

## Subject: **Health and Social Care**

Year Group: **9**

### **Key Learning Points**

Unit: R022 Communicating and working with individuals in health, social care and early year settings

Topic: L01 Understand How To Communicate Effectively

Students will look at:

- Different communication methods used in health and social care settings, these include: non-verbal, verbal, specialist communication methods and written communication.
- Interpersonal factors that influence communication, these include: relationships, body language, different cultures, active listening
- Barriers to Communication, these include: language and differences, inappropriate body language, tiredness and aggression. Speech difficulties.
- Ways to overcome barriers to communication.

Assessment will take place using submitted classwork and end of learning objective tests.

Topic: L02 Understand the Personal Qualities that Contribute to Effective Care

Students will look at:

- The qualities that contribute to effective care, these include: patience, understanding, empathy, willingness, sense of humour, cheerfulness
- Research into personal qualities that certain job roles require.

Assessment will take place by completing a careers research project.