

Unit Title:	Negotiate on behalf of clients
OCR unit number:	Unit 15
Level:	5
Credit value:	6
Guided learning hours:	40

## Unit purpose and aim

This unit aims to develop the learner's understanding of negotiation skills and to help the learner to use these to meet a client's or organisation's needs.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <ol style="list-style-type: none"> <li>Understand the principles and practice of negotiation</li> </ol>	<p>The learner will:</p> <ol style="list-style-type: none"> <li>analyse the principles of negotiation</li> <li>evaluate negotiation techniques</li> </ol>
<ol style="list-style-type: none"> <li>Understand the role and purpose of negotiation on behalf of clients</li> </ol>	<ol style="list-style-type: none"> <li>analyse when it is necessary to negotiate on behalf of clients to meet their career-related needs</li> <li>explain how to approach clients who require negotiated support</li> <li>analyse the services and agencies with which negotiation is required to meet client needs</li> <li>critically evaluate the skills needed to negotiate with third parties</li> </ol>
<ol style="list-style-type: none"> <li>Be able to negotiate on behalf of clients to meet their career-related needs</li> </ol>	<ol style="list-style-type: none"> <li>agree with clients the negotiation offer to meet their needs</li> <li>negotiate with third parties to meet client needs</li> <li>consult with clients about the agreed outcomes of negotiations</li> <li>agree with clients the implications of the negotiation in meeting their career-related needs</li> <li>record the outcomes of negotiation</li> </ol>
<ol style="list-style-type: none"> <li>Understand the role and purpose of negotiation with other organisations</li> </ol>	<ol style="list-style-type: none"> <li>analyse when it is necessary to negotiate with other organisations</li> <li>explain how to prepare for and how to approach and work with other organisations</li> </ol>

Learning Outcomes	Assessment Criteria
	4.3 critically evaluate the skills needed to negotiate with other organisations
5. Be able to undertake the negotiation process with other organisations	5.1 explain the negotiation process that took place 5.2 explain how it was recorded

## Assessment

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This unit is internally assessed and externally verified by OCR Assessors. Simulations are not allowed.

To achieve a Pass, learners must produce evidence which meets all the assessment criteria.

## Evidence requirements

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All evidence of a learner's performance must be generated in the workplace. Learners must produce their own work and assessors use a range of assessment methods. More information about suitable forms of evidence can be found in the OCR Level 4 Diploma in Career Information and Advice Centre Handbook.

## Guidance on assessment and evidence requirements

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In order to provide appropriate evidence to meet the assessment criteria for this unit the following methods can be used:

- assignment/report
- case study
- observation
- product evidence
- professional discussion
- witness testimony.

The use of observation should preferably be face to face or through 'visual technology'. The use of audio recordings is allowed where the above options are not accessible or for a telephone guidance-based service.