

SOCIETY, HEALTH AND DEVELOPMENT

Unit 4: Why effective communication and information sharing are vital in the sectors covered by society, health and development



Society, Health and Development

Level 3 Unit 4: Why effective communication and information sharing are vital in the sectors covered by society, health and development

Sample scheme of work

Total GLH	90, 9 of which will be for the internal assessment
Aim/s or statement of purpose	<p>Learners will:</p> <ul style="list-style-type: none"> • know the range of communication methods and technologies used in the sectors • understand the importance of information sharing within and across the sectors • understand how barriers to effective communication and information sharing are overcome within and across the sectors • be able to use different methods of communication with individuals in different situations • be able to recommend improvements to communication and information sharing methods.
Notes	<p>This unit is assessed through a centre set and marked assignment, which will be subject to moderation. This internal assignment will take approximately 9 of the 90 GLH.</p> <p>Differentiation will take place through question and answer, peer or group work, through the level of support provided and extension activities undertaken.</p> <p>On completion of the learning outcomes, learners should prepare for the external assessment.</p> <p>Learning activities</p> <p>A selection of activities has been designed to support the learning outcomes of each unit. These may be adapted to suit the centre, the learners and the local context. In addition, it is expected that learners will have access to employers and work experience as appropriate. Some web links have been included, but it is recognised that learners may need direction when using them and that the websites may change significantly</p>

over time.

Learning outcomes/topics/content	Activities/assignments/assessments/resources/teaching aids	PLTS
<p>Aim: know the range of communication methods and technologies used in the sectors (LO1)</p> <p>Learners will:</p> <ul style="list-style-type: none"> • outline how communication theory and concepts are used to inform professional practice (AC1a) • describe why different methods of communication are used with different people and in different circumstances (AC1b) • outline the types of technology used to support communication (AC1c) 	<p>Learners:</p> <ul style="list-style-type: none"> • In groups, research communication theories including how each has informed communication in the sectors • Present findings to other groups • Discuss limitations and appropriateness of the researched theories • Produce and deliver a communication presentation entitled ‘Fit for Purpose’, explaining why workers use different communication methods for different people in different circumstances • Research different technologies that support communication for individuals with disabilities <p>Tutors:</p> <ul style="list-style-type: none"> • Introduce learners to the different communication theories • Introduce learners to the ‘communication cycle’. Refer to Communications – The Communication Cycle www.surrey.ac.uk/skills/pack/cycle.html • Direct research into different technologies that support communication for individuals with disabilities 	
<p>Aim: understand the importance of information sharing within and across the sectors (LO2)</p> <p>Learners will:</p> <ul style="list-style-type: none"> • justify the importance of accurate record keeping (AC2a) • explain how confidentiality and security of records is maintained and risks can be minimised (AC2b) • evaluate the effectiveness of recording and reporting arrangements (AC2c) 	<p>Learners:</p> <ul style="list-style-type: none"> • Discuss the requirements for accurate record keeping • Research record keeping across the sectors • Produce a visual display on the importance of keeping accurate records • Create a group role play to highlight how confidentiality and security of records are maintained and the problems that can occur if risks are not minimised • Discuss the need for confidentiality versus the need to share information • Research recording and reporting arrangements in different sector 	

Learning outcomes/topics/content	Activities/assignments/assessments/resources/teaching aids	PLTS
	<p>settings</p> <ul style="list-style-type: none"> Evaluate the effectiveness of recording and reporting arrangements in three different sector settings <p>Tutors:</p> <ul style="list-style-type: none"> Introduce work on the requirements for accurate record keeping Conduct plenary session following discussion on the requirements for accurate record keeping Organise discussion on the need for confidentiality versus the need to share information 	
<p>Aim: understand how barriers to effective communication and information sharing are overcome within and across the sectors (LO3)</p> <p>Learners will:</p> <ul style="list-style-type: none"> assess the consequences of barriers to communication (AC3a) evaluate when and how approaches to overcome barriers to communication can be applied (AC3b) analyse the similarities and differences in accepted terminology within and between the sectors (AC3c) 	<p>Learners:</p> <ul style="list-style-type: none"> Discuss types of barriers to effective communication and information sharing in different contexts Interview practitioners for commonly encountered barriers to communication and information sharing Create a presentation on the consequences of failing to overcome barriers In small groups, create role plays demonstrating different barriers to communication and their effects in given contexts. Observers to identify the barriers and make appropriate suggestions of how and when to overcome them. Research similarities and differences in terminology used within and between the sectors Create a list of common acronyms used within the sectors <p>Tutors:</p> <ul style="list-style-type: none"> Introduce learners to barriers to communication and information sharing Help learners gain access to practitioners Ensure students cover the range of approaches that may be used to overcome barriers Arrange plenary feedbacks from consequences of barriers 	

Learning outcomes/topics/content	Activities/assignments/assessments/resources/teaching aids	PLTS
	<p>presentations</p> <ul style="list-style-type: none"> Give verbal/written feedback on terminology research 	
<p>Aim: be able to use different methods of communication with individuals in different situations (LO4)</p> <p>Learners will:</p> <ul style="list-style-type: none"> use communication methods suited to different individuals and in different situations (AC4a) 	<p>Learners:</p> <ul style="list-style-type: none"> In pairs, or as part of a group, conduct a one-to-one conversation to communicate information on a given topic, demonstrating good use of verbal and non-verbal methods Discuss how the conversation could be adapted in different contexts and taking account of diversity, equality, individual rights, own responsibility and confidentiality Adapt a written text communicating information to address different contexts and giving consideration to diversity, equality, individual rights, own responsibility and confidentiality Discuss how communication methods address individual needs and preferences, interferences and barriers, and how information might be received by others <p>Tutors:</p> <ul style="list-style-type: none"> Determine topics for pairs/group conversations Conduct a plenary session focusing on verbal and non-verbal methods used Lead discussion on how conversations could be adapted for different contexts and taking account of diversity, equality, individual rights, own responsibility and confidentiality Review adapted texts Lead discussion on how communication methods address individual needs and preferences, interferences and barriers, and how information might be received by others 	RL6
<p>Aim: be able to recommend improvements to communication and information sharing methods (LO5)</p> <p>Learners will:</p>	<p>Learners:</p> <ul style="list-style-type: none"> Review own communication skills, eg visit www.mindtools.com and try 'How good are your communication skills?' Evaluate from personal experience the communication exercises 	

Learning outcomes/topics/content	Activities/assignments/assessments/resources/teaching aids	PLTS
<ul style="list-style-type: none"> • assess the effectiveness of communication and information sharing methods (AC5a) • propose improvements to communication and information sharing that will benefit themselves and others (AC5b) 	<p>conducted in this unit using feedback from others</p> <ul style="list-style-type: none"> • Identify strengths and areas for improvement • Provide feedback to others • Suggest activities to support improvements, eg http://findarticles.com/p/articles/mi_m3495/is_1_50/ai_n8700759/ – ‘On communicating well: use these five strategies to enhance managerial communication skills’ • Propose improvements supported by reasoned justification • Set SMART targets for improvements <p>Tutors :</p> <ul style="list-style-type: none"> • Inform learners on reviewing communication skills • Provide feedback as required • Lead discussion on activities to support improvements in communication • Review proposed improvements and reasoned justification • Check SMART targets are appropriate 	<p>RL1</p> <p>EP4</p>