**Level 3 Award/Certificate in Supporting Teaching and Learning in Schools Unit**

**Unit 1/301: Communication and professional relationships with children, young people and adults**

**PLTS-**

**IE 1 - identify questions to answer and problems to resolve**

**IE 3 - explore issues, events or problems from different perspectives**

**IE 5 - consider the influence of circumstances, beliefs and feelings on decisions and events**

**IE 6 - support conclusions, using reasoned arguments and evidence**

**Assignment 1**

This should be a structured written text with an Introduction, main body and a conclusion and should fully cover the indicated standards and be no more than 1000 words.

This assignment should demonstrate the following knowledge and understanding relating to this learning outcome:

**Assessment criteria 1.1**

Describe why effective communication is important in developing positive relationships with children, young people and adults.

* Think about the kind of communication skills you use with children, young people and adults in your role.
* What are the benefits of developing positive relationships?

**Assessment criteria 1.2**

Explain the principles of relationship building with children, young people and adults.

* Describe what are the main ways you create positive relationships with children, young people and adults?
* Define what these are and the kind of skills employed.

**Assessment criteria 1.3**

Identify how different social, professional and cultural social and contexts may affect relationships and the way people communicate.

* Describe situations where we communicate differently and for what reasons?
* What affects the way we communicate?
* What do we need to modify in certain cultural and social situations?

**Assessment criteria 2.5**

Explain how to manage disagreements with children, young people and adults.

* List reasons why disagreements occur?
* Offer suggestions on how these disagreements can be resolved.