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Scenario 1

Ava likes someone in her year, but her friends tell her that girls should wait for boys to ask them out first. Ava decides to ask him out anyway, and he says yes. His friends make a few jokes about it, but they are both excited to meet up. They spend the next few days deciding what to do at the weekend, to make sure they both have a good time.

Scenario 2

When a girl Theo likes spends time with him on a school trip, he wonders if she'd like to go out with him. He tells his friends about it, and they tell him to whistle at her and comment on how she looks to get her attention. Theo does this at lunch, but she looks shocked and walks away. His friends say he just needs to keep trying until she agrees to hang out with him again.

Scenario 3

Pria keeps messaging someone she likes but he stops replying. When Pria next sees him, he ignores her, and later she overhears him and his friends laughing about her messages. Pria feels embarrassed and upset - she can't stop thinking about him, and her friends tease her for having such a big crush. But she decides to stop contacting him and to focus on spending time with her friends instead.

Scenario 4

Georgie wishes she saw more of her girlfriend, but Yana is always so busy. At the weekend, Georgie sees Yana in the shopping centre with friends, so she asks her to grab some lunch together. But Yana tells her she's busy and promises she will message her later. By Monday morning, Yana still hasn't messaged, even though Georgie can see she's been messaging in a group chat. Georgie feels really hurt.

Scenario 5

Otis has started liking someone and is really pleased when they ask him to hang out after school. But Otis' parents often talk about what kinds of relationships are acceptable, and how boys and girls are expected to behave in certain ways in relationships. Otis feels confused because what his parents expect is different to how he feels. When the bell rings at the end of the day, Otis leaves school quickly and pretends he's forgotten his earlier plans.

Scenario 6

Yusuf has started spending time with someone who plays football every chance she gets. Even though they have different interests, they get on well. But everyone keeps commenting on how weird it is when they are together. Yusuf has always worried that girls won't like him because he prefers gaming to sport and thinks she probably doesn't really like him. He stops answering her messages.

Communication strategy	Description	Body language	Example of something said
Attacking	Insulting, judging, threatening, being aggressive		
Evasion	Down-playing, ignoring, putting off the conversation		
Informing	Sharing information, feelings and views		
Openness	Curiosity, active listening, summarising		
Uniting	Finding agreement/common values, building connection, finding solutions		

Communication strategy	Description	Body language	Example of something said
Attacking	Insulting, judging, threatening, being aggressive	Loud and often invades others' personal space Pointing and aggressive gestures	"You idiot!" "No one agrees with you, so just shut up!"
Evasion	Down-playing, ignoring, putting off the conversation	Limited eye contact and often try to make themselves look smaller	"It's fine." "We'll talk about it later." "It doesn't matter."
Informing	Sharing information, feelings and views	Has an open posture with arms unfolded	"I've been feeling upset recently." "It was an accident - I didn't mean to do it." "When you say things like that, I feel uncomfortable."
Openness	Curiosity, active listening, summarising	Maintains eye contact and waits for the other to finish speaking before contributing	"Why do you think this happened?" "It sounds like you've been upset about this for a long time."
Uniting	Finding agreement/common values, building connection, finding solutions	Positive gestures e.g. hug, handshake, nodding	"I think that solution will work for us both - thank you for discussing it with me." "How can we make this work for everyone?"

Scenario 1

Marek's been really grouchy lately, so when his parents get on his nerves he snaps at them. Then they get angry with him. The issues are all little things, like they ask him tons of questions about his day and his friends, and they get annoyed if he has a lie-in at weekends. It's making it feel unbearable to be at home right now.

Scenario 2

Laura's dad is a single parent who relies on a small income from part-time work to pay for expenses while he's looking after Laura's younger brothers. Laura's dad says he can't afford expensive school trips and clothes. But Laura feels left out as her friends' parents can afford those kinds of things. Laura recently got upset about it and snapped at her dad.

Scenario 3

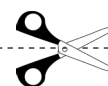
Jermain's nan has some views which he feels are quite out-of-date. She makes embarrassing comments about couples they see on TV, and she refuses to buy takeaways if friends come over. She insists they sit up at the dinner table to eat a full home-cooked meal, which Jermain finds embarrassing. He wants to get her to change her expectations.

Scenario 4

Tilly has recently been placed with a new foster family and is finding it difficult to learn a new set of rules and expectations, so she gets really angry sometimes and lashes out. She had similar problems at her last foster placement, and she doesn't know what to do.

Scenario 5

Hayden's dad loves to cook and gets offended unless the family eats lots of the food he prepares. Hayden always feels sick after eating one particular meal, but last time his mum said something his dad threw the plate across the table.



