

Level 2 Award in Improving the Public's Health

Unit 3: Developing working relationships with clients

Learner Assessment Workbook

Candidate Name

Candidate Registration No.

Candidate Declaration: *I confirm that I have read and understood the RSPH Plagiarism statement and that all of the accompanying work is my own work. I have identified all relevant sources of information that I used in producing this assignment and this is contained within the assignment.*

Candidate Signature

Date

Internal Assessor Comments

Please use this space to comment on the strengths and weaknesses of the submitted assignment.

Internal Assessor Signature

Date

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

- 1.1 Outline how different communication skills can be used to develop and maintain working relationships with clients
- 1.2 State methods for maintaining trust with clients
- 1.3 Summarise good working practices that will help 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

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

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.

Please state the case study your response is based on	
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Three good working practices	The impact this has:

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

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

Task 4

Using the case study provided by your tutor, outline **three** methods that can be 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.

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

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

Learning Outcome 3: Understand the role of support networks in improving the health and wellbeing of individuals

Task 6

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

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

Please state the case study your response is based on	
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Support network	Benefits

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.

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.

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

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

Learning Outcome 4: Carry out effective communication with clients

- 4.1 Use a range of communication skills to deliver a health and wellbeing message
- 4.2 Vary the style of delivery to ensure it remains appropriate to the health and wellbeing message and individual
- 4.3 Respond appropriately to questions and signpost opportunities to health improvement services.
- 4.4 Ensure that the health and wellbeing message has been understood

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.

Please state either work experience or case study response is based on	Eg Case Study 1
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Method	Use
<i>Example: Using appropriate language for the client</i>	<i>Avoiding using words, phrases or jargon that may confuse the client</i>

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.

Please state either work experience or case study response is based on	Eg Case Study 1
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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 clients questions.

Please state either work experience or case study response is based on	Eg Case Study 1
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<i>Example: to ensure all your information on local services is up to date and contact details are accurate.</i>

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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

Example: language can be a barrier if the client doesn't understand or is confused the words or phrases used

Part B. State three ways in which you can check out the client has understood the health and wellbeing messages

Example: asking the client what they understand from the conversation

Indicative content

Internal Verifier/ External Verifier

Internal Verifier

I have internally verified this assessment workbook and agree with the assessment decisions.

Signed:

Name:

Date:

External Verifier

I have verified this assessment and **AGREE/ DISAGREE (delete as appropriate)** with the assessment decisions.

In the event of disagreement with the assessment decision, please state reasons for disagreement below.

Signed:

Name:

Date: