

ICSK-L2 Quick Reference Criteria

Qualification number:	500/7762/4
Level:	2
Guided Learning Hours	30
Credit value:	5
Learning outcomes: (skills, knowledge, understanding) The learner will/will be able to:	Assessment Criteria (to assess learning outcome) The learner can:
1. Work within the limitations of the helping role	1.1 Explain the nature of helping work and how it differs from other support e.g. counselling, coaching, friendship. 1.2 Communicate limits of ability as a helper.
2. Establish boundaries for helping work	2.1 Set the boundaries of the helping interaction including the limits of confidentiality and time available. 2.2 End the helping interaction appropriately.
3. Communicate empathic understanding	3.1 Differentiate between empathy and sympathy 3.2 Apply initial counselling skills to communicate empathic understanding 3.3 Demonstrate sensitivity to individual needs.
4. Focus on the helpee's agenda	4.1 Identify the helpee's needs 4.2 Describe why it is important to identify and stay focussed on what is most important to the helpee
5. Understand the importance of self-awareness in helping work	5.1 Explain the importance of developing self-awareness in helping work 5.2 Describe how own personality impacts on helping work
6. Use listening and responding skills	6.1 Describe the significance of non-verbal communication 6.2 Describe and demonstrate open and attentive posture in helping work 6.3 Describe and demonstrate the listening and responding skills of paraphrasing, reflecting and summarising. 6.4 Describe the difference between open and closed questions and use these appropriately in helping work
7. Use review and feedback to develop initial counselling skills	7.1 Use reflection and feedback to identify personal progress and learning needs 7.2 Provide feedback to other learners