

## ELSK-L2 Quick Reference Criteria

<b>Qualification Number</b>	500/7794/6
<b>Level:</b>	2
<b>Guided learning hours:</b>	15
<b>Credit Level</b>	3
<b>Learning outcomes (<i>skills, knowledge, understanding</i>)</b> <b>The learner will be able to:</b>	<b>Assessment criteria (<i>to assess each learning outcome</i>)</b> <b>The learner can:</b>
1. Create a safe space for an individual to talk	1.1 Find a safe place and explain any limits to the listening activity
2. Help an individual to talk about their concerns	2.1 Help the individual feel welcomed and able to talk 2.2 Reply to what the individual is saying showing an understanding of their worries and feelings
3. Understand the importance of being non-judgemental	3.1 Demonstrate a non-judgemental approach
4. Listen attentively	4.1 Use attending skills to let the individual know they have been heard
5. Understand the importance of self-awareness	5.1 Write about how the listening activity affected them 5.2 Describe why they might need support after listening to someone
6. Manage the listening activity sensitively	6.1 Use listening and responding skills to manage the listening activity 6.2 List other sources of support an individual might find helpful
7. Use reflection to develop effective listening skills	7.1 Write reflectively about their use of listening skills in order to develop these skills