**Police station representative accreditation scheme**

**Part 2 Underpinning skills**

**Unit 2 Communication, negotiation, interviewing and advising skills**

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| Assessment outcomes  The candidate will be able to: | Assessment criteria  The candidate can: |
| 1. Communicate effectively with the client, the police officers involved and any third parties | 1. Use language appropriate for the recipient |
| 1. Identify if there is a need for an interpreter |
| 1. Express requests, objections, ideas and advice with precision, logic and economy |
| 1. Listen actively |
| 1. Speak effectively and assertively |
| 1. Communicate in a manner and form that takes account of ethnic, cultural or other forms of diversity |
| 1. Negotiate effectively | 1. Identify the issues to be resolved |
| 1. Assess the relative strengths and weaknesses of the parties' positions |
| 1. Identify the strategy and tactics adopted by the other party |
| 1. Explain the benefits that would result from an agreement to his or her request |
| 1. Generate alternative approaches to the issues |
| 1. Make accurate records of the negotiation and the outcome |
| 1. Elicit effectively the relevant information from the client in order to be able to offer appropriate advice | 1. Allow the client to explain their position |
| 1. Elicit relevant information |
| 1. Gain the trust and confidence of the client |
| 1. Assist the client to be able to decide upon the best course of action |
| 1. Agree on the action to be taken by both the client and the representative |
| 1. Deal with then client in a manner which takes proper account of ethnic, cultural and other forms of diversity |
| 1. Deal with any ethical problems which may arise when advising the client |
| 1. Accurately record the information elicited and the advice given |