

National Occupational Standards for Work with Parents

WWP 313

Provide services that meet parents' needs

Introduction

What is this unit about?

This unit is about working with parents who have had life changing experiences to contend with. This could be major illness or accident, serious mental health or addiction problems, bereavement, serious violence or change of country in traumatic circumstances. Such experiences can make coping with being a parent difficult.

Who is this unit for?

This unit is for you if you provide parenting support to anyone who has faced serious challenges

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. Work with parents to agree their needs
2. Work with parents to explore the effect of challenges and change
3. Work with parents to develop strategies to manage change and challenges

Place in the NVQ/SVQ Framework

This is an optional 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:

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What do we mean by some of the words used in this unit	
Other agencies	This could be social services, schools, employment service, immigration service, probation service, prison service, health service
Barriers	These could be language, level of understanding, sensory impairment, previous experiences of learning, transport, access, finance
Challenges and changes	These could include major illness or accident, serious mental health or addiction problems, bereavement, serious violence or change of country in traumatic circumstances.
Positive response	Seeing challenges as opportunities rather than threats

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Element WWP 313.1 Work with parents to agree their needs

The National Standard

Performance criteria

To meet the national standard you must:-

1. Enable parents to talk about their needs
2. Seek permission from parents to access any information held by other agencies where appropriate
3. Support parents in identifying barriers to accessing parenting support services
4. Discuss ways to overcome the barriers
5. Agree ways to make service provision accessible and inclusive

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Element WWP 313.2

Work with parents to explore the effect of challenges and change

The National Standard

Performance criteria

To meet the national standard you must:-

1. Enable parents to talk about their experiences where appropriate
2. Take steps to ensure that parents are able to communicate effectively
3. Actively listen to parents' feelings about their experiences
4. Create an environment in which parents can reflect on the effects of challenges and changes on their lives
5. Support parents in looking at how challenges and changes have affected their parenting role

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Element WWP 313.3

Work with parents to develop strategies to manage change and challenges

The National Standard

Performance criteria

To meet the national standard you must:-

1. Work with parents to set goals and targets where appropriate
2. Enable parents to express anger and frustration where appropriate
3. Enable parents to express fears and concerns about the future where appropriate
4. Provide parents with ways of managing strong feelings
5. Support parents in developing a positive response to challenges and changes
6. Enable parents to maintain progress towards goals and targets

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What you must know and understand

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

	Theories of change management
	The effects of trauma and stress on individuals and families
	The effects of fear, hopelessness and frustration on individuals and families
	The importance of reflection for people who have experienced major challenges
	Appropriate techniques for managing strong feelings
	Ways of managing stress and post-traumatic stress
	How to obtain advice and service provision for parents who are facing challenges or have undergone major changes
	The basis of information sharing and the rules of confidentiality and data protection
	The social and economic factors which affect the way in which parents carry out their roles
	Coaching techniques