
Overview

This standard identifies the requirements when supporting effective communication in settings where children are cared for or supported. This includes identifying how best to communicate with children and then supporting them to communicate. It addresses your own communication skills, including how you respond to questions and concerns and how you communicate through records and reports.

This Standard is tailored from SCDHSC0021 (Health and Social Care suite of NOS)

SCDCCLD0201

Support effective communication

Performance criteria

Identify how best to support communication with and by children

You must be able to:

- P1 seek information and advice about a **child's** specific communication preferences and needs
- P2 **confirm** with the child their preferred ways to **communicate** and any changes in their preferences and needs appropriate to the child's understanding
- P3 review your own communication skills to see if they will be suitable to meet the child's preferences and needs
- P4 where necessary, seek **extra support** to ensure that you are able to communicate with the child and understand their views and wishes
- P5 where necessary, seek extra support to ensure that the child is able to communicate with and understand you
- P6 share information with **others** about the child's communication and language preferences and needs, within confidentiality agreements and according to legal and work setting requirements

Support children to communicate

You must be able to:

- P7 work in ways that promote **active participation** when supporting the child to communicate
- P8 check whether the child has the support they need to communicate their views, wishes and preferences
- P9 take appropriate action to ensure that the required support is available
- P10 support the child to use their preferred means of communication and language
- P11 give the child sufficient time to communicate without interrupting or finishing off their communication
- P12 take appropriate action to address any misunderstandings

Communicate with children and key people

You must be able to:

- P13 position yourself so that you can best attend to what the child and **key people** wish to communicate and so that they can best attend to you
- P14 communicate with the child and key people at a pace, in a manner and at a level appropriate to the child's understanding, preferences and needs
- P15 use body language, eye contact, gestures, tone of voice and methods of **listening** that actively encourage the child and key people to communicate
- P16 use routines and activities to communicate with the child

SCDCCLD0201

Support effective communication

- P17 adapt your communication to meet the child's changing needs and preferences
- P18 adapt your communication when the child or key people have difficulty understanding what you want to communicate
- P19 ensure the focus of communication is with the child whilst acknowledging the input of key people
- P20 give your full attention and concentration when you are communicating with the child and key people

Respond to questions and concerns of children and key people

You must be able to:

- P21 clarify points to check that you have understood what is being communicated, at appropriate points while the child or key people are communicating questions or concerns
- P22 respond appropriately to questions and concerns that the child or key people express
- P23 confirm that the child or key people have understood what you are saying, at appropriate points
- P24 seek additional advice and support for questions and concerns that are beyond your competence to deal with
- P25 respect the child's and key people's rights to confidentiality of information, within legal and work setting procedures
- P26 report or record what you have done, any problems you have had and any outcomes arising from the communications, within confidentiality agreements and according to legal and work setting requirements

Contribute to communicating through records and reports

You must be able to:

- P27 gain permission from the appropriate people to access records where needed
- P28 access records required for your work in line with work setting **policies, procedures** and practices
- P29 complete required records according to the activities you have undertaken, confidentiality agreements, legal requirements and work setting policies, procedures and practices,
- P30 report to appropriate people accurate and sufficient information about any signs and symptoms that may indicate changes in a child's care and support needs
- P31 support the child to understand what you have reported or recorded about them and why in a manner appropriate to their preferences and needs
- P32 report to appropriate people accurate and sufficient information about any problems you have had when carrying out care or support and what you did about them

SCDCCLD0201

Support effective communication

- P33 report to appropriate people any difficulties you have in accessing and updating records and reports
- P34 maintain the security of records and reports according to legal and work setting procedures

SCDCCLD0201

Support effective communication

Knowledge and understanding

You need to know and understand:

Rights

- K1 work setting requirements on equality, diversity, discrimination and rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct children's rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that key people and children have to make complaints and be supported to do so

How you carry out your work

You need to know and understand:

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 how your own background, experiences and beliefs may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of child centred working and the importance of knowing and respecting all as individuals
- K15 the prime importance of the interests and well-being of individuals
- K16 children's' cultural and language context
- K17 how to work in ways that build trust with key people and children
- K18 how to work in ways that support the participation of children
- K19 how to work in ways that respect children's dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your experience and expertise

Theory for practice

SCDCCLD0201

Support effective communication

You need to know and understand:

