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| LEVEL 1 AWARD IN INTRODUCTION TO HEALTH, SOCIAL CARE AND CHILDREN’S AND YOUNG PEOPLE’S SETTINGS |
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| Unit T/602/6205 |
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| The purpose of the assessment tasks is to provide evidence that you have met the requirements set out by the awarding body in order to pass the course. The information and activities in the learning materials will help you complete these assessment tasks. If you have any difficulty in answering any of the questions, please contact your tutor/assessor who will provide you with help and guidance.  Good luck with your studies! |

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| Introduction to communication in health and social care (adults and children and young people), early years and childcare | | | | |
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| Unit T/602/6205 | | | | |
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| After completing your assessment please email it to dlu@grimsby.ac.uk | | | | |
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| CHECKLIST FOR ALL CANDIDATES  Please complete your details in the ‘Personal Details’ box below.  Fill in and type your name in the ‘Candidate Statement’ box below.  Please note that for the purposes of assessing your work, we will assume your typed name is a valid alternative to your signature.  Complete all the questions in this assessment. Type your answers in the space provided. The document will automatically allow you to enter more text should the space not be enough for you.  You do not need to return your completed activities for the units – just this document. If you require any assistance or guidance, please contact your tutor/assessor. | | | | |
| PERSONAL DETAILS | | | | |
| Name |  | | | |
| Contact Address |  | | | |
| Postcode |  | | | |
| Telephone no. |  | evening |  | day |
| Email |  | home |  | work |
|  | | | | |
| CANDIDATE STATEMENT  I certify that I began the learning materials for Unit T on \_\_\_\_\_\_\_\_\_\_\_ (*insert date you started working through the course materials*) and have completed all sections in this section. I confirm that this is my own work.  Signature (type name)  Date | | | | |

**Section 1: Verbal and non-verbal communication**

(The reference in brackets at the end of each questions refers to the assessment criteria for this unit and is for your assessor’s use.)

**1. Think about the different ways that individual’s communicate with one and other. Identify as many methods of communications as you can. (1.1)**

**2. Look at the different means of communication below. Outline how you would use each one to encourage communication with an individual. (1.1, 2.3)**

**Tone of voice**

**Facial expression**

**Gestures**

**Position and posture**

**Using physical contact**

**Section 2: Communication needs of individuals**

**3. Outline how each of the following sources can give information about an individual’s communication needs, preferences and wishes. (2.1)**

**Talking to an individual, their family and friends**

**Reading the care or support plan**

**Observing behaviour and body language**

**Asking advice from senior staff and professionals**

**4. Identify four general barriers that might affect communication. Then, in your own opinion, state how each could be overcome. (2.2, 2.3)**

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| --- | --- |
| Barrier | How to overcome the barrier |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |

**5. a) Give three examples of barriers to communication that can occur within the environment. (2.2)  
  
i)  
  
  
  
  
  
ii)  
  
  
  
  
iii)  
  
  
  
  
  
  
5. b) Identify ways that you could overcome environmental barriers in order to promote communication. (2.3)  
  
  
i)  
  
  
  
ii)  
  
  
  
iii)**

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| **Well done!**  **You have now completed the questions for Unit T. Please email this document to your tutor/assessor. Your tutor/assessor will provide you with feedback on the assessment. If you need any further help or guidance, please contact your tutor/ assessor.**  **Don't forget to complete the 'Personal details' and 'Candidate statement' boxes on the front page of this assessment.** |