

# MASTERING COMMUNICATION IN SOCIAL CARE



ENGLISH LEVEL A2-B1  
Elementary & Lower-intermediate

**Communicating effectively with service users in social care settings is critical to providing high quality care.**

This short CPD-accredited course is for overseas carers working in residential care homes, nursing homes, supported living and domiciliary care. It provides them with the English language skills that will enable them to communicate confidently and effectively in a wide range of scenarios at work.

## All language learning is set in care contexts, with 8 x 1-hour sessions:

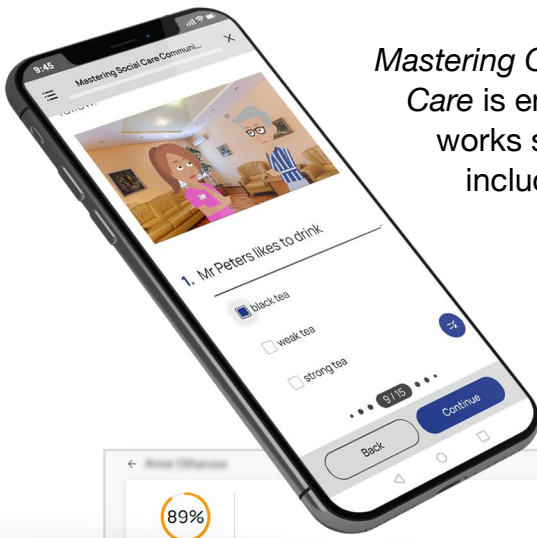
- ✓ Introducing yourself and welcoming service users
- ✓ Talking about food and drink
- ✓ Talking about toileting
- ✓ Talking about mobility
- ✓ Talking about pain
- ✓ Talking about pressure area care
- ✓ Talking about falls
- ✓ Talking about mental health

## There are two example conversations with service users or a colleague in each session. Key language is introduced, explained and practised throughout.

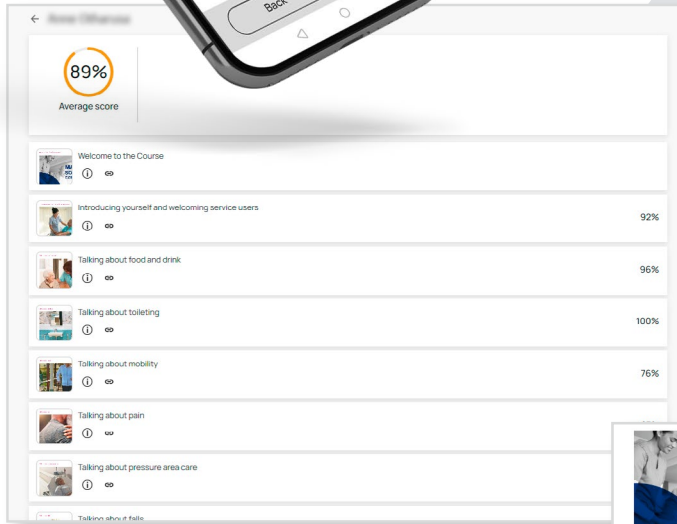
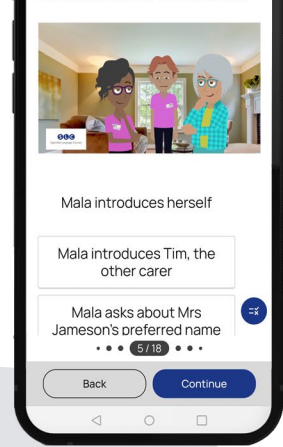
- ✓ Asking a variety of questions
- ✓ Gathering and giving information
- ✓ Making suggestions, requests and offers
- ✓ Giving advice, instructions and directions
- ✓ Explaining and reassuring
- ✓ Using core vocabulary

The course is media-rich throughout as learners do a wide variety of interactive exercises and reflective work. They also record themselves in simulated conversations.





*Mastering Communication in Social Care* is engaging, dynamic and works seamlessly on all devices, including smartphones.



### Progress tracking

Employers and sponsors can track engagement and progress via their login to the Learning Management System, either as an overview or on a more detailed individual basis. All scores can be download as a report.

User	Progress	Average score
[User Name]	[Progress Bar]	70%
[User Name]	[Progress Bar]	95%
[User Name]	[Progress Bar]	-
[User Name]	[Progress Bar]	-
[User Name]	[Progress Bar]	86%
[User Name]	[Progress Bar]	89%
[User Name]	[Progress Bar]	57%
[User Name]	[Progress Bar]	78%

### Online Tutoring Option

Book 4 x 1.5-hour lessons with an expert SLC tutor to further support your learners.

Each session gives learners the opportunity to activate the language from the course, practise it, and get feedback from a language and communication skills specialist. This will help your learners improve their workplace communication quickly and effectively.

Lessons are online and scheduled around learner availability. You can book up to 12 learners per session.

**Looking to support your overseas social care workers? Get in touch:**

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