

Unit Title: Professional Skills in Health Care
Level: Three
Credit Value: 9
GLH:
NOCN Unit Code: GC8/3/NO/001
QCA Unit Reference
Grading Descriptors: 5, 7

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of interpersonal skills related to health care practice.	1.1. Analyse the appropriate use of interpersonal skills in at least three health care situations.
2. Understand barriers to communication.	2.1. Analyse barriers to communication.
3. Understand issues related to working in a team.	3.1. Evaluate the processes involved in team work.
4. Understand professionalism approaches to health care.	4.1. Analyse professionalism in health care.
5. Understand the complexity of clients' rights in health care.	5.1. Analyse the complexity of clients' rights in health care.

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ASSESSMENT INFORMATION

Guidance:

This grid gives details of the assessment activities to be used with the unit attached. Please refer to the NOCN Handbook for definitions of each activity and the expectations for assessment practice and evidence for moderation.

The assessment activities for this unit are indicated in the table below:

Key: P = Prescribed – this assessment method *must* be used to assess the unit.

O = Optional – this assessment method *could* be used to assess the unit.

Case study	O	Project	O
Written question & answer/test/exam	O	Role play/simulation	O
Essay	O	Practical demonstration	
Report	O	Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log / diary	O	Practice file	O

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	✓

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Accredited Start date:
Accredited End date:
Unit Sector/Subject area:
Grading descriptors:
Availability for Use:

Purpose and Aim of the Unit	Free Text
Restrictions on the Availability	Free Text or N/A
Additional Assessment Requirements	Free Text or N/A
Details of relationship between the Unit and the NOS	Free Text or N/A
Details of relationship between the Unit and Standards (not NOS)	Free Text or N/A
Endorsement of the Unit by	Free Text or N/A