Scenario 1

The bus was full, so Kezia has had to walk home and is really late. As often happens, Kezia's dad shouts at her for being late and grounds her, without asking what's happened. Kezia shouts back and throws her dad's phone across the room before going up to her room.

Scenario 2

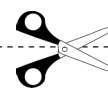
Joe has an interview for a weekend job. When he tells Dylan, Dylan suggests he gives Joe a new haircut he learnt at college. Joe doesn't want this but fears saying "no", as Dylan often shouts to get his way. Joe wants to find a way to resolve the situation without annoying Dylan.

Scenario 3

Sam pressured Liam to skip a lesson they both dislike. They got into trouble with their parents and Liam has now had his devices confiscated so he can't contact Sam. Being cut off from his friends is making him angry, and it also means he is struggling to do his homework.

Scenario 4

Mei's sister wants to borrow her canteen card for the third time this week. It means Mei won't have enough for the rest of the month, and her parents don't have money for extras. Her older brother used to bully her for her canteen credit and she doesn't want the same thing to happen again.



<p>Kezia</p>	<ul style="list-style-type: none"> • Both Kezia and her father have been using an attacking, aggressive communication style. Often, if one person behaves in an aggressive way, this is mirrored by the other person. • Sometimes pausing before responding, and thinking about why the person is angry, can help someone to respond in a less aggressive way. This may be something Kezia could consider next time. • As this appears to be a long-standing issue, Kezia may benefit from support to manage her feelings and find a way forward - this could be a friend, teacher or other trusted adult in the first instance. • It is not clear from the scenario - it is common for parents to over-react if they are worried about their child - but if there are signs of controlling, intimidating behaviour, additional support may be needed as this is not acceptable. • If Kezia thinks it might help the situation, she could apologise later for throwing the phone. This might offer the opportunity to have a longer conversation at a less emotional time to discuss what happened and the impact of the way her father reacted. • Using “I feel...” language rather than labelling her father’s behaviour is likely to have a better outcome.
<p>Joe</p>	<ul style="list-style-type: none"> • In healthy relationships, it is normal to need to say “no” sometimes - it is not okay for Dylan to pressure people into feeling they cannot do what they wish with their own bodies, including their hair. • If Joe feels uncomfortable about the haircut, he needs to find a way to say it’s not for him. Perhaps offering to help find another volunteer would be a positive way forward. • If it is simply the timing that makes Joe feel uncomfortable, there may be other options such as suggesting they wait to experiment. • Leaving it until the last minute to back out could create more problems if Dylan intends to use the experiment as part of his training/coursework, so it’s important to be up-front about this. • However, it can also be helpful to choose the right moment. If Dylan is on his own, he may be less likely to be embarrassed or use others to back up his persuasion. Or Joe could choose a time when he’s with friends who can help smooth over any negativity and provide moral support.
<p>Liam</p>	<ul style="list-style-type: none"> • Liam must take responsibility for his behaviour choices - there are consequences for his actions. While laptops, tablets and phones may seem a requirement for daily life to some, others do not have access to them. They are a privilege, not a ‘right’, so it is legitimate for parents to review access to them. • However, it may be possible to negotiate to find a middle ground with his parents to help him study. • Liam should reflect on why his parents have taken away his devices and try to see the situation from their perspective. Although at first glance it may seem they are trying to punish him, it is likely to be mostly aimed at encouraging better decisions in the future, and to discourage unhealthy relationships which they might see as contributing to poor decisions. Perhaps Liam could ask his parents to talk this through with him. • Liam may need to consider alternative ways to complete his studies and connect with

	<p>friends.</p> <ul style="list-style-type: none">Liam may choose to rethink his friendship with Sam if he is being pressured into situations like these. Liam either needs to build his resistance to peer pressure, or step away from a friendship that may not be respecting his boundaries and best interests.
Mei	<ul style="list-style-type: none">In the immediate situation, the school may be able to help with providing some food for Mei's sister so she doesn't miss out, or she could agree to pay this time but on the condition her sister pays the rest of the week - with this being followed up at home.Mei could remind her sister about the card when at home or Mei's sister can set reminders on her phone, if being forgetful is the issue rather than it being an intentional manipulation.If this is more of a worrying family pattern, further discussion with parents and/or another trusted adult may be needed.Mei may benefit from practising being more open and uniting, and saying no to pressure. However, it is important to recognise that bullying and manipulative behaviour are unacceptable and should be flagged with school staff (and parents in this instance).

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