- K23 the **factors that may affect the health, wellbeing and development** of children
- K24 how these affect children in different ways
- K25 factors that promote the health, wellbeing and development of children
- K26 the main stages of child development and learning

Communication

You need to know and understand:

- K27 the importance of effective communication in the work setting
- K28 factors that can have a positive or negative effect on communication and language skills and their development in children and young people
- K29 ways to support children and young people to express their needs, views and preferences

Personal and professional development

You need to know and understand:

- K30 why it is important to reflect on how you do your work
- K31 how to use your reflections to improve the way you work

Health and Safety

You need to know and understand:

- K32 your work setting policies and practices for health, safety and security practices that help to prevent and control infection

Safeguarding

You need to know and understand:

- K33 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K34 signs and symptoms of harm or abuse of children
- K35 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K36 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K37 legal requirements, policies and procedures for the security and confidentiality of information
- K38 work setting requirements for recording information and producing reports including the use of electronic communication
- K39 what confidentiality means
- K40 how to maintain confidentiality in your work
- K41 when and how to pass on information

SCDCCLD0201

Support effective communication

Specific to this NOS

You need to know and understand:

- K42 actions to take when you observe any key changes in the child's communication skills and abilities
- K43 how to adapt the way you communicate
- K44 ways in which children may use **play** to communicate

SCDCCLD0201

Support effective communication

Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

The use of the terms 'child' or 'children' in this standard may refer to your work on an individual or group basis.

Note: Where a child or young person finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates to represent the views and best interests of the child or young person.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Active participation is a way of working that regards children and young people as active partners in their own care or support rather than passive recipients. Active participation recognises each child and young person's right to participate in the activities and relationships of everyday life as independently as possible

Children or young people are the children and/or young people you support and care for in your work

To **communicate** may include using the individual's preferred spoken language; the use of signs; the use of symbols or pictures, writing, objects of reference, communication passports; the use of touch; other non verbal forms of communication; human and technological aids to communication

To **confirm** a child or young person's needs and preferences may include working with an advocate acting in the best interests of the child or young person

Extra support may come from key people, interpreters, translators, signers or specialist assistive technology to aid communication.

Key people are those who are important to a child or young person and who can make a difference to his or her well-being. Key people may include parents, family, friends, carers and others with whom the child or young person has a supportive relationship.

Listening may encompass other ways of attending to and receiving what individuals communicate when using methods such as signing, objects of reference, touch, gesture, visual messages or technologies

Others are your colleagues and other professionals whose work contributes to the child or young person's well-being and who enable you to carry out your role

Policies and procedures are formally agreed and binding ways of working that apply in many settings. Where policies and procedures do not exist, the term includes other agreed ways of working.

Scope/range relating to knowledge and understanding

All knowledge statements must be applied in the context of this standard.

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Factors that may affect the health, wellbeing and development may include: family circumstances; folic acid during pregnancy; a healthy diet; positive mental health; physical health; strong social networks; supportive family structure; adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); physical disability; poverty; profound or complex needs; sensory needs; social deprivation; and substance misuse.

Play can be defined as activity involving the child exploring ideas, feelings and relationships whilst applying skills and understand gained from experience. Play provides opportunities for children to learn and discover the world about them. Play may be structured with a particular outcome in mind. Unstructured play refers to play activity freely chosen by the child. The child determines the content and intent of unstructured play. A child may play by themselves or with others. There are many views and theories on the nature and purpose of play which may compliment or challenge the above statement.

SCDCCLD0201

Support effective communication

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- To be treated as an individual

- To be treated equally and not be discriminated against

- To be respected

- To have privacy

- To be treated in a dignified way

- To be protected from danger and harm

- To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

- To communicate using their preferred methods of communication and language

- To access information about themselves

SCDCCLD0201

Support effective communication

Developed by Skills for Care & Development

Version number 1

Date approved March 2012

Indicative review date December 2014

Validity Current

Status Tailored

Originating organisation Skills for Care & Development

Original URN HSC0021

Relevant occupations Childcare and Related Personal Services; Child Development and Well Being; Direct learning support; Education and training; Education Workers; Health, Public Services and Care; Public Service and Other Associate Professionals; Teachers; Working with Young Children

Suite Children's Care Learning and Development

Key words support, effective, communication