

Unit Title: Developing Assertiveness
Unit Level: Entry 3
Unit Credit Value: 2
GLH: 20
LASER Unit Code: CAK942
Ofqual Unit Code: Y/600/6481

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know what assertiveness is.	1.1	State what assertiveness means.
		1.2	Give an example of assertive behaviour.
2.	Understand assertive, passive and aggressive behaviour.	2.1	Give an example of assertive behaviour.
		2.2	Give an example of passive behaviour.
		2.3	Give an example of aggressive behaviour.
3.	Understand ways of being assertive in a given situation.	3.1	State a situation in which s/he may need to be assertive.
		3.2	State how s/he will be assertive in this situation.
		3.3	State the importance of self-control when being assertive.
4.	Recognise key implications and benefits of assertiveness.	4.1	State a situation in which assertiveness can be used to achieve a desired outcome.
		4.2	State a benefit of being assertive.

Assessment Guidance:

As an E3 level unit it is expected that the learner for the majority of the assessment will be acting independently with any support being minimal. Practical tasks should normally be in a real environment.

Additional Information:

NA