

Unit Title: Interpersonal Interaction
Level: Three
Credit Value: 6
GLH:
NOCN Unit Code: HB73TE001
QCA Unit Reference
Grading Descriptors: 4, 7

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the importance of the fundamental elements of communication	1.1. Define verbal and non-verbal communication 1.2. Examine the relationship between verbal and non-verbal communication 1.3. Describe the key elements of verbal and non-verbal communication 1.4. Critically analyse the importance of verbal and non-verbal communication in the maintenance and development of interpersonal relationships
2. Understand how verbal and non-verbal elements of communication may promote or inhibit effective interpersonal interaction	2.1. Critically examine, with reference to relevant research findings, the effective/ineffective use of verbal and non-verbal skills, with particular reference to social, physical, cultural and situational variables
3. Understand the extent to which communication is influenced by personal knowledge and attitudes	3.1. With reference to psychological theory or research, give examples of the ways in which personal knowledge or attitude could influence interpersonal effectiveness
4. Show an appreciation of his/her own interpersonal behaviour	4.1. Analyse a period of his/her own interaction, recorded on video tape, based upon a given theoretical framework to facilitate this activity 4.2. Evaluate personal strengths and development areas on the basis of this analysis

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ASSESSMENT INFORMATION

Guidance:

This grid gives details of the assessment activities to be used with the unit attached. Please refer to the NOCN Handbook for definitions of each activity and the expectations for assessment practice and evidence for moderation.

The assessment activities for this unit are indicated in the table below:

Key: P = Prescribed – this assessment method *must* be used to assess the unit.
O = Optional – this assessment method *could* be used to assess the unit.

Case study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer		Performance/exhibition	
Written description		Production of artefact	
Reflective log / diary		Practice file	

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication		Working with others	
Information Technology		Problem solving	
Application of Number		Improving Own Learning and Performance	

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Accredited Start date:
Accredited End date:
Unit Sector/Subject area:
Grading descriptors:
Availability for Use:

Purpose and Aim of the Unit	Free Text
Restrictions on the Availability	Free Text or N/A
Additional Assessment Requirements	Free Text or N/A
Details of relationship between the Unit and the NOS	Free Text or N/A
Details of relationship between the Unit and Standards (not NOS)	Free Text or N/A
Endorsement of the Unit by	Free Text or N/A