

WWP 304

Build and maintain relationships with colleagues engaged with work with parents

Introduction

What is this unit about?

This unit is about developing and maintaining good relationships with colleagues and agencies in order to support effective practice

Who is this unit for?

This unit is for you if you usually work with other people and have some responsibility for liaising with the external agencies

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. Establish contact and communicate effectively with colleagues
2. Recognise and value the work of colleagues

Place in the NVQ/SVQ Framework

This is an optional unit at Level 3

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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:

National Occupational Standards for Work with Parents

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What do we mean by some of the words used in this unit	
Agencies	Formal organisations in the statutory, private, community or voluntary sector
Colleagues	Other people who work with you in your provision, they can be working at the same level, line managers, volunteers, casual workers, paid or unpaid
Resources	All material resources including premises, and human resources , such as staff and volunteers

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Element WWP 304.1 Establish contact and communicate effectively with colleagues

The National Standard

Performance criteria

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

1. Initiate relationships with colleagues that are professional and helpful.
2. Clarify roles and responsibilities, including line management responsibility and reporting mechanisms.
3. Negotiate the frequency, time and place of regular formal communication with colleagues
4. Communicate with colleagues in ways that promote confidence and self-esteem for those you communicate with.
5. Work within the principles of anti-discriminatory practice and valuing diversity
6. Resolve any conflicts constructively

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Element WWP 304.2 **Recognise and value the work of colleagues**

The National Standard

Performance criteria

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

1. Give support to colleagues to help them develop their role.
2. Create opportunities to discuss work practices.
3. Share information and knowledge with colleagues within the bounds of confidentiality
4. Help colleagues to reflect on and evaluate their experiences
5. Give appropriate descriptive feedback to colleagues

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:-

	What is meant by professional relationship
	The importance of clarifying roles and responsibilities, including reporting mechanisms
	Why it is important to communicate regularly and formally
	How to resolve conflicts constructively in ways that do not undermine confidence
	The benefits of sharing knowledge and information with colleagues
	How to give appropriate descriptive feedback , whilst valuing diversity and what is meant by this
	How to approach colleagues sensitively and courteously and demonstrating respect
	The importance of effective working relationships