

Frequently Asked Questions

Unit 2: Communication and Values

1. How many interactions do the candidates need to carry out with service users to access the different mark bands?

The number of interactions needed is shown in assessment criteria (a) AO1. Both mark bands 1 and 2 ask for 'an interaction with a client', therefore, to access both mark bands 1 and 2 for AO1, the candidates should carry out at least one interaction.

Mark band 3 refers to **interactions** with clients. Therefore, to access mark band 3 candidates should carry out at least two interactions. Candidates need to ensure that their interactions provide them with enough information to allow them to access the other relevant assessment objectives (AOs) at the required mark bands.

Note that the assessment guidance for mark band 3 (page 29 of the specification) states that 'the interactions should take place in different situations' and examples are given.

2. How many examples of the use of communication skills and the transmission of values are needed for the different mark bands?

In assessment criteria (a) AO1, for mark band 1, the candidates are asked to show the use of at least **one** example of communication skills and transmission of values. In mark band 2 at least three examples are asked for and mark band 3 'ample' examples are required. This is taken as at least **four** examples.

3. In assessment objective (b) AO2, what does 'work-related context' mean?

Work-related context means the relevant vocational setting in which the interaction is taking place. This will be, for example, an environment such as a nursery, a residential home, a day care centre, a health care centre or any other relevant health or social care setting. To access both mark bands 1 and 2 the candidate should apply their knowledge and understanding to at least **one** work-related setting. Mark band 3 asks for a **range** of work-related settings to be considered. A minimum of 3 settings is **recommended** here. This knowledge needs to be applied to a range of work-related settings. Therefore, candidates need to understand how communication skills and transmission of values are used in a variety of vocationally relevant settings. The evidence is not asking that the candidates themselves must have work placements in a range of settings although this would enhance the candidate's ability to provide primary evidence.

Q4: For the internal assessment for unit 2 can candidates report on interactions in more than one setting? eg interactions in a nursery and in an old people's home. The mark-sheet refers to one setting but the FAQ's in the Teachers' Guide indicates that the report can cover one or more settings, even encourages more than one setting.

A: Yes, candidates can report on interactions in more than one setting. That would mean that they can access mark band 3 as they can draw comparison between the two different client groups.