

## **Health Care Professionals**

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### **Work based learning – Skills for Life**

#### **Background - the organisation**

The NHS and the care sector - public and private

#### **Where the learners are from/how they have been identified**

They are NHS employees or council and private employees. As we have marketed this as a whole organisational approach, recruitment has tended to be part of the organisation's staff development programme.

#### **Specific training requirements both staff and learners**

- English as a second language and the impact this has on the customer interface
- The impact of legislation and the ability of employees to complete documentation appropriately, e.g. care plans
- The impact of employees needing to have level 2 qualifications e.g. providing contextualised pre NVQ courses which highlight the process skills necessary to succeed at NVQ

#### **Making it happen/recruitment/publicity**

We encourage the organisations to own the marketing and recruitment because it needs to be seen as their course and not something which we are coming in and 'doing 'to their employees.

We provide the marketing material and or ideas for them to adapt.

For more information see attachments at end of document

#### **Schemes of work/course content/course outline**

For more information see attachments at end of document.

#### **Learner progress/achievement/Outcomes/Qualifications**

At the moment it is initial diagnostic

Customised teaching and learning to 'Own Learning Goals' and end national tests as appropriate.

#### **Key Action points for success**

Maintaining some sort of balance between what the LSC wants and what the employer/employee wants

### **3 quotes from learners/teachers/management**

- In all of these areas we are enjoying repeat business on what promises to be a whole organisational scale e.g. a whole city council social services division. This is a testimony to its success.
- Managers are willing to commit considerable funds and resources to enable staff to attend

Essential Skills for Business – FREE Courses

- ◆ Do you employ Healthcare Professionals for whom English is not their first language?
- ◆ Do these employees encounter difficulties with the local dialect and colloquialisms of English?

This **FREE** course is designed to help your employees overcome these specific problems and will cover the following areas:

- Ø **Pronunciation**
- Ø **Local geography**
- Ø **Telephoning skills**
- Ø **Medical grammar**
- Ø **Listening skills**
  - Local accents
  - Medical slang/medical phrases
- Ø **Communication between patients and healthcare professionals**
  - Politeness
  - Appropriate greetings/Asking appropriate questions
  - Reassuring patients/Putting patients at ease
  - Explaining situations
- Ø **Slang terms, Colloquial Phrases and Idioms**
  - Medical/Body parts/Food slang
  - Illness idioms
  - Happy idioms

- ◆ Courses can be designed to include some or all of these topics
  - ◆ Course lengths vary according to content

For further information please contact

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## Care Plan Training

### Why is this course important?

Increasingly care workers are required to create and record the information relating to the care plans of service users. These documents are formal requirements and are at the heart of care provision. They need to be quality documents. The skills required for these processes form the core of this course. The content forms the underpinning knowledge of the NVQ 2 in Care Units 01, CL1, CU1, CU5.

There is also an opportunity to gain a literacy qualification at a level appropriate to the individual.

### Course Content

- Questioning skills  
(directed; closed; open)
- Listening skills
- Summarising skills
- Categorising skills
- Extracting key information skills
- Reading skills (skimming and scanning)
- Writing clear instructions
- Note-taking skills
- Prioritising skills
- Action planning and target setting skills
- Cross-referencing skills
- Exchanging information orally skills
- Giving written and oral feedback
- Spelling strategies
- Sector specific vocabulary

All of these skills are necessary in order to study and succeed on the NVQ 2 in Care and will help the process of returning to studying. The course will support each individual with their writing skills.

### Who should attend?

This course is designed for all staff who need to create or engage with the care plans of service users. In addition the course will demonstrate how the skills learnt can be used to support the NVQ 2 in Care.

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- ◆ Do you have employees who are required to take an NVQ qualification?
- ◆ Would these employees benefit from a course designed to give them the necessary underpinning skills to achieve an NVQ qualification?
- ◆ Subject specific knowledge is not enough to succeed, employees need support in the language and process skills to demonstrate their knowledge.

This **FREE** course will help them develop the following skills:

- Ø to write effectively
  - Ø to identify key points and arguments
  - Ø to recognise fact, opinion and bias
  - Ø to cross reference written documents
  - Ø to analyse written documents
  - Ø to improve spelling
  - Ø to understand and practise evaluative skills
  - Ø to understand and practise relevant feedback skills
  - Ø to understand and practice reflective skills
  - Ø to understand and practice analytical skills
  - Ø to write in a range of appropriate formats including witness statements
- ◆ Courses can be designed to include some or all of these topics plus any others required for specific client groups
  - ◆ Course lengths will vary according to content.

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