

Information Request

(Please complete all sections in block capitals)

Block Capitals

Name _____

Address: _____

Tel. No. _____

Mobile No. _____

E-mail: _____

:

Signed : _____

Date : _____

Please forward completed form to:-

**Neil Dawn Associates,
Belleek Avenue,
Ballina,
County Mayo**

Contact Details

Anne 087 2394529
Or
Neil Dawn 087-2907850

Telephone: 096-73886

E-mail: neildawn@eircom.net

Neil Dawn Associates
is a
FETAC & City & Guilds
Registered Centre



Neil Dawn Associates

Belleek Avenue
Ballina
Co Mayo
Ireland

Neil Dawn Associates



Communications

FETAC – Level 5



Course Details

Communications skills are highly valued in the workplace and are essential when working in a Care Home setting. These skills are essential in meeting the new 32 **HIQA** Standards. Using the FETAC framework students will gain knowledge and understanding of the importance of good communication and how it relates in meeting of the **HIQA** Standards. This module will enable students develop communication skills which will help extend them and use them in a life long learning process. Students will develop an awareness of the essential role played by communication and human interaction and gain confidence to convey and interpret meaning in written, oral and visual formats with residents. Students will explore the use of modern communication including Information Technology.

Learning Outcomes

On completion of this programme participants will be able to:-

1. Understand the key characteristics of good communication and how it relates to the **HIQA Standard**.
2. Demonstrate a range of listening behaviours using eye contact and body language awareness.
3. Gather information from various sources and critically evaluate and analysis.
4. Recognise and apply good communication techniques in communicating with residents, resident families and visitors and with team members.
5. Write clearly, confidently and expressively in a variety of forms using a wide vocabulary.
6. Demonstrate the various non-verbal and visual method of communication.
7. Understand, explain and use a range of information technologies to exchange information i.e. email, fax, mobile phone.

This “learning” programme uses techniques that increase individual’s ability to learn and desire to

Programme Content

The programme is grouped into 4 units

- Listening and Speaking
- Reading and Writing
- Non-Verbal and Visual communication
- Communications Technology

Assessment Process

All assessment is carried out in accordance with FETAC regulations. Assessment is devised by the internal assessor, with external moderation by FETAC.

Portfolio of Assessment - 50%

Candidates will produce a collection of work that demonstrates evidence of the following communication skills:-

1. Writing Skills

- A short structured report
- A personal writing piece eg. short story/poem
- Business document eg. letter, memo, etc

2. Communication Technologies

- Sending and receiving both one way and two way correspondence.
- Display awareness of current IT in a written format

Demonstration Skills 50%

Students will be assessed in one or more demonstration skills in the following skills area:-

- Listening and speaking skills
- Visual communication skills

Certification

On completion of this programme students will receive a minor award at FETAC level 5 – Communications (G20001).

Programme Schedule

This module can be delivered over four days. One day per week over four weeks

Desired Admission Requirements

- General standard of education.
- Ability to learn in a group environment.

Neil Dawn Associates

Neil Dawn Associates is based in Ballina, County Mayo and has provided training to all types of organisations from FETAC level 3 programmes to currently running a Masters Degree programme accredited by Leeds Metropolitan University. Established in 2000 and based in Ballina Neil Dawn Associates offers quality training with excellent results.

HIQA Quality Assurance Programme

The new *National Quality Standards for Residential Care Settings for Older People* in Ireland and the **Health Information and Quality Authority (HIQA)** have been established to drive high quality and care for people using our health and social services.

To enable Care homes to meet the 7 sections and 32 standards of HIQA Neil Dawn Associates have developed a coaching programme to assist care homes develop their Quality Assurance processes in order to meet the requirements of the **HIQA** Standards. The programme will enable care home proprietors, management and staff to meet their responsibilities in the development of the procedures and the inspection.

Whilst the coaching programme can be undertaken on a one-to-one basis it is much better completed within a local network of Care Homes learning with and from each other.

For more information contact: Anne