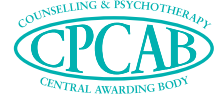


the only awarding body
run by counsellors
for counsellors



**Level 2
Award in
Effective Listening Skills
(ELSK-L2)**

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

Who are these qualifications for?

Our new Level 2 qualifications, *Effective Listening Skills* and *Listening Support Skills*, will benefit students aged 14 years and over who are interested in understanding other people and improving their personal and working relationships.

Effective Listening Skills will enable candidates to improve their listening skills in order to:

- › improve relationships within workplace teams
- › promote better community relations
- › improve work roles
- › improve communication
- › enhance personal relationships
- › enhance helping relationships.

Listening Support Skills will help candidates:

- › to support colleagues at work
- › to support the role of para-professionals and community volunteers
- › to enhance community relations
- › in their work as a helping professional
- › in Peer Support work
- › to support service users
- › to work with helping relationships.

Effective Listening Skills requires 15 GLH; *Listening Support Skills* needs 20 GLH. No previous training or workplace experience is needed to start either course.

How will my centre benefit?

These qualifications provide significant quantifiable benefits for your centre:

- › you will meet government education requirements
- › they provide essential emotional and social life skills for students
- › they attract considerable funding
- › you can save on staffing costs.

1. Funding

Both Level 2 qualifications are short and are suitable for a very large number of potential candidates including:

- › learners in general education
- › those progressing into employment and higher education
- › employees in the health and social care sector
- › staff in business and professional services
- › volunteers in the community.

As such, they will attract considerable funding from the LSC.

2. Staff savings

These qualifications are single units and can be delivered by a cross-college member of staff who has a (minimum) Level 2 qualification in communication, mentoring, coaching or counselling skills. The qualifications complement existing Key Skills programmes as well as being qualifications in their own right.

3. Meeting government requirements

Both qualifications focus on preparing learners to work with others, e.g. children and young people, adult colleagues and the elderly. The generic nature of these qualifications means that all candidates will take away communication skills which support important social, health and educational agendas, e.g. children, working with others and the Provision of Mental Health for All.

4. Providing essential skills

These qualifications focus on improving relationships and developing emotional intelligence. Students will gain valuable life skills and a qualification they can take with them as they progress into employment or higher education.

The next steps...

- 1 Start the registration process by ringing CPCAB on 01458 850350. Answer a couple of questions about your organisation, your trainees and how you plan to deliver your course.
- 2 We send you a form to complete so that we can formally register you as a CPCAB approved organisation.
- 3 You register your trainees using our candidate registration form CR1.

4 We promptly send you the trainer CD and CDs for each of your registered candidates.

5 The bottom line: We will invoice you for the total amount - just £89 to register your organisation and then £38 per candidate per course (for ELSK-L2/LSK-L2). No other charges! The trainer and candidate materials, our quality assurance checks, verification and certification are all included.

6 You deliver the course, assess the trainees’ portfolios and send them to us for independent verification.

7 We verify your assessment decisions and send you a report - together with certificates for distribution to your trainees.

8 You celebrate having a workforce with listening skills!

In summary

These qualifications are approved (accredited by the Office of the Qualifications & Examinations Regulator Ofqual into the National Qualifications Framework). They are short, relevant and funded, support existing programmes and respond to educational requirements.

How do I find out more?

To find out more about how *Effective Listening Skills* and *Listening Support Skills* can add value to the curriculum offered in several of your departments, please visit our website at www.cpcab.co.uk or contact us on 01458 850350.

