

PROFESSIONAL CLIENT PRACTICE COURSE – LEVEL 4 AWARD



The **Professional Client Practice - Level 4 Course** is designed for people who wish to develop their client practice skills. This course is suitable for practitioners of many different industries including Coaching, Counselling, Designing or Planning.

The course is designed for study by distance learning at work or at home. Students receive course manual, assignments and study guide plus tutor support by mail and email.

Objectives:

At the end of the course you will be able to:

- Research and compose a statement of professional standards for your chosen industry.
- Devise an analytical process which enables client's needs and expectations to be identified and agreed.
- Analyse client's briefs and development implementation plans.
- Compose a portfolio of practical experiences, including reviews, records and client feedback.

Price:
£250.00

Instalment Options:
You can spread the payments for this course over 4 monthly payments. 1 initial payment of £100.00, followed by 3 monthly payments of £50.00.

Course Format:
Paper Based Course Materials

Assessment:
Coursework

Approximate Study Time:
80 Hours of Self Study

The Course Covers the Following 5 Units:-

Each unit is followed by a written assignment, which is submitted and then marked by your tutor. There are no external examinations required.

➤ **Unit One – Identifying Professional Standards, Ethics and Codes of Practice**

The following topics are covered: Ethics and standards; Client confidentiality; Industry codes of practice; and Developing a client contract.

➤ **Unit Two – Identifying, Negotiating and Agreeing the Client Brief**

The following topics are covered: Meeting the client; Identifying client needs; Setting expectations; and Agreeing the end point.

➤ **Unit Three – Planning and Implementing the Client Assignment**

The following topics are covered: Stating client needs and clarifying outcomes; Outlining the client assignment process; Agreeing responsibilities; Financial matters; Setting milestones and review points; and Establishing a timetable.



➤ **Unit Four – Concluding the Client Assignment and Obtaining Client Sign-Off**

The following topics are covered: Recording progress; Negotiating revisions to the programme; Obtaining client feedback; and Resolving difficulties.

➤ **Unit Five – Reviewing the Assignment and Identifying Further Professional Development**

The following topics are covered: Building a portfolio; Analysing feedback; Summarising outcomes; Self assessment; and Planning further personal development.



Pre-Requirements:

There are no particular entry requirements.

Course Duration & Support:

Students may register at any time and have a full year to complete their studies. You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

Assessment:

You will be assessed on coursework which is detailed in the course materials. Most coursework consists of short paragraph answers to set questions. Your work can be sent back to your course tutor by email or by post.

Qualification:

The award is gained from successfully completed coursework so there is no exam to complete.

On successful completion of this course, students will receive a **Level 4 Professional Client Practice Award**.

This award has been independently accredited at a level of learning equivalent to level 4 on the National Qualifications Framework (NQF) and is comparable to working at NVQ Level 4.

The award is issued through NCFE. NCFE is recognised as an awarding body by the qualification regulators ('regulators') for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

