

Unit Details

Unit Title	Engagement and Communication with Young People
Level	2
Credit Value	2
Guided Learning Hours	20 hours
Unit Summary	<p>This unit outlines the knowledge, skills and behaviour relating to communication and engaging young people in a youth work setting.</p> <p>The delivery of this unit needs to be linked with the real work environment</p> <p>Unit needs to be assessed in line with the JETS's Committee requirements. This means that Assessors must be suitably qualified to assess learners and have recent practical experience in working with young people</p>
Learning Outcomes (1 to 3) <i>The learner will be able to:</i>	Assessment Criteria (1.1 to 6.4) <i>The learner can</i>
1. Recognise the importance of good communication skills when working with young people	1.1 Identify those skills and abilities needed to develop in order to become a more effective communicator 1.2 Identify own strengths and areas for improvement and develop a SMART action plan to develop communication skills
2. Explain different methods of communication and when to use them	2.1 Give specific examples of different methods of communication that can be applied to youth work activities 2.2 Describe the advantages and disadvantages of these different methods of communication
3. Understand the importance of engaging young people	3.1 Demonstrate why it is important to engage young people 3.2 Describe the benefits of appropriate and effective engagement with young people 3.3 State 3 approaches to engaging young people 3.4 List the challenges of using social media to engage young people
4. Be able to engage young people to develop a relationship	4.1 Explain ways to engage young people in order to establish a relationship 4.2 Listen and respond to others appropriately, acknowledging their right to hold opinions that differ from their own
5. Be able to support young people in engaging with the local	5.1 Support young people in identifying the benefits of positive communication within the local community 5.2 Support young people to evaluate their strengths and areas

community	for improvement when communicating with others 5.3 Support young people in engaging within their local community
6. To support young people to access information and guidance	6.1 Describe the role of youth workers in providing impartial information and guidance 6.2 Support the participation of and engagement of young people in establishing their information needs 6.3 Identify information from appropriate sources that will best meet the needs of the young person 6.4 Understand the importance of adhering to relevant legislation related to recording and storing of information.
Mapping to National Occupational Standards (NOS) - Joint Education Training Standards Committee (JETS)	
Indicative content/ Underpinning Knowledge Special need forms of communication such as Makaton or sign UNCRC Personal and Professional boundaries when using social media applications Safeguarding Developing relationships The role of IAG Participation Confidentiality Boundaries both personal and professional	