

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Developing Interview Skills for Advice Work - Benefits
QAC Code:	D/615/3790
Level:	3
Credit Value:	1
Minimum GLH:	7

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to interview clients with benefits problems appropriately	1.1 Interview two different clients, exploring and summarising problems and giving options for resolutions
	1.2 Explain the necessary actions and assess the level of intervention required on behalf of two different clients
	1.3 Conclude the interview for two different clients appropriately and undertake relevant recording procedures
2. Understand support available to the advisor	2.1 Explain situations when supervisor or colleague support may be required and the mechanisms available
	2.2 Describe areas for personal development and how to access training

Assessment Guidance

There is a requirement to observe and assess practice for LO 1 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.