

Unit Title: **Establish communication with clients for advice and guidance**

OCR unit number	1
Unit sector reference	AG1
Level:	3
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

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

Learning Outcomes	Assessment Criteria
The Learner will:	The Learner can:
1 Understand the factors that contribute to effective communication with clients	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
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
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 difficulties with, and barriers to, communication
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

Assessment

This qualification is internally assessed by centre staff and externally verified by an OCR Assessor.

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.

Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using and the tasks you will be undertaking to demonstrate your competence.

You must provide your assessor with evidence for all of the assessment criteria for each learning outcome. Your assessor must be satisfied that you are able to undertake your work activities consistently over a period of time.

It is up to your assessor, working with the guidance provided, to determine a suitable mix of assessment methods, and to decide on the amount and type of evidence that is required to judge your competence.

The preferred assessment methods to be used for this unit are:

Direct observation of performance: Observation of you undertaking real work activities. This could involve interacting with clients or providing information to clients.

Evaluation of work products: Any item generated from real work activities. Evidence could be from different locations and from a variety of sources. This could include case notes, records and correspondence. It is not required in your portfolio and can remain where it is normally stored. The location and relevance of the evidence must be indicated in your portfolio. The evidence must be available for assessment and verification.

Questioning: Questions to ensure that you are able to apply your knowledge to your performance in the real work place. This may be used for areas not observed or evidenced through work products. This may be oral or written but evidence of the questioning must be recorded in an appropriate format. In addition your assessor may ask questions to clarify aspects of your practice.

Witness testimony: A confirmation or authentication of activities described in your evidence which your assessor has not seen. This could include a report or statement from a line manager or other appropriate person.

Professional discussion: A structured discussion with your assessor, about your performance of specific activities and a reflection on the reasons why you practised that way. The key aspects of this discussion will be recorded in a suitable format as evidence in your portfolio.

National Occupational Standards (NOS) mapping/signposting

This unit is derived from the National Occupational Standards in Advice and Guidance 2006 (Lifelong Learning UK).

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.