

DEVELOP EFFECTIVE BUSINESS SUPPORT RELATIONSHIPS WITH CLIENTS

Unit Level	5
Unit Number	5024
Ofqual Reference	J/503/7120
Credit Value	8
Total Unit Time	80
Guided Learning Hours	30

LEARNING OUTCOMES

ASSESSMENT CRITERIA

1	Understand the different methods of communicating	1.1	Evaluate the benefits and disadvantages of different methods of communicating
		1.2	Explain how a business support adviser would encourage a client to be open about business matters
		1.3	Describe situations when listening, questioning and negotiation skills would be required of a business support adviser
2	Be able to develop positive relationships with clients	2.1	Explain the duty of care a business support adviser has to clients
		2.2	Explain the ethical standards and code of conduct to which a business support adviser should adhere
		2.3	Evaluate methods of developing the client's confidence and trust in the business support adviser
3	Be able to advise clients of, and refer clients to specialist sources of advice and support	3.1	Explain the process of referring a client to a specialist advice practitioner when the advice is beyond the role of the business support adviser
		3.2	Identify a range of specialist practitioners and support available to the client

3.3 Explain the reasons for accepting clients onto different business support services

3.4 Evaluate different sources of funding and identify how to access advice and support for the client

ADDITIONAL INFORMATION ABOUT THIS UNIT

Unit Aims

This unit is about developing positive relationships with all and refer clients to specialist support where applicable.