



Communication in Health and Social Care

Communication in Health and Social Care -
Online Training Course - UKCSTF Aligned



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OVERVIEW

Welcome to The Mandatory Training Group's online Communication in Health and Social Care training course for front-line healthcare and social care providers. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Communication is all about making contact with others and being understood. This short guide will give you tips on how to communicate with the people you work with. It includes specific help when communicating with people with autism, dementia and hearing impairments.

Effective communication allows carers to express trust, understanding and support so that they can make the service user feel as comfortable as possible.

Communication in Health and Social Care - E-Learning Course - CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 2 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This Communication in Health and Social Care e-learning course should be completed by those who work in health and social care services, including:

- NHS medical, nursing, AHP and care staff
- Locum doctors and nurses
- Locum allied health professionals (AHPs)
- Agency nurses
- Agency workers
- Healthcare assistants
- Support workers
- Care assistants
- Community services.

Course aims

The aims and objectives of this online Communication in Health and Social Care training course are to:

- Know different forms of communication,
- Understand barriers to effective communication,
- Be able to communicate effectively, and
- Provide the learner with a full understanding of the current communication guidance for health and social care workers.

Learning outcomes

On completion of this online Communication in Health and Social Care training course, the learner will know more about:

- The importance of excellent communication skills,
- Types and methods of communication,
- Communication needs and preferences,
- Barriers to effective communication,
- How to reduce barriers to communication,
- Confidentiality principles, and
- Communication in practice.

Course content

This Communication in Health and Social Care e-learning course covers the following:

- The importance of effective communication,
- Types of communication,
- Communication with other workers and individuals,
- Importance of effective communication,
- Communication needs and preferences,
- Different methods of communication,
- Barriers to effective communication,
- Reducing barriers to communication,
- Checking understanding,
- Additional information and support,
- Confidentiality,
- Communication in practice, and
- References and resources.

Why is Communication in Health and Social Care essential?

Health and social care professionals need excellent communication skills to develop positive relationships and share information with people using services. They also need to be able to communicate well with people's families and/or carers and their colleagues and other professionals. It is essential, therefore if you are considering a career in health and social care, to gain the knowledge, understanding and practical skills needed to develop effective interpersonal skills.

Professionally, if you are applying for jobs or looking for a promotion with your current employer, you will almost certainly need to demonstrate excellent communication skills. Communication skills are required to speak appropriately with a wide variety of people while maintaining good eye contact, show a varied vocabulary and tailor your language to your audience, listen effectively, present your ideas appropriately, write clearly and concisely, and work well in a group. Many of these are essential skills that employers seek.



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HOW IT WORKS?

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

[Click Here to Buy this Course](#)

ASSESSMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses

Aligned to the UK Core Skills Training Framework (CSTF)

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CPD

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WHY CHOOSE US?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.

Statutory and Mandatory Training for Primary Care Providers



"When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements".

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



City and Hackney
Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK

Accredited Training Courses, Programmes and Regulated Qualifications



"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Manish Bhatti, Reed Courses, London, UK

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Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

"All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent".

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

Online Training and Development for the Public Sector



"We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial."

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

"We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments".

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

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