

Unit Title: Managing social relationships

OCR unit number: B14

Life and Living Skill Area: Communication

Level: Entry 2

Credit value: 1

Guided learning hours: 10

Unit purpose and aim

To encourage learners to use appropriate behaviours when interacting with others in social situations.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
The Learner will: 1 Recognise how to interact with others in everyday and familiar situations.	The Learner can: 1.1 Take part in an exchange with a familiar person about an everyday topic 1.2 Use appropriate behaviours during the exchange 1.3 Ask and respond to questions appropriately 1.4 Express opinions simply and show respect for those of the other person	<p>The learner has a straightforward exchange with a colleague or member of staff. Examples could include signing a greeting, asking about their weekend or telling them about what they are planning to do today.</p> <p>During the interaction the learner uses appropriate behaviours. Examples may include making good eye contact, smiling, signing and showing an awareness of personal space by using only appropriate physical contact such as shaking hands.</p> <p>The learner asks questions and responds about familiar interests. For example the learner may: ask whether they enjoy listening to music and tell them about their own favourite music; tell them about their work experience and ask about their own; ask if they have brothers and sisters and tell them about their own family.</p> <p>The learner listens to the views of others and observes turn taking procedures. Examples</p>

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
		may include: listening to someone talking about a favourite TV programme and then telling them that their own favourites; telling someone that they like their new haircut and that it suits them; waiting for someone to finish talking before asking a question.

Assessment

This unit may be assessed using any method, or combination of methods, which clearly demonstrate that the learning outcomes and assessment criteria have been met.

The methods used for assessment will be appropriate to the learner but may include use of witness statements evidencing the actual words, actions, signs or symbols used to meet the assessment criteria.

Possible ways of demonstrating that the assessment criteria have been met are provided in the third column of the unit, these are examples only, learners may demonstrate their ability to meet the criteria in many other ways.

Evidence requirements

The evidence must show that the learner has interacted with others in everyday and familiar situations.

The Record of Assessment and Evidence for this unit must be completed in full and signed by the assessor to confirm the evidence is authentic and meets the requirements of the learning outcomes and assessment criteria. The completed Record of Assessment and Evidence, together with any other appropriate form of evidence that has been generated for the unit, must be submitted for moderation.