**Module Title** | Promoting Communication in Health & Social Care  
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**Module Code** | HEA00052C  
**Module Level** | 4  
**Word Limit /Exam Duration** | [1] 1,500 words  
[2] N/A  
**Assessment Type(s)** | [1] Essay  
[2] Electronic Ongoing Assessment Record  

**Marking Criteria**  
Guidelines should be read in conjunction with the marking criteria guidance for the module level* noted above:  

**Confidentiality**  
It is a breach of confidentiality to disclose any personal information about a patient, service user, colleague, staff or any other person or place that could in principle enable them to be identified. For further guidance please refer to the departmental policy on Confidentiality at the following link: [www.york.ac.uk/healthsciences/student-intranet/exam-assess/conduct/confidentiality/](http://www.york.ac.uk/healthsciences/student-intranet/exam-assess/conduct/confidentiality/)  

**Assessment Timing**  
The deadline for correctly presenting a submission is 4.30pm on the published submission date.  
The submission deadline is published on the Programme Assessment Schedule available on the following link:  

**Referencing**  
You must reference your work in accordance with departmental referencing guidelines which you can access via the following link: [http://www.york.ac.uk/integrity/harvard.html](http://www.york.ac.uk/integrity/harvard.html)  

**Assessment Guidance**  

**Formative Assessment**  
You will have the opportunity to submit and receive feedback on a 500 word (maximum) draft relating to your summative assessment (essay).  

**Summative Assessment**  

**Part 1 – Essay**  
This assignment requires you to write an essay which discusses the communication skills you used or observed in an interaction with a client during your practice experience, making reference to appropriate literature/source material. You should negotiate the specific focus of your essay with your module leader.

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| **Introduction**  
- A brief outline of what you are going to discuss in your essay.  
- Importance of effective communication in healthcare.  
- What steps you have taken to ensure confidentiality. | 150 words |
| **The Situation**  
- A brief outline of the client and the interaction/situation you were involved in or observed. | 150 words |
| **Communication Issues**  
You should identify the communication skills and concepts relevant to the situation described above. These will probably relate to the session topics you have covered in the module, e.g. assertiveness; helping anxious, angry, or despairing people; providing healthcare information, recording information.  
For each of the relevant issues you should:  
- Describe what the literature states that health workers should do.  
- Identify examples from your interaction and explain why the issue has relevance. | 950 words |
• Discuss how effective, or otherwise, you were at putting the theory into practice.
• Discuss what you would do in future in this situation and offer examples.

Conclusion
• Summary of points discussed and conclusions drawn. 250 words

Part 2 – Electronic Ongoing Assessment Record (EOAR)
You are required to meet all the Promoting Communication in Health & Social Care practice learning outcomes and record 180 hours access to your mentor during the assessed period of practice.

The EOAR is marked on a PASS/FAIL basis only.

You must pass all elements of the assessment to pass the module. In the event of a FAIL result you are only required to resubmit the individual FAILED element(s).

Date last reviewed: 22 March 2017
Reviewer: Mick Wolverson/Paul Galdas
Date last updated: 22 March 2017
Date last reviewed by External Examiner: