**BTEC National Diploma in Health & Social Care**

**UNIT 1**

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**Developing Effective Communication**

**Work experience pack**

**P5: One to One Interaction**

**This completed booklet must be submitted as part of your unit 1 evidence.**

**Communication – Unit 1 P5**

**During your time at placement it is important that you undertake the tasks given for unit 1** 

During your placement you will be required to **participate in a one to one interaction** in your chosen work placement care setting

You will need to inform your placement supervisor that you will need to complete a one to one interaction and associate paperwork during your placement.

**Try to aim to complete this by Wednesday 20/11/2019.**

If you do not complete your one to one interaction you will not even achieve a pass grade for unit 1.

**Before you undertake the interaction:**

* Read the information in this booklet, your supervisor will need to skim read over this.
* **Arrange a suitable time with your supervisor to undertake this interaction in week 3 20/11/19**
* Give your supervisor the **observation sheet** - page 10 & 11 of this booklet to complete during the observation.  *This completed observation document completed by your one to one interaction observer is also part of your evidence for M3 & D1*
* Also give your supervisor the **witness statement** – page 13 & 14 to complete.  *This is evidence for P5*

**After you have undertaken the interaction:**

* Complete your self- reflection document – pages 4-9 this will help towards you achieving M3 & D1.

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**Unit 1 – Evaluation of the One to One Interaction.**

When did, your interaction take place?

Who was your interaction with? (No Names - *Remember to maintain confidentiality- eg child A was a 5 year old…*)

What was the purpose of the interaction?

How did you avoid potential environmental barriers to communication?

Were your attempts to avoid environmental barriers effective? *Don’t just answer yes or no here, think about any possible changes you could have made.*

Were there any other barriers to communication that you had to take into consideration during your one to one interaction?

**Now assess your interaction whilst it is still fresh in your mind.**

***Following your one to one interaction; assess the success of your interaction. Rate your use of the skills below using a scale of 1 to 5.* 1 – being excellent 5 - being poor.**

***Provide comments about your use of each skill during this interaction and what went well/badly. How ? Why? What would you have done differently? Why? How? How would this have improved your interaction?***

|  |  |
| --- | --- |
| **To what extent** | **My assessment** |
| Did I use non verbal communication appropriately?   * Proximity & height * Body posture * Good eye contact * Facial expression * Gestures * Use of touch |  |
| Did I give full attention to the other person and their views? |  |
| Was I warm & respectful? |  |
| Was I empathic? |  |
| Did I use Open questions? |  |
| Did I use paraphrasing? |  |
| Did I reflect back? |  |
| Did I summarise? |  |
| Did I use listening skills appropriately? |  |
| Did I prepare the environment effectively to overcome barriers to communication? |  |
| Did I deal with barriers to communication as and when they occurred during the interaction? |  |
| What environmental factors influenced my interaction? |  |
| Additional reflection notes |  |

**BTEC NATIONAL DIPLOMA IN HEALTH & SOCIAL CARE.**

**Unit 1 - Observation Checklist – One to one Interaction**

*Dear observer,*

*This form should be given to you prior to the start of the one to one interaction observation by the student.*

*During the observation if you could please rate the students verbal and nonverbal communication skills using a scale of 1 to 5.* **1 – being excellent 5 - being poor.**

*It would also be appreciated if you could provide brief comments about what you have seen these and maybe give some suggestions of how the student could develop their skills further.*

|  |  |  |
| --- | --- | --- |
| **Name:**  **Date of the interaction:** | **Rating Score**  **(see above)** | **Comments** |
| **Appropriate Nonverbal Communication.**  Proximity  Appropriate Posture  Facial Expression  Eye contact  Gestures  Tone of voice |  |  |
| **Appropriate verbal communication**  Avoids jargon  Avoids slang  Clear speech |  |  |
| **Appropriate Listening skills**  Using reflective listening  Shows willingness to build an understanding of the other person’s views.  Encouragement  Questioning  Having an appropriate attitude & valuing the other person.  Turn taking |  |  |
| **Appropriate Communication for the occasion**  Using correct level of formality  Using appropriate language  Calm and respectful  Maintaining confidentiality |  |  |
| **Awareness of the Environment**  Removal of physical barriers  Privacy  Maintained confidentiality |  |  |
| **Additional comments:** |  |  |

**Observer Name & Signature:**

**Job Title:**

**A little information about Witness Statements**

**A witness statement is used to provide a written record of your performance as a learner against the grading criteria.**

**Someone other than the assessor (teacher) of the BTEC in Health and Social Care may complete it, in this case it will be a work placement supervisor. The statement is confirmation that you have completed the task and this can then be used as evidence to meet a grading criteria within the unit in this case unit 1 P5.**

**Instruction’s to the student**

**Before you undertake the one to one interaction it is important that you show the booklet and the witness statement to your supervisor / assessor and have filled in your details on the witness statement.**

**Instruction’s for the person observing the undertaking of the one to one interaction.**

**This document is key evidence for the student’s completion of an assessment criteria in order to gain a pass grade in the Effective Communication unit.**

**We would be grateful if you could complete all sections and provide your signature and job title to confirm that this activity has occurred. If under the heading Details of the one to one interaction, you could provide the date and a brief description of the one to one interaction and where this interaction took place.**

**If you could then, just give some brief comments on the student’s ability during the one to one interaction under the heading Assessment.**

|  |  |
| --- | --- |
| **Witness statement – One to One Interaction.** | |
| Learner name |  |
|  |  |
| Qualification | BTEC Certificate / Subsidiary Diploma / National Diploma in Health & Social Care |
|  |  |
| Unit number and title | Unit 1: Developing Effective Communication in Health & Social Care. |
|  | |
| Details of the One to One Interaction | |
| Date:  Brief description:  Where did this one to one interaction take place? | |
|  | |
| Assessment | |
|  | |

Witness Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_