



## CDI Recommendations for Quality Assurance Criteria: Career Development Interventions - Observation/Self Reflection

Name of Observer:

Location:

Date:

Name of Practitioner:

Nature of the intervention:

<b>1. Core generic skills, knowledge and attitudes that should be demonstrated throughout the interaction</b>		How demonstrated
<ul style="list-style-type: none"> <li>• Empathy</li> <li>• Genuine concern</li> <li>• <b><i>Ethical and reflective practice</i></b></li> <li>• Use of <b><i>skills and strategies</i></b> to ensure that the client is engaged from the outset</li> <li>• Noting and responding to the client's verbal and non-verbal signals</li> <li>• Adapting and tailoring communication to meet the needs and specific requirements of the client including language and pace</li> <li>• Use of a range of skills including:               <ol style="list-style-type: none"> <li>1. Listening</li> </ol> </li> </ul>	<p style="color: #008080;">Achieved YES/NO</p>	

<ul style="list-style-type: none"> <li>2. purposeful and pertinent questioning</li> <li>3. paraphrasing, reflecting, summarising</li> <li>4. challenging</li> </ul>		
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2. Establishing a positive working relationship	How demonstrated	
<p>Ensures that the <b>environment</b> provides a safe physical and psychological space.</p> <p>Provides warm welcome to the session.</p> <p>Ensures that the client is settled in and comfortable and is ready to engage.</p> <p>Timely introduction of confidentiality to ensure that the client is informed about and understands what information will be shared and how information will be used and shared including safeguarding considerations</p>	<p>Achieved YES/NO</p>	

3. Contracting and setting the agenda	How demonstrated
<p>Achieved YES/NO</p> <p>Discusses and clarifies the client’s presenting needs and situation and what they would like/what they expect from the interaction. Any unrealistic expectations are addressed.</p> <p>Use of reflection to understand and clarify the client’s career related needs.</p> <p>Explanation of the benefits of guidance (beyond presenting need)</p> <p>Ensures the client understands the role of the Practitioner. <b>Agrees</b> how they will work together/<b>agrees</b> the nature of the <b>working relationship</b>.</p> <p>Clarifies how the process can help the client.</p> <p>Negotiates and <b>agrees</b> with the client how the interaction will proceed including how the interaction will result in an action plan.</p> <p>Reviews previous action plan(s) including the impact of career guidance and development. This review is used to help plan the client’s further career guidance and development needs.</p>	

4. Exploring and agreeing the client's career guidance needs		How demonstrated
<p>Uses a range of <b>skills and strategies</b> to enable the client to explore their situation, thoughts and feelings in more detail.</p> <p>Identifies and <b>agrees career development strengths, needs and barriers</b></p> <p>High leverage issues are identified, e.g. issues which may not be the immediate presenting issues but which are having significant impact on client's decision making</p> <p>Client's opportunity awareness is explored and understood</p> <p>Supports the development of client confidence and skills to determine their own career guidance and development needs</p> <p>Re-contracting takes place as appropriate</p>	Achieved YES/NO	

5. Addressing the client's career related needs		How demonstrated
<p>The client's immediate needs are addressed as appropriate</p> <p>A range of <b>skills and strategies</b> are used to jointly explore possible options and select the preferred solution including the use of</p>	Achieved YES/NO	

<p>career related information (CRI) and labour market information (LMI) as appropriate to inform the discussion.</p> <p>Provides support to the client to interpret CRI and LMI and tailors information to meet their needs.</p> <p>Provides advice to the client on the nature of applications for learning, training and work and support to help them to prepare for applications and interviews. Reviews with client lessons learned from application processes and how they will apply the learning in the future.</p> <p>Reviews with clients specialist support needs and referral options and plans and facilitates referral based on client need</p> <p>Client's responses are summarised and reflected back in order to check understanding</p> <p>Client autonomy is confirmed</p>		
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6. Planning action		How demonstrated
<p>The client's preferred way forward is discussed and <b><i>agreed/revised</i></b></p> <p>Clarifies further needs and the range of further/alternative support available</p>	<p>Achieved YES/NO</p>	

<p><b>SMARTER</b> actions are <b>agreed</b> and recorded appropriately</p> <p>Client autonomy is confirmed</p> <p>Evaluates with the client the impact of career guidance and development</p> <p>The client's response to the interaction is sought</p> <p>Records are completed appropriately and in line with organisational procedures</p>		
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**7. Observer to obtain client's view of the intervention (e.g. Did the intervention meet their expectation? What did they feel that they gained from the interaction? Did they feel that the practitioner helped them to move forward in their thinking / planning? Are they clear about the actions agreed?)**

**8. Practitioner reflection on what the client gained from the intervention**

**9. Feedback from the Observer**

**10. Development/Action Required**

**By Whom**

**Date**

**11. Practitioner Reflection: (e.g. What have I learned from this intervention? What issues or questions did it raise for me? What knowledge/theory helps me to understand? What do I need to do to improve my knowledge /practice? What will I do as a result of the reflection?)**

Signed: Observer

Date:

Signed: Practitioner

Date:

Signed: Manager (if appropriate)

Date: