

LEVEL THREE Unit 2: Communication skills

Outcomes	Assessment requirements To achieve each outcome a candidate must demonstrate the ability to:	Portfolio reference	Date Achieved	Initials	
				Candidate	Assessor
1. Communicate effectively with parents and young people and influence other staff to do so	a) Communicate with parents and young people in a person-centred way in a variety of circumstances using appropriate approaches				
	b) Maintain a good relationship with parents and young people that results in them having a clear understanding of the statutory processes				
	c) Influence other staff to communicate effectively with parents and young people so that they feel encouraged to work collaboratively				
2. Maintain links with colleagues across the authority and with outside bodies and agencies	a) Communicate information and issues to colleagues clearly face to face, by telephone and in writing				
	b) Build and maintain professional relationships with colleagues across the authority to identify and meet the needs of children and young people with SEND				
	c) Build and maintain relationships with other agencies and the voluntary sector e.g. NHS colleagues, to identify and meet the needs of children and young people with SEND				
3. Attend and contribute to assessment or review meetings, case conferences and other meetings	a) Participate effectively in a range of meetings and discussions with parents and young people				
	b) Handle conflict and contentious issues effectively in meetings and discussions as appropriate				

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	c) Contribute to formulating and communicating personalised outcomes for children and young people				
4. Prepare written information as required in appropriate formats	a) Analyse and use information effectively from different types of reports and other written information				
	b) Present information clearly in a range of appropriate formats				
	c) Draft or contribute to the drafting of SMART outcomes for children and young people				
5. Contribute to the development and use of effective standardised processes in the organisation	a) Accurately store and organise all relevant information in files				
	b) Follow agreed procedures and workflows to meet statutory timescales				
	c) Assist and advise colleagues on workflow processes				
6. Contribute to the development and use of the organisation's information systems	a) Enter data effectively within the organisation's information systems				
	b) Use the organisation's information systems to produce information and data reports as required				

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	c) Assist and advise colleagues on the maintenance and use of the organisation's information systems				

Unit Completed: "I confirm that all the evidence in this unit is my own work"

Signed by candidate.....

Date:.....

"I understand that all the evidence in this unit is the candidate's own work, and that the evidence meets the assessment requirements for this unit."

Signed by assessor.....

Date:.....