Standard Number: 6   **Standard Title: Communication**

Document guidance

This document provides an overview of the outcomes and assessment criteria for Standard 6: Communication. It identifies the criteria within the Standard that should have been achieved upon successful completion of the underpinning knowledge within the Care Certificate workbook. Employees must demonstrate their competence in practice in order to fully achieve this Standard of the Care Certificate.

This progress log and sign-off document should be completed jointly by the employee and the manager/supervisor/assessor to confirm that all outcomes and criteria have been achieved in practice in the work setting. Supplementary evidence can be attached to demonstrate achievement and it is suggested to do so as good practice.

This document also provides an outline of the suggested mapping of outcomes and criteria within Standard 6: Communication of the Care Certificate to the recommended Qualifications and Credit Framework (QCF) unit, the National Minimum Training Standards for Healthcare Support Workers and Adult Social Care Workers in England and the Common Induction Standards. This document does not necessarily indicate direct mapping of criteria and therefore assessors and/ or managers should ensure they follow the guidance below. Please note that when the term assessor is used throughout this document this could be the manager, supervisor or assessor and will be decided by the employing organisation.

This document should always be used in conjunction with the guidance provided in the Care Certificate Framework Technical Document.

Guidance for assessors

Assessors must ensure that the learner has produced evidence for each assessment criterion that is valid, authentic, reliable, current and sufficient. Therefore assessors **must not assume** that if the mapping document indicates a criterion could have already been achieved, the mapped criteria within the QCF unit should automatically be awarded. Learners and assessors are responsible for ensuring that the outcomes and criteria within the QCF unit and standards below have been achieved to the required standard. For reference, within the column that refers to coverage of the relevant QCF unit, a **P** indicates that the Care Certificate criteria provides partial coverage of the relevant criteria within the QCF unit, whereas an **F** indicates full coverage.

The **Assessment method used** column is included to allow assessors to provide evidence of the type of assessment method that has been used to assess the Care Certificate criteria. This is likely to be noted as the Care Certificate Workbook; however, further evidence could include professional discussion, observation, question and answer, e-learning, witness testimony, etc. This column can also be completed to evidence competence using these example assessment methods.

The **Evidence location** column is included to provide a clear signpost to where the learner's evidence can be found. This may be within a portfolio of evidence, a continued professional development (CPD) file or electronically via e-learning or e-portfolio

Unit number	Unit title	Level	Credit
F/601/5465	**Introduction to communication in health, social care or children's and young people's place of work**	2	3
J/601/1434	**Promote communication in health, social care or children's and young people's young people's settings**	3	3

THE CARE CERTIFICATE WORKBOOK STANDARD 6

Care Certificate Standard 6 Outcome	Care Certificate Standard 6 Criteria	Knowledge/ Competence	Question within workbook	QCF unit F/601/5465 Introduction to communication in health, social care or children's and young people's place of work P = Partial F = Full	QCF unit J/601/1434 Promote communication in health, social care or children's and young people's place of work P = Partial F = Full	National Minimum Training Standards Standard 3: Effective communication	Common Induction Standards Standard 3: Communicate effectively	Assess-ment method used	Evidence location	Sign-off initials	Date
6.1 Understand the importance of effective communication at work	**6.1a** Describe the different ways that people communicate	K	6.1a	AC1.1 – P	AC1.1 – P	3.1.1	S3 – 1.1				
	6.1b Describe how communication affects relationships at work	K	6.1b	AC1.2 – P	AC1.2 – P	3.1.2	S3 – 1.2				
	6.1c Describe why it is important to observe and be receptive to an individual's reactions when communicating with them	K	6.1c	AC1.3 – P AC3.3 – P		3.1.3	S3 – 1.3				
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	K	6.2a part i 6.2a part ii	AC2.1 – P	AC2.1 – P	3.2.1	S3 – 2.1				
	6.2b List a range of communication methods and styles that could help meet an individual's communication needs, wishes and preferences	K	6.2b	AC2.2 – P	AC2.3 – P	3.2.2	S3 – 2.2				

6.3 Understand how to promote effective communication	**6.3a** List barriers to effective communication	**K**	**6.3a and b**	**AC3.1 – F**	**AC3.2 – F**	**3.1.1**	**S3 – 3.1**			
	6.3b Describe ways to reduce barriers to effective communication	**K**	**6.3a and b**	**AC3.2 – P**	**AC3.3 – P**	**3.3.2**	**S3 – 3.2**			
	6.3c Describe how to check whether they (the HCSW/ASCW) have been understood	**K**	**6.3c**	**AC3.3 – P**	**AC3.4 – P**	**3.3.3**	**S3 – 3.3**			
	6.3d Describe where to find information and support or services, to help them communicate more effectively	**K**	**6.3d**	**AC3.4 – F**	**AC3.5 – P**	**3.3.4**	**S3 – 3.4**			
6.4 Understand the principles and practices relating to confidentiality	**6.4a** Describe what confidentiality means in relation to their role	**K**	**6.4a**	**AC4.1 – P** **AX4.3 – P**	**AC4.1 – P**	**3.4.1**	**S3 – 4.1**			
	6.4b List any legislation and agreed ways of working to maintain confidentiality in day-to-day communication	**K**	**6.4b**	**AC4.4 – P**	**AC4.2 – P**	**3.4.2**	**S3 – 4.1** **S3 – 4.2**			
	6.4c Describe situations where information, normally considered to be confidential, might need to be passed on	**K**	**6.4c**	**AC4.3 – F**	**AC4.3 – P**	**3.4.3**	**S3 – 4.3**			
	6.4d Describe who they should ask for advice and support about confidentiality	**K**	**6.4d**	**AC4.4 – P**		**3.4.4**	**S3 – 4.4**			

6.5 Use appropriate verbal and non-verbal communication	**6.5a** Demonstrate the use of 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	C		AC2.2 – P	AC2.3 – P AC2.4 – P AC3.3 – P AC3.4 – P	3.2.1 3.2.2 3.3.1 3.3.2 3.3.3	S3 – 2.2 S3 – 3.1 S3 – 3.2 S3 – 3.3			
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	C		AC3.2 – P	AC3.3 – P	3.3.2	S3 – 3.2			

	6.6b Report any concerns about the communication aid/ technology to the appropriate person. This could include: • Senior member of staff • Carer • Family member.	C		AC3.4 – P	AC3.5 – P	3.3.4	S3 – 3.4				

Declaration of completion

I confirm that the evidence provided by the employee meets the full requirements for **Standard 6: Communication.**

Employee signature:	

Name of assessor*:	

Assessor* signature:	

Completion date:	

* The Assessor can be your Manager, Supervisor or someone else authorised by your employing organisation. This individual provides confirmation that all learning outcomes and assessment criteria for the Care Certificate standard identified above have been completed and signed off by an authorising person.