

**Level 2 Award in Improving the Public’s Health**

**Unit 3: Developing working relationships with clients**

**Learner Assessment Workbook**

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**How to use this Learner Workbook**

RSPH has developed this Learner Workbook to enable learners to provide evidence that the assessment criteria for the RSPH Level 2 Award for Improving the public’s health (Unit 2 Understanding Mental Health and Wellbeing) have been met. Centres must ensure that the learner signs the declaration on the next page to confirm that they have read and understood the RSPH plagiarism statement.

The workbook should be signed where indicated by the Internal Assessor and Internal Verifier to confirm that the learner has met the assessment criteria and learning outcomes within this workbook. Further guidance for tutors and assessors can be obtained from the tutor guide version of this workbook.

The Learner Workbook is editable meaning that text can be inputted and saved.

Centres should refer to the RSPH External Verification Procedure before submitting assessed learner work for external verification.

The RSPH plagiarism statement, tutor guides for the workbook and External Verification Procedures can be obtained from the Centre Area of the RSPH web-site.

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**Learning Outcome 1: Know how to develop and maintain working relationships with clients**

* 1. Outline how different communication skills can be used to develop and maintain working relationships with clients

**Task 1**

Read through the case study provided by your tutor and identify three different communication skills you could use in this scenario, explaining how these skills develop and maintain the working relationship between both parties.

|  |  |
| --- | --- |
| **Please state the case study your response is based on** |  |

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| **Communication skill** | **How this develop and maintains the working relationship** |
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* 1. State methods for maintaining trust with clients

**Task 2**

Using the same case study you used in task 1, identify and explain **three** different methods for maintaining trust that you could use with your client in this scenario.

|  |  |
| --- | --- |
| **Please state the case study your response is based on** |  |

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| --- | --- |
| **Methods of maintaining trust with a client** | **How this maintains trust with this client** |
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* 1. Summarise good working practices that will help to develop and maintain working relationships with clients

**Task 3**

Using the same case study you used in task 2, sum up **three** good working practices that would help develop and maintain working relationships with the client in this scenario and state the impact these practices would have.

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| **Please state the case study your response is based on** |  |

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| **Three good working practices** | **The impact this has:** |
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**Learning Outcome 2: Know how to motivate and support clients to improve their health and wellbeing**

2.1 Outline methods that can be used to motivate clients to improve their health and wellbeing

**Task 4**

Using the case study provided by your tutor, outline **three** methods that can used to motivate the client in this scenario to improve their health and wellbeing

For each method that you identify, explain how it can motivate the individual to improve their health and wellbeing.

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| --- | --- |
| **Please state the case study your response is based on** |  |

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| --- | --- |
| **Motivation Method** | **How it motivates the person in the case study** |
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|  |  |

2.2 State the local services available to clients and how they can be used to support them

**Task 5**

Using the same case study you used in task 4, state the local services available to clients and how they can be used to support them.

|  |  |
| --- | --- |
| **Please state the case study your response is based on** |  |

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| --- | --- | --- |
| **Local service** | **Contact details** | **How they can support the client** |
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**Learning Outcome 3: Understand the role of support networks in improving the health and wellbeing of individuals**

3.1 State the benefits of support networks for improving health and wellbeing

**Task 6**

Using the case study supplied by your tutor, identify and state the benefits of three support networks in this scenario.

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| --- | --- |
| **Please state the case study your response is based on** |  |

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| --- | --- |
| **Support network** | **Benefits** |
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3.2 Outline how an individual could take advantage of support networks to improve their health and wellbeing

**Task 7**

You are provided with three case studies for this task. For each case study, suggest one way in which the person could take advantage of the support network to improve health. Your suggestion should take account of their individual circumstances. An example is provided for you below.

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| **Example**: Hannah is 12 and lives in a small village. She does not enjoy exercise although her parents would like her to do more. She is interested in nature and animals. What could you suggest that Hannah does to increase her levels of activity?  *Answer:* Hannah could ask her parents to take her on nature walks which would increase her activity levels whilst doing something that she enjoys. |

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| --- |
| **Name of subject:** |
| How the subject could take advantage of the support network: |

|  |
| --- |
| **Name of subject:** |
| How the subject could take advantage of the support network: |

|  |
| --- |
| **Name of subject:** |
| How the subject could take advantage of the support network: |

3.3 Outline the negative influences of peers and the wider community on an individual’s health and wellbeing

**Task 8**

From your own experience, outline three ways in which peers can negatively influence an individual’s health

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From your own experience, outline three ways in which the wider community can negatively influence an individual’s health

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**Learning Outcome 4: Carry out effective communication with clients**

* 1. Use a range of communication skills to deliver a health and wellbeing message

**Task 9**

**For this task you can base your responses on your own experience of interacting with individuals at work or use one of the case studies designated for tasks 9, 10 and 11.**

Identify three communication skills you would use to deliver a health and wellbeing message and explain why you would use these particular methods.

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| --- | --- |
| **Please state either work experience or case study response is based on** | Eg Case Study 1 |

|  |  |
| --- | --- |
| **Method** | **Use** |
| ***Example:***  *Using appropriate language for the client* | *Avoiding using words, phrases or jargon that may confuse the client* |
|  |  |
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* 1. Vary the style of delivery to ensure it remains appropriate to the health and wellbeing message and individual

**Task 10**

**For this task you can base your responses on your own experience of interacting with individuals at work or use one of the case studies designated for tasks 9, 10 and 11.**

Thinking about your own interactions or future interactions with clients or using one of the designated case studies, outline below how you might vary your delivery style to ensure it remains appropriate to the health and wellbeing message and individual.

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| --- | --- |
| **Please state either work experience or case study response is based on** | Eg Case Study 1 |

|  |
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|  |

4.3 Respond appropriately to questions and signpost opportunities to health improvement services

**Task 11**

Thinking about your own interactions or future interactions with clients or using one of the designated case studies for tasks 9,10 and 11, state three ways in which you ensure you are responding appropriately to the client’s questions.

|  |  |
| --- | --- |
| **Please state either work experience or case study response is based on** | Eg Case Study 1 |

|  |
| --- |
| *Example: to ensure all your information on local services is up to date and contact details are accurate.* |
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4.4 Ensure that the health and wellbeing message has been understood

**Task 12**

When communicating health and wellbeing messages it is important that you ensure the message is understood.

**Part A**. State three barriers you may encounter when communicating health and wellbeing messages

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| *Example: language can be a barrier if the client doesn’t understand or is confused the words or phrases used* |
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**Part B**. State three ways in which you can check out the client has understood the health and wellbeing messages

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| *Example: asking the client what they understand from the conversation* |
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