

Title:	Communication Skills in Animal Care
Level:	Entry Level 3
Credit Value	1
GLH	10
Unique Reference Number:	L/650/6673
Aim:	The aim of this unit is to provide learners with the knowledge and skills to use communication skills effectively in the animal care sector. Learners will also understand why communication skills are important and how to develop them.
Assessment	Assessments for this unit are internally set and internally assessed.
Learning outcomes	
<i>The learner will:</i>	
1. Know communication skills needed in a workplace.	
Delivery content:	
The aim of this learning outcome is to provide the learners with knowledge to recognise which areas of working in animal care require communication skills.	
The learner must:	
<ul style="list-style-type: none"> • List tasks which require communication skills in the workplace. • Outline why communication skills are important. 	
2. Be able to identify own communication skills that need to be developed for a workplace.	
Delivery content:	
The aim of this learning outcome is to provide the learners with knowledge to identify which communication skills are required, understand their own skills and how to improve them.	
The learner must:	
<ul style="list-style-type: none"> • Outline the communication skills needed in an animal care environment. • List own communication skills that need to be developed. • Give examples of how communication skills are developed. • Participate in activities to develop own communication skills in a workplace, as directed. 	

<p>Scope of Training</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
<p>Requirements</p>	
<p>Communication skills May include:</p>	<ul style="list-style-type: none"> • Written • Verbal • Active listening • Understanding body language • Adapting communication style for audience • Giving feedback • Responsiveness • Volume • Clarity • Friendliness
<p>How communication skills are developed</p>	<ul style="list-style-type: none"> • E learning • Doing activities • Practice • Self-assessment • Creating an action plan • Working in groups • Reflection • Ask advice/feedback • Working to improve common problem areas.