

Unit Title:	Agree the purpose of client-centred career guidance interviews and maintain communication with clients
OCR unit number	Unit 4
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 different types of career guidance interview, a range of techniques and approaches employed in clarifying expectations and agreeing the aim, purpose and scope of the career guidance interview, how to prepare for the interview, maintain communication throughout the interview and how to tailor the interview to the client's needs and how to apply these in practice.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand techniques used to agree the purpose of careers guidance interviews with clients</p>	<p>The learner will:</p> <p>1.1 evaluate purpose of different types of career guidance interviews</p> <p>1.2 analyse techniques used to agree the purpose of careers guidance interviews with clients</p> <p>1.3 justify the requirement for client-centred interviews to have clearly defined outcomes</p>
<p>2. Understand the media used to communicate with clients</p>	<p>2.1 critically analyse available media used to communicate with clients</p> <p>2.2 evaluate use of techniques to communicate with clients</p>
<p>3. Be able to agree with clients the purpose of career guidance interviews</p>	<p>3.1 discuss with clients their expectations of careers guidance interviews</p> <p>3.2 tailor communication in the interview to meet the needs of individual clients</p> <p>3.3 explain to clients how interviews will result in outcomes requiring actions</p>
<p>4. Be able to maintain communication with the client during the client-centred interview</p>	<p>4.1 adapt communication with clients to meet their specific requirements</p> <p>4.2 reflect back client responses to check understanding</p> <p>4.3 summarise outcomes of the client-centred interview</p> <p>4.4 record the outcomes of careers guidance interviews</p>

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, candidates must produce evidence which meets all of the assessment criteria.

Evidence requirements

All evidence of a candidate's performance must be generated in the workplace. Candidates must produce their own work and assessors use a range of assessment methods. Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase. Further information regarding 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, direct observation must be used and OCR recommends the use of witness testimony, as appropriate. Other suitable evidence could include:

- assignment/report
- professional discussion and/or questioning of candidate

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 .