Unit Title:	**Establish communication with clients for advice and guidance**
OCR unit number:	9
Sector unit number:	AG1
Level:	Level 3
Credit value:	3
Guided learning hours:	20
Unit reference number:	J/602/5138

Unit purpose and aim

Demonstrate the ability to communicate with clients using various suitable methods.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand the factors that contribute to effective communication with clients	**The Learner can:** 1.1 Explain how to create a safe and suitable environment for practitioners and clients 1.2 Explain the effects of different types of verbal and non-verbal communication	• Nature of the client groups involved. Ensuring clients feel comfortable - privacy or a third party present. • Tone of voice, body-language/stance, repetition, reflecting back, active listening,.
2 Be able to establish effective communication with clients	2.1 Introduce the service to clients in a way that matches their needs 2.2 Provide clients with the appropriate time to express their requirements 2.3 Make the client aware of limits of confidentiality	• Services that are able to be offered. Ways of passing information to the client. Ways of helping the client to confirm what is suitable for them. • Circumstances exist where information is received must be passed on. Ensure that the client is aware when this would happen.
3 Understand how to minimise difficulties when communicating with clients	3.1 Explain what difficulties with, and barriers to, communication may occur 3.2 Explain immediate actions to minimise any difficulties with, and barriers to, communication 3.3 Explain how to access support for minimising	• Communication problems that may occur; e.g. impaired hearing, language barriers. • Internal resources available to overcome barriers - personnel and expertise; material resources and physical facilities. • Additional/external sources of support available – local

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Learning Outcomes	Assessment Criteria	Teaching Content
	difficulties with, and barriers to, communication	authority, private and voluntary sectors.
4 Be able to minimise difficulties in communication	4.1 Identify communication difficulties in relation to individual clients 4.2 Adapt own approach to minimise the effect of any communication difficulties 4.3 Select resources to meet the needs of individual clients	• Specific difficulties that have arisen with various clients. • Actions and resources used to overcome the problems. • Reasoned explanation for use of resources.

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	AG01	Establish communication with clients for advice and guidance

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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 .