

Please read the instructions printed at the end of this form. **One** of these sheets, suitably completed, should be attached to the assessed work of **each** candidate.

<b>Unit Title</b>	<b>2 Communication in care settings</b>	<b>Unit Code</b>	<b>F911</b>	<b>Session</b>	Jan / June	<b>Year</b>	<b>2</b>	<b>0</b>	<b>0</b>	
<b>Centre Name</b>						<b>Centre Number</b>				
<b>Candidate Name</b>						<b>Candidate Number</b>				

**Evidence:** You produce a report based on the different communication skills used in one health or social care or early-years setting.

Criteria			Teacher Comment	Page No.
<p><b>AO1.1:</b> You produce a basic description of the different types of communication used in care settings and the factors that support and inhibit communication, giving examples;</p> <p style="text-align: right;"><b>[0 1 2 3 4 5]</b></p>	<p><b>AO1.2:</b> you show a sound level of understanding of the different types of communication used in care settings and the factors that support and inhibit communication, giving examples;</p> <p style="text-align: right;"><b>[6 7 8 9 10]</b></p>	<p><b>AO1.3:</b> you show a comprehensive understanding of the different types of communication used in care settings and the factors that support and inhibit communication, giving examples.</p> <p style="text-align: right;"><b>[11 12 13 14 15]</b></p>		
<p><b>AO2.1:</b> You explain, with guidance, how care workers use four different communication skills in the care setting to show how they value service users as individuals, giving examples; you write in a manner which is adequate to convey meaning, although it will be expressed in a non-specialist manner;</p> <p style="text-align: right;"><b>[0 1 2 3 4 5]</b></p>	<p><b>AO2.2:</b> you give a detailed description of how care workers apply four different communication skills in the care setting to show how they value service users as individuals, giving examples; you write in a manner which conveys meaning, using specialist vocabulary with few errors/inaccuracies;</p> <p style="text-align: right;"><b>[6 7 8 9 10]</b></p>	<p><b>AO2.3:</b> you produce, accurately and independently, an in-depth analysis of how care workers apply four different communication skills in the care setting, showing a high level of understanding when explaining how they value service users as individuals, giving examples; you write in a manner which conveys appropriate meaning, using specialist vocabulary with accuracy – there will be no errors/inaccuracies.</p> <p style="text-align: right;"><b>[11 12 13 14 15]</b></p>		

Criteria			Teacher Comment			Page No.		
<p><b>AO3.1:</b> You collect information from limited sources to analyse, at a basic level, how <b>two</b> theories provide guidance about the effects of communication on the service users and/or care workers;</p> <p style="text-align: right;"><b>[0 1 2 3 4]</b></p>	<p><b>AO3.2:</b> you undertake research using a range of sources, to analyse how <b>two</b> theories provide guidance about the effects of communication on the service users and/or care workers;</p> <p style="text-align: right;"><b>[5 6 7]</b></p>	<p><b>AO3.3:</b> you undertake research using a range of appropriate sources to give a comprehensive analysis showing how <b>two</b> theories provide guidance about the effects of communication on the service users and/or care workers.</p> <p style="text-align: right;"><b>[8 9 10]</b></p>						
							Mark	
<p><b>AO4.1:</b> You produce records of an interaction with a service user/care worker <i>or</i> a small group of service users/care workers, including a basic evaluation of your own performance and giving an outline of improvements;</p> <p style="text-align: right;"><b>[0 1 2 3 4]</b></p>	<p><b>AO4.2:</b> you produce records of an interaction with a service user/care worker <i>or</i> a small group of service users/care workers, including a detailed evaluation analysing your own performance and making realistic recommendations for improvements;</p> <p style="text-align: right;"><b>[5 6 7]</b></p>	<p><b>AO4.3:</b> you produce records showing your effectiveness in the interaction with a service user/care worker <i>or</i> a small group of service users/care workers and an in-depth evaluation of your own performance, making realistic and informed recommendations for improvement.</p> <p style="text-align: right;"><b>[8 9 10]</b></p>						
							Mark	
<b>Total/50</b>								
If this work is a re-sit, please tick		Session and Year of previous submission	Jan / June	<b>2</b>	<b>0</b>	<b>0</b>	Please tick to indicate this work has been standardised internally	

Please note: This form may be updated on an annual basis. The current version of this form will be available on the OCR website ([www.ocr.org.uk](http://www.ocr.org.uk)).  
A completed Centre Authentication form CCS160 **must** accompany the MS1 when it is sent to the moderator.

### Guidance on Completion of this Form

- 1 **One** sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Please enter *specific* page numbers where evidence can be found in the portfolio, and where possible, indicate to which part of the text in the mark band the evidence relates.
- 4 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 5 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.