

Unit Title:	Agree the purpose of client-centred career interactions and maintain communication with clients
OCR unit number:	Unit 04
Level:	6
Credit value:	6
Guided learning hours:	40

Unit purpose and aim

This unit aims to develop the learner's critical understanding of the purpose of the career guidance and development interaction, a range of techniques and approaches employed in clarifying expectations and agreeing the aim, how to prepare for the interaction and how to maintain and adapt communication throughout the interaction.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <ol style="list-style-type: none"> Understand techniques used to agree the purpose of careers guidance and development interactions with clients 	<p>The learner will:</p> <ol style="list-style-type: none"> critically analyse techniques used to agree the purpose of careers guidance and development interactions with clients in different settings justify the requirement for client interactions to have a clearly defined purpose
<ol style="list-style-type: none"> Understand a range of digital technologies used to communicate with clients 	<ol style="list-style-type: none"> critically evaluate the range of digital technologies used to communicate with clients
<ol style="list-style-type: none"> Be able to agree with clients the purpose of career guidance and development interactions 	<ol style="list-style-type: none"> explain confidentiality and the interaction process discuss with clients their expectations of careers guidance and development interactions explain to clients how interactions will result in outcomes requiring actions
<ol style="list-style-type: none"> Be able to maintain and adapt communication with the client during the career guidance and development interaction 	<ol style="list-style-type: none"> adapt communication with clients to meet their specific requirements and environment use a range of models and techniques to support the clients career guidance and development needs summarise and agree the outcomes of the interaction explain how communication was adapted considering the digital technologies used with clients

Assessment

This unit is internally assessed and externally verified by OCR Assessors. Assessment must include direct observation of practice. Simulations are not allowed.

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

Evidence requirements

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 6 Diploma in Career Guidance and Development Centre Handbook.

Guidance on assessment and evidence requirements

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

- assignment/report
- professional discussion and/or questioning of learner.

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.