

FL 201 Contribute to building relationships with participants in Family Learning
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Introduction

What is this unit about?

This unit is about building relationships with people involved in Family Learning. This includes adults and children. Building and supporting positive relationships with and between participants is essential for the delivery and support of an effective service.

Who is this unit for?

This unit is for you if you work as a Family Learning practitioner in a support role.

Principles and values

You must work within the principles and values of the sector in order to achieve this unit.

Value 1 Family Learning is inclusive and is to be offered as a universal provision with open access.

Value 2 Family Learning recognises and values diversity of culture, race, relationships and beliefs.

Value 3 Equal partnership is the basis for all developments in Family Learning; all learners and educators, regardless of generation, recognise that learners and educators can frequently exchange roles.

Value 4 Family Learning recognises that it is acceptable to make mistakes, which are part of the process of reflective learning.

Value 5 Achievements within Family Learning benefit the wider learning community through promoting change and empowering individuals and communities.

Value 6 Family Learning raises aspirations and all outcomes of the process, including those that may not be overt, are of equal significance and importance.

Value 7 Family Learning operates within a culture of mutual respect for individuals, communities, colleagues and agencies.

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Content of unit.

The elements are: -

201.1. Listen and respond to participants

201.2. Help participants to become involved in Family Learning.

Place in the NVQ/SVQ Framework

This is a mandatory unit at level 2

Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Key skills	Core skills
Communication 1.1, 2.1a	Communication Intermediate 2
Working with others 1.1; 1.2; 1.3	Working with others Intermediate 1

What do we mean by some of the words used in this unit	
Listen	May refer to physical listening/hearing or to responding to other chosen forms of communication
Respond	Taking action as a result of listening
Positive relationships	Relationships that benefit participants and their ability to participate

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Element FL 201.1 Listen and respond to participants

The National Standard

Performance criteria

To meet the national standard you must:-

1. Approach participants with sensitivity, courtesy and respect using preferred names.
2. Give participants your full attention
3. Use a sympathetic and considerate approach valuing participants needs and preferences
4. Allow participants to express themselves in their own time using their own words or chosen forms of communication
5. Help to ensure participants are heard and acknowledged
6. Accept and acknowledge participants expression of feelings
7. Ask questions and clarify points or misunderstandings to demonstrate you have heard and understood.
8. Provide feedback to your line manager according to procedures.

**FL 201 Contribute to building relationships with
participants in Family Learning**

**Element FL 201.2 Help participants to become involved
in Family Learning**

The National Standard

Performance criteria

To meet the national standard you must:-

1. Welcome and include new and existing participants taking account of their individual needs
2. Help participants to feel part of the group according to their individual needs
3. Contribute to providing encouragement and support for those who are unsure about participation
4. Make suggestions and give information when requested according to your role and responsibility
5. Provide information on second language support for those who express a need for this according to established procedures
6. Be enthusiastic about Family Learning and its benefits for all participants regardless of prior knowledge
7. Provide realistic encouragement and positive support to participants in ways that raise their self esteem and confidence

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What you must know and understand

To be competent in this unit, you must know and understand the following:-

KU2A7	The importance of providing full attention when listening and how this is demonstrated through body language, facial expression, speech and gesture
KU2A8	Why it is important for all participants to be heard and how you do this in a group
KU2A1	The importance of non judgmental /non stereotyped attitudes and approaches
KU2A2	Key features of effective communication, verbal, non verbal
KU2A3	How to make sure that participants know that you value and respect their opinions and views
KU2A11	How to resolve conflicts constructively in ways that do not undermine confidence
KU2E1	How to deal with hostility from participants e.g. acknowledging feelings, diffusing situations through analysis of why it happened, assertive non hostile responses.
KU2E2	The rules of confidentiality and data protection
KU2A4	Ways of encouraging self esteem and self confidence e.g. encouraging choices, presenting options, praise and acknowledgement that does not patronise.
KU2A14	The different skills, methods and approaches required for communication and building relationships with children and with adults
KUA13	How to give constructive feedback, whilst valuing diversity and what is meant by this