

Introduction

What is this unit about?

This unit is about the competence you need to support others in developing their practice.

Who is this unit for?

This unit is for you if you have management responsibilities for the work of colleagues in parent learning settings

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. Support and share problems and difficult issues with others
2. Share own experience to benefit others

Place in the NVQ/SVQ Framework

This is an optional unit at Level 4

National Occupational Standards for Work with Parents

WWP 402

Support others in developing their practice

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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Support others in developing their practice

What do we mean by some of the words used in this unit	
Colleagues	Colleagues, both internal and external who may work for you or be at your level.
Problems and difficult issues	May include practice issues or inter personal relationships

National Occupational Standards for Work with Parents

WWP 402

Support others in developing their practice

The National Standard

Element WWP 402.1 Support and share problems and difficult issues with others

Performance criteria

To meet the national standard you must:-

1. Make sure your relationships with others are positive, open and support the sharing of problems and difficult issues
2. Ensure privacy and uninterrupted time for sharing with others
3. Support others with sensitivity and empathy giving them your full attention.
4. Explore the issues by allowing time for a full explanation and questioning to clarify points as necessary.
5. Provide supportive feedback even when you disagree about the courses of action or views taken.
6. Ensure your feedback accords with the policies and procedures of your organisation.
7. Negotiate and discuss potential solutions in ways that promote self esteem and confidence
8. Avoid negative judgments and stereotyping
9. Support colleagues according to organisations procedures for confidentiality and sharing of information

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The National Standard

Element WWP 402.2 Share own experience to benefit others

Performance criteria

To meet the national standard you must:-

1. Ensure the situation is appropriate for you to share your own experience with others
2. Clarify the reason for sharing your own experience with the other person and the boundaries of confidentiality.
3. Encourage the other person to comment on the reasons and clarify why they think you are sharing your experiences
4. Share your own experiences with others including how you might improve or develop your practice
5. Give time for the discussion to develop and allow the other person to question and clarify points.
6. Explore with the other person how your experience has benefited you and may benefit them without jumping to conclusions or premature judgments.
7. Plan further opportunities to share your experience as appropriate to the situation

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What you must know and understand

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

	Techniques of effective communication including verbal and non verbal
	Issues of confidentiality and information sharing.
	How to use personal interaction and sharing experiences positively for the benefit of colleagues and others
	The kinds of problems and difficult issues that arise from your work situation and those with whom you will share
	How to make sure your behaviour during sensitive discussions is non judgmental and supports the self esteem and confidence of the person concerned
	Appropriate responses to problems that may reveal dangerous, unethical or illegal practice or where the policies and procedures of the organisation have not been followed.