Unit Title:	**Develop interactions with advice and guidance clients**
OCR unit number:	17
Sector unit number:	AG3
Level:	Level 3
Credit value:	4
Guided learning hours:	25
Unit reference number:	F/602/5140

Unit purpose and aim

The aim of this unit is to show that the candidates can interact with clients in a way that is appropriate and constructive.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Be able to enable clients to explore their issues	**The Learner can:** 1.1 Create a suitable environment for the client to be comfortable to express their issues and concerns 1.2 Encourage the client to explore their requirements, their ideas for achieving them and any potential barriers to achievement 1.3 Encourage clients to set priorities 1.4 Identify a range of communication skills that could be used to work effectively with clients	• Client groups that employment related services organisations deal with • What makes an environment comfortable? e.g. should there be privacy or a third party present, etc. • Ways of allowing clients to state their objectives and plans. • Highlighting barriers; working with the client to prioritise their actions. • Verbal and non-verbal communication skills that will help most with clients.
2 Be able to sustain interactions with clients	2.1 Recognise the nature and stage of the interaction and provide opportunities to sustain this 2.2 Encourage clients to provide additional information 2.3 Manage any inappropriate information given by clients	• The stages that service users may go through. • How to deal with different attitudes • How to draw out additional information that assists interactiohs • Types of inappropriate information that may be given, how to handle this and consequences of not dealing with it.

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Learning Outcomes	Assessment Criteria	Teaching Content
3 Be able to bring interactions to a close	3.1 Provide clear opportunities for clients to end the interaction 3.2 Allow clients to decide on the next steps and agree with them any further activities or support that is needed 3.3 Review the interaction and summarise the points made	• Verbal signals or body language etc that it is appropriate to finish a meeting. • What systems are in place, such as action plans, to enable the client to agree next steps and to confirm what has been agreed.

Assessment

This unit is internally assessed by centre staff and externally verified by OCR.

Evidence requirements

Simulation is not allowed for any part of this unit. All evidence of your performance must be generated in your workplace, in accordance with organisational procedures and national, local and professional guidelines.

Guidance on assessment and evidence requirements

Please refer to the OCR Centre Handbook available from the OCR website www.ocr.org.uk.

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Advice and Guidance	LSIAG3	Develop interactions with advice and guidance clients

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Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing		Use ICT systems	
Reading	✓	Analysing		Find and select information	
Writing	✓	Interpreting		Develop, present and communicate information	

Resources

Evidence record sheets and witness statements are available from the OCR website www.ocr.org.uk.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .