# N:\Branding-Logo\Logos and docs for use internally\NOCN Logo.pngUnit Assessment & Feedback

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| **Learner Name** |  | | |
| **Qualification** |  | | |
| **Unit Title** | Developing Assertiveness | | |
| **Unit Number** |  | **Level** |  |
| **Tutor/Assessor** |  | **Date** |  |

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| **Feedback from Assessor to Learner** | | | | |
|  | | | | |
| **Comments from Learner** | | | | |
|  | | | | |
| **Have all assessment criteria for the unit been met?** | **Yes** |  | **No** |  |
| *If no, please detail action required and target dates for completion. Please initial and date once these have been completed.* | | | | |
| **Any further actions?** | **By when?** | | **Completed?** | |
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| **Learner Signature** |  | **Date** |  |
| **Tutor/Assessor Signature** |  | **Date** |  |
| **IQA Signature (if sampled)** |  | **Date** |  |

# N:\Branding-Logo\Logos and docs for use internally\NOCN Logo.pngLearner Evidence Record

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| **Learner Name** |  | | | | |
| **Qualification** |  | | | | |
| **Unit Title** | Developing assertiveness | | | | |
| **Unit Number** |  | **Level** |  | **Credit Value** |  |
| **Tutor/Assessor** |  | | | | |

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| **AC** | **Assessment Criteria** | **Page No.** |
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**I confirm that the work I have submitted is all my own work**

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| **Learner Signature** |  | **Date** |  |
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| **Tutor/Assessor Signature** |  | **Date** |  |
| **IQA Signature (if sampled)** |  | **Date** |  |
| **EQA Signature (if sampled)** |  | **Date** |  |

Developing Assertiveness

Unit Level: One

Unit Credit Value: 1

GLH: 9

Unique Reference Number: Y/503/0964

This Unit has 2 Learning outcomes.

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| **LEARNING OUTCOMES** | **ASSESSMENT CRITERIA** | **Date started** | **Date completed** |
| The Learner will: | The Learner can: |  |  |
| 1. Know what assertiveness is. | * 1. Define assertiveness   2. Outline the difference between ‘assertive’, ‘passive’ and aggressive’. |  |  |
| 1. Understand how to be assertive . | * 1. State the benefits of being assertive.   2. Identify a situation where assertiveness could be used to achieve a desired outcome.   3. Demonstrate assertive behaviour in a given situation.   4. Outline the importance of self-control when being assertive. |  |  |

**Developing assertiveness**

1. **In the box below write the definition of assertiveness: 1.1**

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1. **In the box below write the definition of being passive: 1.2**

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1. **In the box below write the definition of being aggressive: 1.2**

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1. **Outline the difference between being assertive, passive and aggressive:**

**1.2**

1. **Explain 3 benefits of being assertive: 2.1**

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| **1.** |
| **2.** |
| **3.** |

1. **Describe how you could be assertive in the following situations and what the benefits would be: 2.2**

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| **Situation:** You have ordered some food in a restaurant with your family, the order came out with the wrong food and was cold. The waiter gave you your food and left the table straight away. |
| **How you could be assertive:** |
| **What would the benefits be:** |

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| **Situation:** You have just started your first job at a café. Your shift times are to work from 10-5 but you have been asked to stay until 6 3 times but have not been paid for it. |
| **How you could be assertive:** |
| **What would the benefit be:** |

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| **Situation:** You are in a history lesson at school having a debate with class mates (this is being graded for coursework) |
| **How you could be assertive:** |
| **What would the benefit be:** |

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| **Situation:** |
| **How you could be assertive:** |
| **What would the benefit be:** |

1. **Outline the importance of self-control when being assertive**

**2.4**

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| **Pupil Name:** |
| **Witness name**: |
| **Date:** |
| **Unit reference:** Developing assertiveness |
| **Assessment criteria met**: 2.3 |
| **Task outline:**  **Scenario: You work in a large office at a bank, lately your boss has been putting more and more work on you and you are having to work longer and longer hours (sometimes without being paid overtime) this is affecting your home life and relationships with your family as you are beginning to feel very stressed.**  **Task:**   1. Demonstrate how you would deal with this situation in an assertive way. 2. How could you ensure you were not too passive or too aggressive? 3. What would the desired outcome be? |
| **Witness statement:** |

Signed (Tutor): ……………………………………………………….. Date: ………………………………………………

Signed (Pupil): ……………………………………………………….. Date: ………………………………………………