



2011-12

Qualification Document

Level 2 Award in Listening Support Skills (LSK-L2)

LSK-L2 is accredited by the Office of the Qualifications & Examinations Regulator (Ofqual) into the Qualifications and Credit Framework (QCF)

Qualification Number: 500/7793/4

Sector endorsement: Employment National Training Organisation (ENTO)

Sector subject area: 01.3 Health and Social Care

Counselling & Psychotherapy
Central Awarding Body (CPCAB)

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Find a Counsellor - www.findacounsellor.info - is an online directory sponsored by CPCAB and designed to put potential clients (or employers) in direct touch with counsellors.

It provides the ability to search for a suitable counsellor using several different search criteria, for example:

- Location (map-based search, or else via post-code, town, county, country etc)
- Area(s) of special expertise
- Language spoken
- Type of client seen
- Gender

The search facility is free to use, whilst inclusion in the directory (available only to fully qualified counsellors) currently costs just £29.95 per year!

1. Qualification information

Qualification structure	1 mandatory unit: Y/600/8263 Listening Support Skills
Target candidates	This unit/qualification is intended for candidates who wish to use listening support skills in any of the following ways: <ul style="list-style-type: none"> » peer support work; » as an important element of work as a helping professional; » to improve work relations by supporting colleagues at work; » to work with helping relationships; » to support service users; » to support the roles of para-professionals and volunteers drawn from the local community; » to enhance community relations.
Level	2
Guided learning hours	20 (minimum)
Credit value	4
Minimum Age	14 years ¹
Entry requirements	No previous training or experience required. See section 5 .
Progression	Once candidates have completed this qualification, those aged 16 or over may wish to progress to CPCAB's <i>Level 2 Award in Introduction to Counselling Skills (ICSK-L2)</i> – see section 6 for details. The unit credit can also be used towards other relevant qualifications on the QCF.
Assessment	Trainer-assessed candidate portfolio. Independent verification by CPCAB.
Additional assessment requirements	None

¹ This age requirement is linked to Ofqual's system for categorising qualifications.

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Grading system	Pass
Personal counselling or therapy (for trainee)	None required.
Work-place experience (for trainee)	None required.
Staffing and other resources	Only one trainer-assessor is needed for internal assessment. See section 4 for details of required trainer-assessor qualifications and experience.
Internal Moderation and Verification	Centres are required to have robust internal moderation and verification processes which are externally verified by CPCAB.
Candidate Registration Fee	£44
Centre application for CPCAB approval to offer the qualification	Centre application fee: £99 (one-off fee). Centres can design their own training programmes ² - sample schemes of work are available from CPCAB on request. If you are using CPCAB trainer support packs (purchased from the CPCAB website www.cpcab.co.uk/shop) you do not need to provide course mapping details ³

² All centre designed courses must be submitted to CPCAB for approval before candidates can be registered. Although the delivery of courses may differ from centre to centre, all delivery must enable the candidates to achieve the learning outcomes specified in the unit.

³ In this case centres are not required to submit a training programme.

2. Unit summary

Qualification Number:	500/7793/4
Unit title:	Listening Support Skills
Unit Reference Number:	Y/600/8263
Level:	2
Guided Learning Hours	20
Credit value:	3
Learning outcomes (<i>skills, knowledge, understanding</i>)	Assessment criteria (<i>to assess learning outcome</i>)
The learner will/will be able to:	The learner can::
1. Use listening support skills safely	1.1 Explain the nature and limits of the support work, including confidentiality
2. Support an individual to explore their feelings and concerns	2.1 Establish and maintain a support relationship 2.2 Enable an individual to explore their feelings and concerns
3. Show empathic understanding of others	3.1 Communicate non-judgemental acceptance of another individual 3.2 Communicate empathic understanding of an individual's concerns
4. Focus on an individual's feelings and concerns	4.1 Stay focused on an individual's feelings and concerns during the session
5. Use self awareness in listening support	5.1 Reflect on personal feelings in response to providing support
6. Manage the support work	6.1 Use listening and responding skills to support an individual 6.2 End the support work sensitively
7. Use feedback and mentoring to develop listening support skills	7.1 Draw on support from an appropriate mentor 7.2 Use feedback to improve listening support skills

Go to www.cpcab.co.uk/downloads for an LSK-L2 trainer guide which includes guidance to criteria and notes for trainers.

3. Assessment programme – minimum requirements

Candidates must complete all sections of the candidate portfolio⁴ to achieve the unit/qualification.

INTERNAL ASSESSMENT – must include all three methods of assessment		
Programme activities	Assessment method	Types of evidence
Seminars and workshops Review of skills work Review of learning	Documents	❖ Candidate portfolio
Trainer-assessed skills practice	Trainer observation	❖ Candidate portfolio
Skills practice Seminars and workshops	Testimony	❖ Candidate portfolio
EXTERNAL ASSESSMENT		
Not applicable		
MARKING SCHEME		
Internal assessment:	Candidates must complete all sections of the candidate portfolio. Candidate portfolio to be independently verified by CPCAB.	

⁴ A proforma for the candidate portfolio can be found in both the Trainer and Candidate Guide and is available to be downloaded from the CPCAB website www.cpcab.co.uk

4. Trainer-assessor qualifications and experience

Level 2 Award in Listening Support Skills (LSK-L2)		
Trainer	Minimum qualification	Minimum experience as a trainer
Core trainer	Level 2 Award in Listening Support Skills or the equivalent in, for example, counselling, mentoring or coaching	In related field

5. Candidate entry requirements

This unit/qualification is not suitable for those who are currently in a state of severe emotional difficulty and/or severe psychological confusion. Centres need to ensure that all potential candidates are made aware of the nature of the course, and in particular that the course involves experiential elements that will involve some personal disclosure and associated personal developmental activities.

6. Progression routes

The LSK-L2 single unit qualification is part of a suite of CPCAB units/qualifications. Once the candidate has completed this qualification, they may wish to progress to the *Level 2 Award in Introduction to Counselling Skills (ICSK-L2)* – provided they are aged 16 or over. Where specified, credit for CPCAB qualifications or units may be used towards other QCF qualifications.

