

CCLD 401**Establish and develop working relationships****Introduction****What is this unit about?**

This unit is about managing relationships with people important to the setting. Relationships with colleagues, other professionals and agencies are key to ensuring that children receive the best possible provision.

Who is this unit for?

The unit is for you if you have responsibility for supporting others in their work and in ensuring good relationships in a setting or service where the main purpose is children's care, learning and development.

Principles and values

You must work within the principles and values of the sector in order to achieve this unit.

Content of unit

The elements are:

1. Establish and develop working relationships with colleagues
2. Establish and develop working relationships with other professionals and agencies
3. Encourage and facilitate others to reflect on practice and share knowledge

Place in the NVQ/SVQ framework

This is a mandatory unit in the Level 4 NVQ/SVQ in Children's Care, Learning and Development. It also occurs as a mandatory unit in the Level 4 Playwork NVQ/SVQ

Links to Key and Core Skills

This unit may provide evidence for the following:

Key Skills	Core Skills
Communication: 4.1 4.2, 4.3	Communication: Higher
Working with others: 4.1, 4.2, 4.3	Working with Others: Higher
Problem Solving: 4.1, 4.2, 4.3	Problem Solving: Higher

What we mean by some of the words used in this unit

Anti-discriminatory	Taking positive action to counter discrimination: this will involve identifying and challenging discrimination and being positive in your practice about differences and similarities between people
Colleagues	Other people who work with you in the setting or service to whom you offer support as part of your work role: they may be paid or unpaid
Inclusion and	A process of identifying, understanding and breaking down barriers to participation and belonging and implementing these principles in your practice

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inclusive practice	
Others	People within the workplace who may be colleagues or have other roles such as volunteers or parents
Professionals	Other workers who have professional status either in the same sector or related sectors, representatives of statutory agencies

<u>The National Standard</u>	
<u>Element CCLD 401.1</u>	<u>Establish and develop working relationships with colleagues</u>
Performance criteria This is the national standard which you must meet: <ol style="list-style-type: none"> 1. Initiate relationships with colleagues that help them adjust to and develop their roles and responsibilities 2. Identify and agree with colleagues ways in which you can support each other's roles and responsibilities to maintain and improve provision to children 3. Identify and agree how you will communicate with each other 4. Maintain your agreements with colleagues or take the initiative to review arrangements when necessary 5. Work with colleagues to deal with conflict constructively 	

<u>The National Standard</u>	
<u>Element CCLD 401.2</u>	<u>Establish and develop working relationships with other professionals and agencies</u>
Performance criteria This is the national standard which you must meet: <ol style="list-style-type: none"> 1. Identify other professionals and agencies relevant to your work and establish effective working relationships 2. Clearly define and agree your own role and responsibilities and those of other professionals 3. Agree common objectives and ways of working and communicating with other professionals and respect these boundaries 4. Exchange complete, accurate and up-to-date information with other professionals whilst respecting requirements for confidentiality 5. Work effectively with other professionals to improve provision for children 6. Acknowledge your own limitations and respect the expertise and responsibilities of other professionals whilst upholding your own professional expertise 7. Maintain relationships with other professionals which are in line with good practice, values and ethical requirements 8. Handle any disagreements and complaints promptly, positively and in line with organisational procedures and professional guidelines 	

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<u>The National Standard</u>	
<u>Element CCLD 401.3</u>	<u>Encourage and facilitate others to reflect on practice and share knowledge</u>
Performance criteria <p>This is the national standard which you must meet:</p> <ol style="list-style-type: none"> 1. Create opportunities for others to discuss the work they are doing 2. Foster an environment in which others feel able to discuss their progress and share any concerns or challenges they are facing 3. Allow others to discuss what they do and actively listen to what they have to say 4. Help others to structure, evaluate and learn from their experiences 5. Reflect on and learn from what others have experienced and learned themselves 6. Share information and knowledge with others to assist them in dealing with challenges 7. Identify when the difficulties which others are facing are beyond your level of expertise and refer them to an appropriate source of advice and support 8. Encourage and create opportunities for others to share their experiences more widely so that provision can be improved 	

What you must know and understand

To be competent in this unit, you must know and understand the following:	
K4M746	Relevant legal requirements and procedures covering confidentiality and the disclosure of information
K4M747	The types of information that should be treated confidentially; who you can and cannot share this information with
K4P748	The meaning of anti-discriminatory/inclusive practice and how to integrate this into your relationships with children and other adults
K4C749	The processes you should follow to help colleagues adjust to and develop their roles and responsibilities
K4C750	The importance of making sure each team member understands and supports the roles and responsibilities of others and how to make this happen
K4C751	The importance of good communications with all types of colleagues and communication methods you should use
K4C752	The importance of maintaining agreements with colleagues and what to do if you are unable to maintain agreements
K4C753	Why it is important to share information and knowledge with your colleagues and methods you can use to do this
K4P754	Why it is important to encourage others to give you feedback on your performance and how to deal with this feedback

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K4C755	Types of conflict that may occur with colleagues and how to resolve these in a constructive way
K4M756	The range of other professionals with whom you should liaise
K4M757	Why it is important to establish and agree respective roles and responsibilities with other professionals and how to do so
K4C758	Why it is important to agree common objectives, ways of working and communicating with other professionals and how to do so
K4M759	The importance of respecting professional boundaries and how to do so
K4C760	The importance of effective communication with other professionals and how to communicate with other professionals in a way that meets their expectations
K4M761	Why it is important to be aware of the limitations of your own expertise and responsibilities and respect the expertise and responsibilities of other professionals
K4C762	When it is important to assert your own expertise when working with other professionals and how to do so in a way that will maintain an effective relationship
K4M763	Good practice, values and ethical requirements when liaising with other professionals
K4M764	How to handle disagreements with other professionals and inter-agency misunderstandings
K4P765	Why it is important to show respect for other adults' individuality and how to do so
K4C766	How, why and when it may be necessary to adapt the way you communicate to meet the needs of other adults
K4C767	Typical situations that may cause conflict with other adults, how to deal with these effectively and support colleagues who may be involved in these situations
K4M768	The importance of all those involved with children sharing knowledge and experience
K4M769	How to create or make use of opportunities for others to discuss their experiences
K4C770	How to foster an environment in which people feel happy to discuss what they are doing and the challenges they face
K4C771	Essential skills in listening to others and helping them to evaluate and learn from their experiences
K4P772	The importance of learning from the experiences and knowledge of others
K4M773	The types of situations that may occur when the challenges facing others exceed the limits of your own expertise and the procedures you must follow
K4C774	How to encourage colleagues to share their experiences and knowledge more widely