

# Communication

Care Certificate – Mandatory Units

## Overview

This Care Certificate course covers the knowledge based units and includes 15 standards and recommendations set out by the Health Education England, Skills for Care and Skills for Health and is designed for all new employees. The course is mapped and covers all of the required Knowledge Based Units and delegates will be provided with full evidence based learning statements to document the learning process during the course, this is in addition to the final exam.

## Course content:

The following topics are covered in this course.

- Introduction to The Communication Standard
- Effective communication in the work setting
- Language and other needs in communication
- Verbal and non-verbal communication Skills
- Communication
- Different methods of communication
- Dealing with aggression
- Defusing potentially dangerous situations
- Recognising danger signs

## Entry Requirements:

The Care Certificate is a requirement for all staff beginning their career in the care sector, ideally it should be completed before starting work and must be completed within twelve weeks from the commencement of employment. This course is also suitable for existing staff to refresh or improve their knowledge.

## Assessment:

Assessment and completion of the “Care Certificate” is on-going during the mandatory Skills for Care induction package. Upon completion of the mandatory training “Care Certificate” delegates will have the acquired knowledge and understanding relevant to be awarded with the Care Certificate and will only have work based elements to complete within your organisation.

## Qualification

On completion of the course. All delegates will receive Certificate of Attendance

### Duration of course

Depending on module

### Attendance Options

Days/Evenings/Weekends