

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Interaction Skills for Information, Advice and Guidance
QAC Code:	D/615/3725
Level:	3
Credit Value:	6
Minimum GLH:	42

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Demonstrate how to explain the information, advice and guidance service and own role within it to clients	1.1 Explain the information, advice and guidance service available and own role within it to a range of clients
	1.2 Agree with clients how the service can meet their needs and further support services accessed
	1.3 Explore and agree the purpose of the interview with individual clients to ensure their requirements are clarified
2. Understand the importance of confidentiality, data protection and impartiality in interactions with clients	2.1 Describe how impartiality is explained to clients and why this is important
	2.2 Explain, with examples, how to ensure confidentiality in interaction with clients
	2.3 Explain situations when it may be appropriate to break the boundaries of client confidentiality
	2.4 Describe how data protection is explained to clients and why this is important
3. Understand the importance of effective communication skills in the delivery of information, advice or guidance	3.1 Explain and use a range of appropriate questioning styles to encourage communication with clients

	3.2	Explain and use a range of effective listening skills
	3.3	Explain and use a range of effective non-verbal communication skills
4. Understand how to explore a range of options with the client to meet their requirements	4.1	Clarify and confirm client's requirements with them
	4.2	Agree with clients a suitable range of options relevant to their requirements
5. Know how to agree an appropriate course of action with the client	5.1	Summarise the interaction with the client highlighting key points discussed
	5.2	Agree a course of action with the client that is realistic and achievable, identifying any issues they may face
	5.3	Agree with the client how a course of action will be reviewed
6. Identify personal development needs	6.1	Summarise own strengths and their relevance to information, advice and guidance
	6.2	Produce an action plan to develop own skills and knowledge in relation to delivering information, advice and guidance

Assessment Guidance

There is a requirement to observe and assess practice in this unit. Simulation is not permitted. To be eligible for the award of credit for this unit, learners must be able to provide evidence of a minimum of one assessed observation of practice that has met the required standard of practice.