

**Introduction**

**What is this unit about?**

This unit is concerned with the effective communication between practitioners and parents which is essential for any effective partnership to be developed and for any work with parents to be undertaken

**Who is this unit for?**

This unit is for you if you work directly with parents largely unsupervised or in a supervisory role

**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. Encourage and facilitate communication with parents
2. Recognise and respond to communication needs
3. Recognise and respond to barriers to communication

**Place in the NVQ/SVQ Framework**

This is a mandatory unit at Level 3

## National Occupational Standards for Work with Parents

**WWP 302**

Communicate effectively with parents

*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:

## National Occupational Standards for Work with Parents

**WWP 302**

Communicate effectively with parents

<b>What do we mean by some of the words used in this unit</b>	
Alternative communication	This refers to any device, system or method of communication that helps individuals with communication difficulties to communicate more easily and effectively: e.g. communication boards, the voice output communication aids, sign language or facial expressions, using symbols and gestures
Additional resources Interpreting	Includes the above devices, but also translation and services and access to these
Communication	Verbal and non verbal including signs, gestures and symbols; speaking, listening, reading, writing

## National Occupational Standards for Work with Parents

**WWP 302**

Communicate effectively with parents

### **Element WWP 302.1 Encourage and facilitate communication with parents**

#### **The National Standard**

#### **Performance criteria**

1. Interact with parents in an open, honest and accepting manner that is likely to promote trust
2. Identify priorities for the parents using the service where appropriate
3. Use language that parents are able to understand
4. Actively listen to parents and respond appropriately
5. Clarify any misunderstandings with parents
6. Help parents to express themselves using preferred language

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Communicate effectively with parents

### Element WWP 302.2

### Recognise and respond to communication needs

#### The National Standard

#### Performance criteria

1. Discuss with parents their preferred method of communication
2. Allow parents sufficient time to express themselves
3. Use alternative communication methods according to parents' expressed need
4. Recognise and accommodate cultural and social differences in communication styles and skills
5. Communicate clearly with parents, checking for understanding
6. Clarify meaning, where parents' responses to communication are not clear

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Communicate effectively with parents

### Element WWP 302.3      **Recognise and respond to barriers to communication**

#### **The National Standard**

#### **Performance criteria**

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

1. Identify potential communication barriers with parents
2. Assess the implications of any communication barriers
3. Use a range of methods to overcome barriers to communication
4. Check with parents the effectiveness of the chosen method of communication
5. Use additional resources to assist communication where necessary to overcome barriers

## National Occupational Standards for Work with Parents

**WWP 302**

Communicate effectively with parents

### What you must know and understand

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

	How to interact with parents in an open, accepting and honest manner and the importance of this
	The importance of trust within any relationship
	Why it is important to give parents the opportunity to express their priorities
	How to express yourself clearly and appropriately
	What is meant by active listening , and how you demonstrate this with parents
	The importance of checking for clarification and misunderstanding
	Why it is desirable to agree communication methods with parents
	The significance of cultural and social differences to communication, and how these might affect interactions
	Potential barriers to communication, physical, social, emotional and how these might be overcome
	The range of alternative communication methods you could use with parents, and what additional resources you may need to facilitate communication in some circumstances
	The importance of providing time for parents to tell their own story