

Unit 4222-323 Support individuals to deal with personal relationship problems (HSC 3028)

Level: 3
Credit value: 4
UAN: R/601/8581

Unit aim

This unit is aimed at those working in a wide range of settings. It provides the learner with the knowledge and skills required to provide support for individuals to manage relationship problems.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. Be able to support individuals to assess relationship problems
2. Be able to support individuals to overcome relationship problems
3. Know how and when to access specialist support about relationship problems
4. Know how to support individuals to end unhelpful relationships
5. Be able to evaluate the support provided for relationship problems

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to HSC 356.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

Assessment

This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.

Learning outcomes 1, 2 and 5 must be assessed in a real work environment but in ways that do not intrude on the individual's privacy.

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Assessment Criteria

Outcome 1 Be able to support individuals to assess relationship problems

Assessment Criteria

The learner can:

1. describe **problems** that may arise within relationships and the potential effects on an individual's well-being
2. work with an **individual** and **others** to identify possible problems in a relationship
3. work with the individual and others to analyse the causes of a relationship problem.

Outcome 2 Be able to support individuals to overcome relationship problems

The learner can:

1. establish with the individual and others the level and type of support needed to overcome problems in a relationship the individual wishes to maintain
2. agree with the individual and others the best way to maintain the relationship while managing risks
3. carry out **agreed support** for overcoming a relationship problem.

Outcome 3 Know how and when to access specialist support about relationship problems

The learner can:

1. describe circumstances that would require additional or specialist advice when supporting an individual to manage a difficult relationship
2. identify specialist information and support for a range of relationship problems
3. describe how to access specialist information or support to help address relationship problems.

Outcome 4 Know how to support individuals to end unhelpful relationships

The learner can:

1. describe types of support individuals may need in order to end an unhelpful relationship
2. explain how to establish with an individual the type and level of support needed to end a relationship
3. describe ways to support an individual to cope with any distress when a relationship ends.

Outcome 5 Be able to evaluate the support provided for relationship problems

The learner can:

1. establish with the individual and others the criteria for evaluating the effectiveness of support for a relationship problem
2. collate **information** about the relationship and the support provided
3. work with the individual to evaluate the effectiveness of the support provided to address the relationship problem
4. work with the individual and others to revise the support provided.

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Additional guidance

- An **individual** is someone requiring care or support
- **Others** may include:
 - family
 - advocates
 - professionals
 - others important to the individual's well-being
- Relationship **problems** may relate to:
 - Conflict
 - Tension
 - Risk of harm
 - Legal restrictions or requirements
- **Agreed support** may include:
 - Supporting the individual to devise strategies to overcome difficulties themselves
 - Making facilities available for contact meetings with the other person
 - Encouraging the individual to keep appropriate contact with the person between meetings
 - Providing support to manage fears, anxieties, conflicts and tensions
- **Information** may include:
 - Observations
 - Records
 - Feedback from the individual and others