

	Level 1	Level 2
<p>Communication</p> <p>Can communicate effectively, taking into account service users' needs, using appropriate media and channels for the audience</p>	<p>P3a Communicates generally routine information using a variety of methods including the use of interpersonal, written, verbal and non-verbal skills, to for example persuading service users to follow nutritional advice.</p> <p>Actively listens and receives information, addressing any barriers to understanding.</p> <p>Gives and acts on feedback.</p> <p>Uses tact and diplomacy.</p> <p>Consistently uses an appropriate medium for communication, taking account of the needs of others.</p> <p>Treats others fairly and interacts honestly and acts with integrity, respect, and empathy. Shows consistency and appropriateness in words and actions.</p>	<p>P3b Has well developed communication skills, such as reassurance, motivational and empathetic skills.</p> <p>Works with groups and individuals with varying or different communication needs (including sexual and gender identity; spirituality and religion; learning disabilities; physical impairment; mental health status; ethnic, racial and cultural identities; and language) ensuring that information is provided in an accessible way.</p> <p>Takes account of barriers to understanding.</p> <p>Provides and receives complex and sensitive information including that relating to service users such as communicating dietetic needs.</p> <p>Consistently uses an appropriate medium for communication. Shows consistency and appropriateness in words and actions</p>