

Unit Title:	Negotiate on behalf of clients
OCR unit number	Unit 14
Level:	5
Credit value:	4
Guided learning hours:	30

Unit purpose and aim

This unit aims to develop the learner's understanding of negotiation skills and to enable the learner to use these to meet client and organisation need.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand the principles and practice of negotiation</p>	<p>The learner will:</p> <p>1.1 analyse the principles of negotiation</p> <p>1.2 evaluate negotiation techniques</p>
<p>2. Understand the role and purpose of negotiation on behalf of clients</p>	<p>2.1 analyse when it is necessary to negotiate on behalf of clients to meet their career-related needs</p> <p>2.2 explain how to approach clients who require negotiated support</p> <p>2.3 analyse the services and agencies with which negotiation is required to meet client needs</p> <p>2.4 critically evaluate the skills needed to negotiate with third parties</p>
<p>2. Be able to negotiate on behalf of clients to meet their career-related needs</p>	<p>3.1 agree with clients the negotiation offer to meet their needs</p> <p>3.2 negotiate with third parties to meet client needs</p> <p>3.3 consult with clients about the agreed outcomes of negotiations</p> <p>3.4 agree with clients the implications of the negotiation in meeting their career-related needs</p> <p>3.5 record the outcomes of negotiation</p>

Assessment

This unit is internally assessed and externally verified by OCR Assessors. 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 4 Diploma in Career Information and Advice Centre Handbook.

Guidance on assessment and evidence requirements

In order to provide appropriate evidence to meet the assessment criteria for this unit, direct observation may be used and OCR recommends the use of witness testimony, as appropriate. Other suitable evidence could include:

- assignment/report (LO1)
- case study
- product evidence: letters emails text shown to assessor "in situ" (LO2)