

OCR Cambridge Technical Level 3  
Extended Certificate in Health and  
Social Care Transition Booklet



Key Concepts

## SUCCESSFUL COMMUNICATION = SUCCESSFUL RELATIONSHIPS

S	Square on
O	Open posture
L	Leaning forwards
E	Eye contact should be appropriate
R	Relaxed



For each of the following care settings explain how SOLER principles should be used to promote communication in a range of situations:

You are sitting talking to your doctor but because they are looking at your medical notes on their computer screen they are not directly facing you.

You are a teacher and a parent at a school parent's evening. The teacher initially is sitting with one leg crossed over the top of the other and with their arms folded.

You are a nursery nurse reading a story to some children in your class. You are leaning back in your chair and sitting slouched!

You a care worker in a residential care setting. You are sitting opposite a resident at a restaurant while you are on a day trip out. You need to either stare at them constantly or completely avoid eye contact whilst still facing them - the choice is yours.

**Diversity is all around us. Can you judge someone's job from their face?**

Look at the 14 photographs below - can you guess what job they do?



6.



7.



8.



9.



10.



11.



12.



13.



14.



## The Equality Act

The equality act states that there are a total of 9 protected characteristics which must not be discriminated against.



Choose ONE of the protected characteristics over the page and EXPLAIN HOW a care setting of your choice (GP, Hospital, Care Home, Nursery, School etc) could value individuals with that particular characteristic.

## **Health, Safety and Security**

This is more than just risk assessments, fire drills and first aid kits. It is about food safety, electrical safety, lone working, storage and dispensing or medication, legislation and responsibilities and managing incidents and emergencies.

What is the role of the First Aider?

Use the link below to help you:

<http://www.sja.org.uk/sja/first-aid-advice/what-to-do-as-a-first-aider/the-role-of-a-first-aider.aspx>

## **Anatomy and Physiology**

Answer the following question:

**'Evaluate how a person's lifestyle can influence their risk of developing coronary heart disease'**

To do this you will need to:

- Discuss the factors which cause coronary heart disease
- Link these factors with lifestyle choices which someone may choose
- Consider how someone can reduce their risk of developing coronary heart disease

