Unit Title:	**Communication Skills in Helping Relationships**
Unit Level:	**Two**
Unit Credit Value:	**2**
GLH:	**15**
LASER Unit Code:	**WIZ114**
Ofqual Unit Code:	**F/601/7300**

This unit has 2 learning outcomes.

LEARNING OUTCOMES		**ASSESSMENT CRITERIA**	
The learner will:		**The learner can:**	
1.	Understanding the basic skills needed in establishing and developing a helping relationship	1.1.	Identify the different forms of communication used in a helping relationship
		1.2.	Identify the communication skills used in a helping relationship
		1.3.	Outline how each skill might be used
2.	Be able to establish, develop and close interactions in a helping relationship	2.1.	Demonstrate the use of a range of listening and responding skills appropriate for establishing interactions within a helping relationship
		2.2.	Establish their boundaries as a listener in a particular setting and timeframe
		2.3.	Demonstrate the use of a range of listening and responding skills appropriate for developing interactions within a helping relationship.
		2.4.	Maintain the boundaries of a helping role throughout the session
		2.5.	Identify barriers to communication
		2.6.	Describe ways to overcome barriers to communication
		2.7.	Demonstrate a range of listening and responding skills appropriate for bringing a helping relationship to a close

Assessment Guidance:
There are no prescribed assessment methods for this unit. Where the Assessment Criteria ask for ‘a range’ and no prescribed number of examples are required learners should offer sufficient in each case to demonstrate the understanding or skill required.

Additional Information:
NA