

Unit Title: Developing own Interpersonal Skills	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HB7/1/LQ/001
Ofqual Unit Reference Number:	D/504/8429

This unit has 7 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to identify own skills.	1.1. Outline own strengths and weaknesses.
2. Understand the need for time management.	2.1. Outline why managing own time is important. 2.2. Identify ways of improving own time management.
3. Be able to recognise signs of stress.	3.1. Identify signs and symptoms of stress in self and others.
4. Be able to recognise different types of criticism.	4.1. Outline the difference between constructive and destructive criticism.
5. Be able to recognise confident behaviour in self and others.	5.1. Outline real situations which illustrate confident behaviour.
6. Know what is meant by non-verbal communication.	6.1. Identify different examples of non-verbal communication.
7. Know the difference between aggressive, passive and assertive behaviour.	7.1. Outline examples of aggressive, passive and assertive behaviour.

Assessment

The grid below provides suggestions for the types of assessment activities that can be used with the unit attached to provide evidence for the learner's portfolio. Please refer to the OCN London Assessment Guidance document for definitions of each activity and the expectations for assessment practice and evidence for moderation.

Case Study		Project	
Written question & answer/test/exam	✓	Role play/simulation	
Essay		Practical demonstration	✓
Report		Group discussion	
Oral question and answer	✓	Performance/exhibition	
Written description	✓	Production of artefact	
Reflective log/diary		Practice file	