

CAREER themes

Spring Term 24/25

Communication

WHAT DID WE DO?

Wow!

HEALTH & CARE

- Learners have been exploring the consequences of disinformation and misinformation in relation to health and public perceptions.
- They have created posters and leaflets looking at the importance of body language, tone and register when caring for patients of all ages and with specific conditions, such as dementia.
- They have also explored communication barriers and how they can affect work in the NHS.

Customer Service

- Level 2 learners have created a guide (Do's and Don'ts) to the use of verbal and non verbal communication in the workplace.
- Level 1 learners have been working on body language and non verbal communication as well as answering the phone professionally and unprofessionally.

Entry 3 Foundation

- Our Entry 3 Independent Living group have been developing their verbal communication skills to ask for help and assistance.
- They have been practicing this during weekly shopping trips to ASDA and they are becoming more confident approaching members of staff and asking direct questions to help them solve practical problems.

English

- Level 2 Functional Skills English learners have been focusing on formal and informal language and, specifically, on persuasive language.
- They have been learning how and when to use facts, opinions, emotive language, statistics and validating statements.

Foundation & ICT

- As part of a new project - PRISM online academic journal and blog - learners made mini games, animations, comic strips, sculptures and artwork.
- Each student then presented their work to the lecturers at Liverpool John Moores University.
- They all stepped outside their comfort zone by presenting and speaking in public, taking questions and developing their confidence.

CATERING

- Students practiced interacting with customers, such as taking orders, offering recommendations, and resolving complaints professionally.
- Students practiced their communication skills by using industry-appropriate language, tone, and body language in all interactions, both in the kitchen and front-of-house settings.

SPORT

- Level 1 learners have been assisting with sports events and Level 2 learners have been organising sports events.
- As part of this unit, they have been learning to communicate effectively throughout the event (e.g. with participants, with spectators, with other staff/volunteers involved) and respond appropriately to issues that may occur (e.g. injuries, faulty equipment) through verbal and written communication.