

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Developing Interaction Skills for Information, Advice and Guidance
Unit Reference Number:	M/506/3596
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand how to interact with clients	1.1 Describe an appropriate model for interactions with individual clients
	1.2 Give reasons for using a structured approach for interactions
	1.3 Describe how to reach a shared agreement with clients
2. Understand the importance of effective communication skills in the delivery of information, advice or guidance	2.1 Describe and use a range of appropriate questioning styles to encourage communication with clients
	2.2 Describe and use a range of effective listening skills
	2.3 Describe and use a range of effective non-verbal communication skills
3. Understand how own values, beliefs and attitudes may affect interactions with clients	3.1 Describe how to work with clients in a supportive and non-discriminatory manner
	3.2 Give examples of how own beliefs, values and attitudes may affect interactions with clients
4. Understand the importance of confidentiality and impartiality in interactions with clients	4.1 Describe how principles of confidentiality and data protection are adhered to in interactions with clients

	4.2 Describe how impartiality in service delivery is maintained
5. Outline an action plan for developing own interaction skills	5.1 Describe own personal strengths in interaction skills which contribute to effective service delivery
	5.2 Describe areas for personal development in interaction skills to strengthen own contribution to service delivery