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**Overview**

This standard is for career development practitioners.

This standard is about building and maintaining relationships with individuals to make sure they are at the centre of, and driving, their own development.

This could take place on a one to one basis or in groups, face to face or remotely.

## Performance criteria

You must be able to:

1. show respect for individuals' needs and preferences and that you value their point of view
2. discuss and agree the basis, benefits and boundaries for client-centred relationships with individuals
3. adapt your responses to individuals to show you are aware of their strengths as well as their needs
4. reflect on your relationships with individuals and adapt your approach to meet the evolving needs of individuals
5. make sure misunderstandings, disagreements and barriers to progression are dealt with promptly and sensitively in ways that maintain positive relationships
6. develop client-centred relationships in ways that enhance individuals' self-esteem, self-confidence and ability to take ownership of their own development
7. communicate with individuals in ways that are appropriate to them
8. allow individuals to express themselves in their own time using their own words or chosen forms of communication
9. recognise when there are communication difficulties and adapt the way you communicate accordingly
10. act in ways that adhere to the ethical practice required within your organisation or profession
11. challenge any prejudice, use of stereotypes, discrimination and unethical or oppressive behaviour
12. encourage individual autonomy in the career development process
13. promote inclusivity, diversity and equality of opportunity
14. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
15. demonstrate understanding of legal requirements, local procedures and your own accountability for safeguarding young people and vulnerable adults

## Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. the role and scope of the service in your local area
3. the benefits of building client-centred relationships based on respect and recognition of individuals' strengths and individuality
4. how to ensure your practice supports the needs of the individual
5. methods of supporting and building individuals' self-esteem, confidence and empowerment
6. why it is important to set and agree boundaries for the relationship with individuals and how to do this effectively
7. the importance of sharing information and expertise with others, where appropriate, for the benefit of individuals
8. the importance of non-judgmental/non stereotyped attitudes and approaches and how you ensure that these underpin your practice
9. what support you can seek when you are involved in conflict situations
10. principles of effective communication including how to adapt your approach to different contexts
11. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
12. how to encourage individuals' ownership of the career development process
13. the boundaries and limits of own professional expertise
14. the boundaries of confidentiality, when it is appropriate to disclose confidential information to others and the processes required
15. measures to safeguard young people and vulnerable adults

Build and maintain relationships with individuals to ensure a client-centred approach to career development

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**Developed by** CDI

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**Status** Original

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**Originating Organisation** CDI

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**Original URN** CDICRD03

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**Relevant Occupations** Careers Advisers and Vocational Guidance Specialists; Customer Service Occupations; Education and training; Executive Coach; Functional Managers; Helpline Workers; HR Staff; Learning Mentor; Managers and leaders with responsibility for interagency working; Personnel, training and industrial relations managers ; Professional Occupations; Research Professionals; Teaching Professionals

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**Suite** Career Development

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