

Unit Title: Negotiate on behalf of advice and guidance clients

OCR unit number: 11
 Sector unit number: AG11
 Level: Level 5
 Credit value: 5
 Guided learning hours: 35
 Unit reference number: M/602/5182

Unit purpose and aim

The aim of this unit is to show the ability to work with the client and then negotiate with other parties on behalf of the client.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand the main points of negotiation	The Learner can: 1.1 Explain the types of negotiation strategies suitable for different types of issue 1.2 Explain what different formats of negotiation can be used 1.3 Explain what supporting documentation might be required	<ul style="list-style-type: none"> For employment purposes negotiation may be with employers, charities, government departments. Types of strategy would work with each e.g. apprenticeship funding with employers. Different approaches that could be used. Types of contracts that are used.
2 Be able to prepare offers that meet the clients requirements	2.1 Review the client's requirements 2.2 Identify a negotiation strategy suitable for the client's requirements 2.3 Prepare suitable offers for clients that meet their requirements	<ul style="list-style-type: none"> Type of employment required, temporary, permanent, part-time, etc. The strategy would have to be varied depending on how close the employer's needs are to the client's needs. Suitable contract wording with the employer.
3 Be able to explain offers received from other parties	3.1 Receive offers from other parties 3.2 Consult with the clients to assess how far the offers meet requirements 3.3 Recommend the next stage in the negotiations	<ul style="list-style-type: none"> Types of offer that likely to be received. Methods of explaining the advantages/disadvantages to the client. Points to consider when making recommendations.

Learning Outcomes	Assessment Criteria	Teaching Content
4 Be able to establish an agreement for clients	4.1 Produce agreements that effectively meet the client's requirements and that are in the required format 4.2 Incorporate all necessary details into the agreement and ensure it is capable of being implemented 4.3 Confirm agreements with clients at appropriate stages of the negotiations 4.4 Advise the clients why any requirements cannot be met or if there are any significant changes to the agreement	<ul style="list-style-type: none"> Types of employment agreements that are used with client groups. Reasons for variations. Details that are required in every agreement and any additional details to meet special circumstances. Main stages of the negotiations at which the client's agreement should be confirmed. How to proceed if the agreement does not fully meet the client's expectations.

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	AG11	Negotiate on behalf of advice and guidance clients

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.