

## National Occupational Standards for Work with Parents

**WWP 201**

Contribute to building relationships in work with parents

### **Introduction**

#### **What is this unit about?**

This unit is about building relationships with parents. Building and supporting positive relationships is essential for the delivery and support of an effective service.

#### **Who is this unit for?**

This unit is for those working directly with parents under supervision

#### **Principles and values**

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

#### **Content of unit.**

The elements are: -

1. Listen and respond to parents
2. Help parents to use parenting services

#### **Place in the NVQ/SVQ Framework**

This is a mandatory unit at level 2

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*This section is under development*

### **Links to Key and Core Skills**

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

and the following SQA Core Skills:

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<b>What do we mean by some of the words used in this unit</b>	
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 WWP 201.1 Listen and respond to parents**

#### **The National Standard**

#### **Performance criteria**

To meet the national standard you must show that you:-

1. Deal with parents sensitively and courteously, demonstrating respect and using preferred names.
2. Show by your responses that you are actively listening to parents,
3. Allow parents to express themselves in their own time using their own words or chosen forms of communication
4. Acknowledge parents' experiences and expression of feelings
5. Ask questions and clarify points or misunderstandings to demonstrate you have heard and understood.
6. Interact with and respond to parents in ways that show you recognize and understand their views.

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### **Element WWP 201.2**

### **Help parents to use parenting services**

#### **The National Standard**

Performance criteria

To meet the national standard you must show that you:-

1. Help parents to access sources of information about parenting services in their chosen language and format
2. Discuss the benefits of parenting services with parents
3. Provide encouragement and support for those who are unsure about using services
4. Identify possible barriers to participation and discuss strategies to overcome these with parents
5. Provide realistic encouragement and positive support to parents in ways that raise their self esteem and confidence
6. Make suggestions and give information to parents when requested according to your role and responsibility
7. Identify when it is appropriate to signpost parents to other services and do so

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### What you must know and understand

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

	The importance of non judgmental /non stereotyped attitudes and approaches and how these are demonstrated
	Key features of effective communication, verbal and non verbal
	How to make sure that parents know that you acknowledge and understand their opinions and views
	How to deal with hostility from parents
	The rules of confidentiality and data protection
	The benefits of parenting services to parents and children and ways in which parents can be helped to appreciate the benefits
	Ways of encouraging self esteem and self confidence
	Barriers to participation, including financial barriers, physical barriers, social and emotional barriers, language barriers
	Ways in which barriers can be overcome
	Helping parents to find ways of overcoming barriers they encounter
	How to identify and how to develop a relationship with agencies, individuals and services to which parents can be referred when appropriate
	Know the circumstances under which to signpost parents to other services