

WWP 203 Contribute to providing safe, inclusive environments

Introduction

What is this unit about?

This unit is about providing an appropriate environment which parents can access and in which they feel safe

Who is this unit for?

This unit is for those who work face to face with parents, mainly working with 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. Help parents to feel comfortable and confident
2. Value and respect the diversity in culture and background of parents

Place in the NVQ/SVQ Framework

This is a mandatory unit at Level 2

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Links to Key and Core Skills

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

and the following SQA Core Skills:

National Occupational Standards for Work with Parents

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What do we mean by some of the words used in this unit	
Appropriate language	Using language that is clear and easy to understand; avoiding jargon. Using specific language to enhance parents' knowledge and understanding, especially of children's personal and social development.
Diversity	The range of differences found in society, especially concerning financial status, ethnicity, culture, sexual orientation, marital status, religious beliefs, family structures, ability
Format	The way in which information may be provided , e.g. written, spoken, or using alternative methods of communication such as signs symbols or diagrams
Resilience	The ability to withstand normal everyday disappointments, hurt feelings and assaults on one's confidence without it affecting self esteem
Resources	All material resources including premises, and human resources, such as staff and volunteers

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Element WWP 203.1 Help parents to feel comfortable and confident

The National Standard

Performance criteria

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

1. Greet parents in an open and welcoming manner that is likely to promote inclusion.
2. Help to ensure the environment is as comfortable and welcoming as possible
3. Encourage parents to interact with other parents where appropriate
4. Help to clarify with parents principles and ground rules, including confidentiality
5. If requested, help to arrange support for parents whose first language is not English
6. Positively encourage and value contributions from parents
7. Encourage all parents to work within the principles of anti-discriminatory practice and valuing diversity by showing an example in your own work

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Element WWP 203.2 Value and respect the diversity in culture and background of parents

The National Standard

Performance criteria

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

1. Use preferred names and titles as agreed when communicating with parents, ensuring the correct pronunciation.
2. Participate in opportunities to discuss similarities and differences between parents in a positive way where appropriate
3. Provide knowledge and information that enables parents to avoid stereotyping
4. Encourage parents to support each other where appropriate
5. Where appropriate help to resolve differences between parents and contribute to minimising any conflict

National Occupational Standards for Work with Parents

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What you must know and understand

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

	How to adopt an open and welcoming approach towards parents that helps them to feel valued
	Strategies you can use to make the environment more welcoming
	The support available to parents whose first language is not English
	The principles of group working and one to one and the importance of having ground rules and confidentiality agreements
	How to approach parents in ways that promote their confidence and self-esteem, and the importance of this to effective relationships
	The benefit of acknowledging and valuing similarities and differences between parents
	How to help parents avoid stereotyping
	How to resolve conflicts constructively in ways that do not undermine confidence
	How to give constructive feedback, whilst valuing diversity and what is meant by this