communication needs
Unit ref	HSC 3029
Level	Three

The learner will:	The learner can:	SCIE Communication programme module
1. Understand specific communication needs and factors affecting them	1.1 Explain the importance of meeting an individual's communication needs	Module 3, section 2, 3, 4
	1.2 Explain how own role and practice can impact on communication with an individual who has specific communication needs	Module 1 section 2,3 Module 2 section 1, 2, 3 & 4

	1.3 Analyse features of the environment that may help or hinder communication	Module 5 section 2
	1.4 Analyse reasons why an individual may use a form of communication that is not based on a formal language system	
	1.5 Identify a range of communication methods and aids to support individuals to communicate	Module 3, section 3, 4 Module 5
	1.6 Describe the potential effects on an individual of having unmet communication needs	
2. Be able to contribute to establishing the nature of specific communication needs of individuals and ways to address them	2.1 Work in partnership with the individual and others to identify the individual's specific communication needs	Module 6 section 1
	2.2 Contribute to identifying the communication methods or aids that will best suit the individual	Module 5 section 3, 5
	2.3 Explain how and when to access information and support about identifying and addressing specific communication needs	Module 6 section 3
3. Be able to interact with individuals using their preferred communication	3.1 Prepare the environment to facilitate communication	Module 5 section 2
	3.2 Use agreed methods of communication to interact with the individual	Module 6 section 3
	3.3 Monitor the individual's responses during and after the interaction to check the effectiveness of communication	
	3.4 Adapt own practice to improve communication with the individual	Module 5 section 3, 4
4. Be able to promote communication between individuals and others	4.1 Support the individual to develop communication methods that will help them to understand others and be understood by them	Module 5 section 7

	4.2 Provide opportunities for the individual to communicate with others	
	4.3 Support others to understand and interpret the individual's communication	
	4.4 Support others to be understood by the individual by use of agreed communication methods	
5. Know how to support the use of communication technology and aids	5.1 Identify specialist services relating to communication technology and aids	Module 5 section 7 Module 6 section 3
	5.2 Describe types of support that an individual may need in order to use communication technology and aids	Module 5 section 7 Module 6 section 3
	5.3 Explain the importance of ensuring that communication equipment is correctly set up and working properly	
6. Be able to review an individual's communication needs and the support provided to address them	6.1 Collate information about an individual's communication and the support provided	
	6.2 Contribute to evaluating the effectiveness of agreed methods of communication and support provided	
	6.3 Work with others to identify ways to support the continued development of communication	