

Content Mapping – Level 1 Award in Interpersonal Skills

This document has been produced to enable Tutors and Learners to map content between this qualification and previous versions of this qualification.

New Qualification:

NCFE Level 1 Award in Interpersonal Skills (603/3307/8) 45 GLH

Previous Versions of Qualification:

NCFE Level 1 Award in Interpersonal Skills (500/8572/4) 30 GLH

NCFE Level 1 Award in Interpersonal Skills (601/6333/1) 60 GLH

NCFE Level 1 Award in Interpersonal Skills (500/8572/4) 30 GLH**Unit 01**

Section	Previous version 500/8572/4	New version 603/3307/8	Notes
Title	Understand the use of interpersonal skills (A/601/4041)	Understanding the use of interpersonal skills (T/617/0899)	Minor wording change however no change to the learning outcomes.
Summary	In this unit learners will develop an understanding of the qualities required for situations in which they'll use interpersonal skills. This will include how to use a range of interpersonal skills in given situations and the importance of ethics, values and beliefs.	In this unit learners will develop an understanding of a range of interpersonal skills and qualities. They will understand when to use different interpersonal skills. Finally, they will understand the importance of ethics, values and beliefs when using interpersonal skills.	
LO 1	Understand a range of interpersonal skills and qualities	Understand a range of interpersonal skills and qualities	
AC 1.1	Identify appropriate interpersonal skills	Identify appropriate interpersonal skills	
AC 1.2	Describe how the 3 qualities of empathy, respect and genuineness are used to build a positive relationship	Describe how the qualities of empathy, respect and genuineness are used to build a positive relationship	

NCFE Level 1 Award in Interpersonal Skills (500/8572/4) 30 GLH**Unit 01 (cont'd)**

Section	Previous version 500/8572/4	New version 603/3307/8	Notes
LO 2	Understand how and when to use different communication skills	Understand when to use different interpersonal skills	This learning outcome has changed in terms of moving the focus away from verbal and non-verbal communication skills. We have provided the learner with the option to learn about different verbal and non-verbal interpersonal skills. However it would be acceptable if the learner chose to describe communication skills. We also required the learner to provide examples of when they have personally used these verbal and non-verbal interpersonal skills.
AC 2.1	Give a reason why it is important to use open questioning and constructive feedback	Describe when different verbal interpersonal skills can be used	
AC 2.2	Give an example of when to use non-verbal communication	Describe when different non-verbal interpersonal skills can be used	
AC 2.3	N/A	Give examples of when they have personally used verbal and non-verbal interpersonal skills	
LO 3	Understand the importance of ethics, values and beliefs when using interpersonal skills	Understand the importance of ethics, values and beliefs when using interpersonal skills	The learner is now required to understand confidentiality in more detail. There are two extra ACs in the new version.
AC 3.1	Give an example of a boundary that needs to be set in a given situation	Give an example of a boundary that needs to be set in a given situation	
AC 3.2	Give an example of when a value, belief or behaviour might have an effect on a given situation	Give an example of when a value, belief or behaviour might have an effect on a given situation	
AC 3.3	Give a reason why it is important to maintain confidentiality in discussions	Give a reason why it is important to maintain confidentiality in discussions	
AC 3.4	N/A	Give an example of how to ensure confidentiality in a discussion	
AC 3.5	N/A	Give an example of when confidentiality might need to be broken	

NCFE Level 1 Award in Interpersonal Skills (500/8572/4) 30 GLH**Unit 02**

Section	Previous version 500/8572/4	New version 603/3307/8	Notes
Title	Demonstrating interpersonal skills (H/601/4051)	Demonstrating interpersonal skills (D/617/0900)	
Summary	In this unit the learner will be required to apply their interpersonal skills in a given situation with another individual. They will also need to carry out a review of their skills and identify and plan for how to improve their interpersonal skills in one area.	In this unit the learner will be required to apply their interpersonal skills in a given situation with another individual. They will also need to carry out a review of their skills and identify and plan for how to improve their interpersonal skills.	
LO 1	Be able to use a range of appropriate interpersonal skills	Be able to use a range of interpersonal skills	Minor content change.
AC 1.1	Demonstrate appropriate ways to meet and greet individuals	Demonstrate how to make a positive first impression	
AC 1.2	Demonstrate the use of verbal and non-verbal communication skills in an interaction	Demonstrate how to begin and end an interaction appropriately	
AC 1.3	Demonstrate how to begin and end an interaction appropriately	Demonstrate the use of 2 verbal and 1 non-verbal interpersonal skills in an interaction	
AC 2.3	Outline a plan for the development of one interpersonal skill	Outline a plan for the development of own interpersonal skills	Minor content change.

NCFE Level 1 Award in Interpersonal Skills (601/6333/1) 60 GLH**Unit 01**

Section	Previous version 601/6333/1	New version 603/3307/8	Notes
Title	Understanding the use of interpersonal skills (H/507/2781)	Understanding the use of interpersonal skills (T/617/0899)	No change.
Summary	In this unit learners will develop an understanding of the qualities required for situations in which they'll use interpersonal skills. This will include how to use a range of interpersonal skills in given situations and the importance of ethics, values and beliefs.	In this unit learners will develop an understanding of a range of interpersonal skills and qualities. They will understand when to use different interpersonal skills. Finally, they will understand the importance of ethics, values and beliefs when using interpersonal skills.	Minor wording change however no change to the learning outcomes.
LO 1	Understand a range of interpersonal skills and qualities	Understand a range of interpersonal skills and qualities	
AC 1.1	Identify interpersonal skills	Identify appropriate interpersonal skills	
AC 1.2	Describe how the qualities of empathy, respect and genuineness are used to build a positive relationship	Describe how the qualities of empathy, respect and genuineness are used to build a positive relationship	

