

Liverpool John Moores University

Title: Communication
Status: Definitive
Code: **4010SWA** (128257)
Version Start Date: 01-08-2021

Owning School/Faculty: Nursing and Allied Health
Teaching School/Faculty: Nursing and Allied Health

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Academic Level: FHEQ4 **Credit Value:** 20 **Total Delivered Hours:** 40
Total Learning Hours: 200 **Private Study:** 160

Delivery Options

Course typically offered: Semester 2

Component	Contact Hours
Lecture	24
Workshop	16

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Portfolio	Portfolio	The portfolio will include three tasks. Students will undertake an observed and recorded role play of a social work interview with a service user which will be	100	

- *Courtroom skills*
- *Communication in multi-agency working*

Learning Activities

This teaching on this module will include lectures and workshops. Within these we will utilize role plays, case studies and video recordings

Notes

This module is mapped to the following standards for social work education

Apprenticeship Standards

Professional values and ethics

Skills – must be able to:

- ensure the highest standard of person centred approach, so that people are treated with dignity
- and their rights, values and autonomy are respected
- practise in a non-discriminatory manner

Knowledge – must know and understand:

- that relationships with individuals and their carers should be based on respect, honesty and integrity
- how to develop relationships appropriately
- the impact of different cultures and communities and how this

Views of people who use services, carers and families

Skills – must be able to:

- hear the views of people who use services, carers, their families and communities, recognise their expertise, and enable their views to have validity and influence
- promote the best interests of people who use services, carers, their families and communities
- Work with people to enable them to make informed decisions and exercise their rights

Knowledge – must know and understand:

- the contribution that peoples' own resources and strengths can bring to social work

Evidence-based decision making and analysis

Skills – must be able to:

- make and receive referrals appropriately
- initiate resolution of issues and use initiative

Knowledge – must know and understand:

- that experiences and feelings affect behaviour in interactions

Personal and professional development

Skills – must be able to:

- identify and apply strategies to build professional and emotional resilience

Knowledge – must know and understand:

- the requirements of the relevant professional body

Safe professional practice and safeguarding

Skills:

- Establish and maintain personal and professional boundaries

Knowledge:

- How to maintain your own personal safety and that of others in complex situations

Communication

Skills:

- communicate in English at the level required by the HCPC
- communicate your role and purpose sensitively and clearly, using appropriate language and methods
- communicate in a way which is engaging, respectful, motivating and effective, even when dealing with conflict or resistance to change
- exercise professional curiosity
- have difficult conversations with empathy

Knowledge:

- the range of communication methods available to meet specific needs (both verbal and non-verbal)
- the importance of the impact of verbal and nonverbal communication
- how communication skills affect the assessment of, and engagement with, individuals and their families/carers
- the range of factors that affect effective communication e.g. age, capacity, learning ability and physical ability

Working with others:

Skills:

- Demonstrate effective interpersonal skills

Knowledge:

- The full range of interpersonal skills required to work with other professionals and agencies

Recording and Reporting:

Knowledge:

- The principals of good recording and record keeping

Use of technology

Skills:

- Use technology to communicate appropriately

Knowledge:

- The potential misuses of technology e.g. social media

Social Work England Professional Standards

Standard 1: Promote the rights, strengths and wellbeing of people, families and communities (1.1, 1.2, 1.3, 1.4)

Standard 2: Establish and maintain the trust and confidence of people (2.4, 2.5)

Standard 3: Be accountable for the quality of my practice and the decisions I make (3.3, 3.6, 3.10, 3.15)

Standard 4: Maintain my continuing professional development (4.1, 4.8)

Standard 5: Act safely, respectfully and with professional integrity (5.2, 5.6)

Standard 6: Promote ethical practice and report concerns (6.3)

PCF domains

Professionalism; Values & Ethics; Critical reflection & Analysis; Skills & Interventions

Knowledge and Skills Statements

Knowledge and Skills for Approved Child and Family Practitioners: Communication;
Child Development

Knowledge and Skills Statement for Social Workers in Adult Services: Person-
centred practice; Direct work with individuals and families