

## Entry Level Vocational Certificate

### Core Unit Assignment - Assertiveness – Entry 3

Learner's Name:	
Registration Number:	
<b>Learner's Declaration</b>	
I certify that the work submitted for this unit is my own:	
<b>Signed:</b>	<b>Date:</b>

THE FOLLOWING SECTIONS TO BE COMPLETED BY THE ASSESSOR

Centre Name:	
Centre Number:	

Please note that the assessor's signature below denotes confirmation that he / she has in no way influenced the outcome of the assessment.

Assessor's Name:	
Assessor's Signature	
Has the unit been Internally Verified?	Y / N

If the learner has had any assistance during the test, please state the nature of the assistance and who provided it.

TASK	Date completed
1	
2	
3	
4	
Unit Completed	

## Assertiveness – Entry 3

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This assignment enables you to demonstrate that you can:

- Develop confidence and respect for others

### Task 1

Write short scripts to show how you would behave in the following situations—disagreeing with another person, making a complaint and maintaining your position in a queue.

### Task 2

Evaluate effective interpersonal skills needed within the situations in Task One.

### Task 3

Identify how a positive body image, an appropriate dress code and an appropriate tone of voice could influence situations of conflict.

### Task 4

Identify a situation of conflict and list the different outcomes from the use of three different emotions – e.g anger, calm, consideration of other views, assertiveness, distress.

**At the end of this assignment you must hand in:**

Task	Evidence
1	Three short scripts.
2	An evaluation of identified interpersonal skills
3	An explanation of factors to influence a conflict situation in a positive way
4	A report of outcomes

## Assertiveness – Entry 3

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**FOR TUTOR GUIDANCE ONLY** – Not for Issue to the learner

Task	Assessment guidance – the learner must
1	Produce three short scripts for given situations.
2	Show understanding of interpersonal skills needed e.g. communication, manner, facial expression, etc.
3	Show evidence of understanding of factors that have positive effect on situations.
4	Understands how outcomes can differ when using a range of approaches and emotions to conflict.

The above evidence will enable the learner to demonstrate that they can:

- Identify effective interpersonal skills in different settings
- Understand how to behave with people in different settings
- Recognise how behaviour affects others
- Understand the importance of other people's opinions