NCFE Level 1 Award in Interpersonal Skills (601/6333/1) 60 GLH**Unit 01 (cont'd)**

Section	Previous version 601/6333/1	New version 603/3307/8	Notes
LO 2	Understand how and when to use different communication skills	Understand when to use different interpersonal skills	Learning outcome slightly changed. All AC content changed. The learner is now required to understand verbal and non-verbal interpersonal skills in more detail.
AC 2.1	List the different ways in which individuals communicate	Describe when different verbal interpersonal skills can be used	
AC 2.2	Outline when different communication skills can be used	Describe when different non-verbal interpersonal skills can be used	
AC 2.3	Give examples of when to use open and closed questions	Give examples of when they have personally used verbal and non-verbal interpersonal skills	
AC 2.4	Give examples of when to use active listening and silence	N/A	
AC 2.5	Identify a method for delivering constructive feedback	N/A	
LO 3	Understand the importance of ethics, values and beliefs when using interpersonal skills	Understand the importance of ethics, values and beliefs when using interpersonal skills	LO the same. New version has an extra AC but all other ACs are the same.
AC 3.1	Give an example of a boundary that needs to be set in a given situation	Give an example of a boundary that needs to be set in a given situation	
AC 3.2	Give an example of when a value, belief or behaviour might have an effect on a given situation	Give an example of when a value, belief or behaviour might have an effect on a given situation	
AC 3.3	Give a reason why it is important to maintain confidentiality in discussions	Give a reason why it is important to maintain confidentiality in discussions	
AC 3.4	Give an example of when confidentiality might have to be broken	Give an example of how to ensure confidentiality in a discussion	
AC 3.5	N/A	Give an example of when confidentiality might need to be broken	

NCFE Level 1 Award in Interpersonal Skills (601/6333/1) 60 GLH**Unit 02**

Section	Previous version 601/6333/1	New version 603/3307/8	Notes
Title	Demonstrating interpersonal skills (M/507/2783)	Demonstrating interpersonal skills (D/617/0900)	
Summary	In this unit learners will be required to apply their interpersonal skills in a given situation with another individual. They'll also need to carry out a review of their skills, and identify and plan for how to improve their interpersonal skills.	In this unit the learner will be required to apply their interpersonal skills in a given situation with another individual. They will also need to carry out a review of their skills and identify and plan for how to improve their interpersonal skills.	No change.
LO 1	Be able to use a range of interpersonal skills	Be able to use a range of interpersonal skills	
AC 1.2	Demonstrate how to start an interaction in a way that supports interpersonal communication	Demonstrate how to begin and end an interaction appropriately	The learner is now required to demonstrate how to begin and end interactions.
AC 1.3	Demonstrate the use of verbal and non-verbal communication skills in an interaction	Demonstrate the use of 2 verbal and 1 non-verbal interpersonal skills in an interaction	The learner is now required to demonstrate a specific number of skills in an interaction.
AC 1.4	Demonstrate how to end an interaction in a positive way	N/A	This AC not in new version
LO 2	Be able to review own interpersonal skills	Be able to review own interpersonal skills	No change
AC 2.1	Outline own strengths and areas for development in the use of interpersonal skills	Identify a strength and an area for development in their own use of interpersonal skills	
AC 2.2	Identify where to get support to develop own use of interpersonal skills	Identify where to get support to develop own use of interpersonal skills	No change
AC 2.3	Outline a plan for the development of own interpersonal skills	Outline a plan for the development of own interpersonal skills	

NCFE Level 1 Award in Interpersonal Skills (601/6333/1) 60 GLH**Unit 03**

Section	Previous version 601/6333/1	New version 603/3307/8	Notes
Title	Understanding assertiveness and self-esteem (D/507/2780)	Understanding assertiveness and self-esteem (H/617/0901)	No change.
Summary	In this unit learners will develop an understanding of the characteristics of assertiveness. They'll gain an understanding of how to be assertive and look at situations where this behaviour could be used. Learners will then investigate factors which affect how people feel about themselves and how this influences self-esteem.	In this unit learners will develop an understanding of the characteristics of assertiveness. They'll gain an understanding of how to be assertive and look at situations where this behaviour could be used. Finally, learners will understand self-esteem and the factors that influence self-esteem and behaviour.	
LO 1	Understand assertiveness	Understand assertiveness	Minor content changes
AC 1.1	Define the terms: passive, assertive, aggressive	Explain assertiveness	
AC 1.2	Define the characteristics of: passive behaviour, assertive behaviour, aggressive behaviour	Describe the terms: Passive, aggressive	
AC 1.3	Compare the advantages of using assertive behaviour over aggressive or passive behaviour	Identify the impact of being: assertive, passive, aggressive	
AC 1.4	n/a	Describe how their behaviour changes in different contexts	Extra AC in new version

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Section	Previous version 601/6333/1	New version 603/3307/8	Notes
LO 3	Know about self-esteem	Understand about self-esteem	Minor changes
AC 3.1	Identify factors which influence how people feel about: themselves and others	Identify factors which can influence self-esteem	
AC 3.2	Outline how these factors influence self-esteem and behaviour	Outline how these factors influence self-esteem and behaviour	
AC 3.3	N/A	Describe how the development of own qualities and strengths can support the development of self-esteem	Extra AC in new version
LO 4	Understand own behaviours and how to develop these	N/A	No LO4 in new version
AC 4.1	Identify own position in relation to passive, assertive and aggressive behaviour in different contexts		
AC 4.2	Identify how own assertive communication can be developed		

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