

Unit Title: Communication Skills In Supporting Relationships
Unit Level: Two
Unit Credit Value: 2
GLH: 15
LASER Unit Code: WJH416
Ofqual Unit Code: H/651/1303

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understanding the basic skills needed in establishing and developing a supporting relationship.	1.1.	Identify the different forms of communication used in a supporting relationship.
		1.2.	Identify the communication skills used in a supporting relationship.
		1.3.	Outline how each skill might be used.
2.	Be able to establish, develop and close interactions in a supporting relationship.	2.1.	Demonstrate the use of a range of listening and responding skills appropriate for establishing interactions within a supporting relationship.
		2.2.	Establish boundaries as a listener in a particular setting and timeframe.
		2.3.	Demonstrate the use of a range of listening and responding skills appropriate for developing interactions within a supporting relationship.
		2.4.	Maintain the boundaries of a supporting role throughout the session.
		2.5.	Identify barriers to communication.
		2.6.	Describe ways to overcome barriers to communication.
		2.7.	Demonstrate a range of listening and responding skills appropriate for bringing a supporting relationship to a close.

Assessment Guidance:

There are no prescribed assessment methods for this unit. Where the Assessment Criteria ask for 'a range' and no prescribed number of examples are required. Learners should offer sufficient in each case to demonstrate the understanding or skill required.

Additional Information:

NA