

The logo for TrainerQuals, featuring the word "Trainer" in a serif font and "Quals" in a larger, more decorative serif font with a flourish under the 's'.

TrainerQuals

A close-up photograph of a man with dark hair and a light beard, wearing a blue and white striped shirt. He is looking off to the right with a slight smile. In the background, other people are blurred, suggesting a classroom or training environment.

# TrainerQuals Level 3 Award Effective Communication Trainer

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TrainerQuals Accredited Centre No. 624820

## Introduction

This specification is designed to ensure that trainers / training providers who are accredited to deliver training leading to the achievement of this Award provide their learners with everything they need to achieve the required standard in a learner focused way.

## Award Overview

Training providers will need to ensure that their learners have the competence, materials and a support structure in place to be able to deliver informative courses with regard to the measures required to ensure effective communication within healthcare working environments.

This Award has been developed at Level 3.

For new learners the recommended learning hours for this Award is 12 hours and for learners updating their skills the recommended learning hours is 6 hours.

This Award is valid for 2 years.

## This Award is mapped to Healthcare Occupational Standards

This Award is mapped to Care Certificate Standards 1, 3, 4, 5, 6 & 14, links to HSC Diploma: HSC 213, HSC 2029 and National Occupational Standards GEN97 Communicate effectively in a healthcare environment, SCDCCLD0201 Support effective communication, SCDHSC0031 Promote effective communication, SCDHSC00243 Support the safe use of materials and equipment and SCDLDSS1 Communicate, engage and build positive relationships with vulnerable adults, children and young people and their families.

## This Award will also assist in meeting CQC Fundamental Standards

Regulation 9 - Person-centred care

Regulation 10 - Dignity and respect

Regulation 11 - Need for consent

Regulation 12 - Safe care and treatment

Regulation 13 - Safeguarding service users from abuse and improper treatment

Regulation 14 - Meeting nutritional and hydration needs

Regulation 15 - Premises and equipment

Regulation 16 - Receiving and acting on complaints

Regulation 17 - Good governance

Regulation 18 - The intention of this regulation is to ensure that providers deploy enough suitably qualified, competent and experienced staff to enable them to meet all other regulatory requirements described in Part 3 (Requirements in relation to Regulated Activity) of the Health and Social care Act 2008 (Regulated Activities) Regulations 2014.

Regulation 20 - Duty of candour - The aim of the regulation is to ensure that providers are open and honest with people who use services when things go wrong with their care and treatment.

## Award Learning Outcomes

At the end of training the learner will be able to:

- Describe the importance of effective communication at work
- Explain how to meet the communication and language needs, wishes and preferences of individuals
- Explain how to promote effective communication
- Describe the principles and practices relating to confidentiality
- Explain the importance of handling information correctly
- Train others in effective communication requirements within their healthcare working environment

## Achieving this Award

- The learner must achieve a minimum 75% assessment score on the TrainerQuals examination paper used to assess knowledge of the subject
- The learner will be required to undertake an assessment with regard to their presentation skills

Certification by TrainerQuals Accreditation Body is only available for learners who successfully complete the Award learning outcomes.

## Learning Materials

Trainers / training providers delivering training courses leading to the achievement of this Award must be able to show how the training materials being provided to their learners will meet the Award learning outcomes.

To ensure that there is consistency of training within the healthcare sector learners must be provided with the following resources as part of their training:

- Trainer Pack / Notes giving a step by step procedure
- Workbook for their own learners \*
- PowerPoint Presentation \*
- Supporting Training Materials \*
- Training Aids (where required) \*
- Question & Answer Papers \*
- Course Evaluation Forms \*
- Details of how to access on-going support offered by the training provider

All materials must be included as part of the advertised course fee, with no item being sold or ordered separately after the course.

\* These items should be provided at the training in CD format or similar device for the learner to access immediately.

## Accredited Centres

Training courses leading to the achievement of this Award can only be delivered and assessed by trainers / training providers who have undertaken a rigorous approval process to become a TrainerQuals Accredited Centre.

## Trainer Requirements

Accredited Centre registered trainers who deliver training courses leading to the achievement of this Award must have occupational competence in the area they are training.

Trainers must also hold an accredited certificate showing assessment of their trainer / presentation skills.

## Award Certification

A TrainerQuals Accredited Certificate & Learning Outcomes Summary will assist in showing healthcare regulatory and inspecting bodies that a learner has achieved the required learning outcomes.

## Contact Information

The TrainerQuals Accredited Centre can be contacted by any of the following:

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