

## **WWP 312** Deliver services that value and respect parents

### **Introduction**

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

This unit is about recognising and valuing different family structures and approaches, delivering equitable services, listening to parents, valuing their strengths and helping them to overcome barriers

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

This unit is for those of you who 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. Listen to parents and acknowledge their feelings and experiences
2. Recognise parents' strengths and help them to build on these
3. Promote the value and recognition of diversity in society and in parenting roles
4. Recognise the barriers that individual families may face and identify the support they need

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

This is a mandatory unit at level 3

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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	
Agencies	Formal organisations in the statutory, private or voluntary sector , who you work with on a regular basis
Diversity	The range of differences found in society, especially concerning financial status, gender, ethnicity, culture, sexual orientation, marital status, religious beliefs, family structures, ability
Families	Includes parents and carers and extended and chosen families who contribute significantly to the well-being of individual children and who may have legal responsibility.
Parents	Those who have formally and legally acknowledged parental responsibility for the continuous care and well-being of children, whether biologically related or not.
Barriers	Anything which prevents parents , either from participating or from moving forward with the development of their parenting skills
Listen	Paying attention to what the other person is communicating in order to respond appropriately. Listening includes negotiated and agreed alternative methods of communication in situations where there may be hearing difficulties
Processes, practices and outcomes	How you do things, what you do and what you achieve
Resilience	The ability to withstand normal everyday disappointments, hurt feelings and assaults on one's confidence without it affecting self esteem

## National Occupational Standards for Work with Parents

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Respect	Show by your words and actions that you appreciate and value the importance of the individual you are interacting with
Self esteem	Self confidence; taking comfort in one's self as a valued person
Self reliance	Personal autonomy and independence, ability to solve own problems

# WWP 312 Deliver services that value and respect parents

### Element WWP 312.1 Listen to parents and acknowledge their feelings and experiences

#### The National Standard

#### Performance criteria

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

1. Use a respectful approach when interacting with parents that demonstrates they are valued and knowledgeable individuals and acknowledge and validate their experience.
2. Demonstrate respect for parents through your words and actions
3. Use active listening techniques with parents
4. Reflect back and clarify your understanding of what parents are telling you
5. Allow parents time and space to express their feelings
6. Help parents to understand and acknowledge difficult feelings
7. Help parents to recognise the effects of their life experiences on their attitudes and approach to parenting
8. Help parents to identify strategies for dealing with difficult feelings that affect parenting capacity

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### Element WWP 312.2 Recognise parents' strengths and help them to build on these

#### The National Standard

#### Performance criteria

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

1. Identify parents' strengths and weaknesses
2. Help parents to identify and acknowledge how their personal strengths and weaknesses as parents affect their interactions with their children
3. Encourage parents to use their identified strengths in different ways to enhance parenting skills
4. Encourage parents to reflect upon their strengths and weaknesses
5. Help parents to consider ways of developing their personal skills to enhance strengths and minimise weaknesses
6. Challenge parents assertively when appropriate

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**Element WWP 312.3 Promote the value and recognition of diversity in society and in parenting roles**

### The National Standard

#### Performance criteria

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

1. Interact with parents in an open, honest and accepting manner that is likely to promote trust.
2. Identify opportunities to acknowledge and validate difference in families with parents
3. Identify opportunities to acknowledge and validate difference in families with other practitioners
4. Challenge stereotypical views of the family
5. Encourage others to identify the benefits of different family structures and value their contribution to wider society
6. Help parents to acknowledge the value of different approaches to parenting
7. Help parents to recognise and value a range of different roles that parents can adopt
8. Help parents identify and understand stereotypical views of parenting roles
9. Help parents to identify and adopt parenting roles that are appropriate to their own family structure and circumstances

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**Element WWP 312.4 Recognise the barriers that individual families may face and identify the support they need**

### The National Standard

Performance criteria

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

1. Help parents to identify the nature of the barriers that they face
2. Discuss with parents the issues that they consider to be of primary importance
3. Help parents to prioritise the issues they face in ways that minimise stress
4. Clarify your understanding of the issues with parents
5. Help parents to identify the issues over which they can exercise some control
6. Encourage parents to accept those issues outside their control
7. Help parents to consider how they can access sources of information and support
8. Help parents to identify an effective course of action to overcome the barriers they face
9. Encourage parents to reflect upon the effectiveness of the support they obtained

# WWP 312 Deliver services that value and respect parents

### What you must know and understand

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

	The range of family structures found in society, and those common to the local area
	The implication of different family structures for work with parents
	How to challenge stereotypical views of family in ways that promote understanding
	How to promote the advantages and benefits of diverse family structures
	How to help parents understand different approaches to parenting
	How to help parents identify the approach to parenting roles that suits them and their family structure
	Anti-discriminatory legislation, and that which relates to equality of opportunity; the implications of this for the development and delivery of parenting services
	The connection between words and actions, tone of voice, body language and emotions, and the significance of this when interacting with children
	The personal skills and attributes that contribute to effective parenting and how these can be developed and deployed
	Strategies that can be used to help parents enhance their parenting capacity and skills, e.g. goal-setting, action plans and targets

## National Occupational Standards for Work with Parents

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	Why it is important to encourage parents in their efforts, and how this can be achieved
	Life changes and circumstances that can have a negative effect on parenting capacity
	Why it is important to let parents prioritise the issues that they face and make choices about dealing with them
	Ways in which you clarify parents understanding of the knowledge and information provided
	Sources of information and support for parents experiencing , social, emotional, financial, relationship or health difficulties
	Sources of information, locally and nationally and how these can be accessed
	Barriers that parents may experience when accessing information and ways that these can be overcome, including what resources you can provide
	How to give appropriate descriptive feedback, whilst valuing diversity
	What is meant by diversity – The value of diversity – Importance of being able to challenge parents assertively and ways of doing this