

Unit Title: Managing Personal Relationships	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HB1/1/LQ/048
Ofqual Unit Reference Number:	K/504/8627

*This unit has 6 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand the role of power in relationships.	1.1. Identify different types of behaviour in power relationships. 1.2. Outline the difference between the positional and personal power.
2. Understand the benefits and difficulties of giving and receiving support.	2.1. Outline benefits of giving and receiving support. 2.2. Outline difficulties of giving and receiving support.
3. Understand the key behaviours that contribute to good teamwork.	3.1. Identify the characteristics of good team work. 3.2. Identify behaviours that contribute to good teamwork.
4. Understand how conflicts can develop.	4.1. Identify the different stages in the development of a conflict. 4.2. Outline points of escalation. 4.3. Outline points of possible intervention.
5. Be able to use listening skills in a conflict situation.	5.1. Listen without interrupting to a conflict situation. 5.2. Demonstrate examples of effective listening.
6. Understand the concept of impartiality.	6.1. Outline the concept of impartiality. 6.2. Outline why impartiality is important when leading others.

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	P
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	