CSK-L2 Quick Reference Criteria

Qualification number:	500/7938/4
Level:	2
Guided Learning Hours:	90
Credit value:	17

Learning outcomes: (skills, knowledge, understanding) The learner will/will be able to:	Assessment Criteria (to assess learning outcome) The learner can:
1. Use counselling skills ethically and safely	1.1 Use counselling skills within an ethical framework 1.2 Work within personal limits of ability 1.3 Enable the helpee to find additional sources of support where appropriate
2. Establish and sustain the boundaries of the helping role	2.1 Establish boundaries as a helper in a particular setting and within the limits of time available 2.2 Establish the nature and limits of confidentiality for helping work 2.3 Maintain the boundaries of the helping role throughout the session 2.4 End the helping interaction appropriately
3. Work empathically as a helper	3.1 Define empathy 3.2 Identify and explore differences between self and others 3.3 Explore and challenge personal issues, fears and prejudices 3.4 Communicate empathic understanding
4. Focus on the helpee's needs and concerns	4.1 Enable the helpee to identify and focus on their needs and concerns. 4.2 Identify own feelings in order to set them aside and focus on the helpee 4.3 Work with the helpee to meet their objectives

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5. Use self-awareness in helping work	5.1 Describe how reflecting on own personality increases self-awareness
	5.2 Describe how reflecting on own personal history increases self-awareness
	5.3 Describe how reflecting on own patterns of relating increases self-awareness
	5.4 Use self-awareness to inform helping work

6. Use a range of counselling skills to facilitate the helping interaction	6.1 Demonstrate appropriate use of a range of listening and responding skills to facilitate the helping interaction
	6.2 Demonstrate appropriate use of questions
	6.3 Demonstrate sensitivity in timing responses and staying with silence
7. Use feedback and reflection to enhance counselling skills	7.1 Use reflection and feedback to assess personal progress and identify learning needs
	7.2 Use feedback skills to provide constructive feedback to other learners

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