

**THE COMPETENCES AND
QUALIFICATIONS OF
CAREER GUIDANCE
PRACTITIONERS**

*Competence includes: (i) **cognitive competence** involving the use of theory and concepts, as well as informal tacit knowledge gained experientially; (ii) **functional competence** (skills or know-how), those things that a person should be able to do when they are functioning in a given area of work, learning or social activity; (iii) **personal competence** involving knowing how to conduct oneself in a specific situation; and (iv) **ethical competence** involving the possession of certain personal and professional values*

Undertake career development activities	
Working with individuals or groups, face-to-face, by telephone or on-line	
<i>Main tasks</i>	<i>Contexts and conditions which you might think about</i>
Build the relationship with users	Contracting; agreeing boundaries Screening Establishing the process and timescales Clarifying expectations and resources
Enable users' self-understanding	Skills and aptitudes Review of interests Life history; achievements and setbacks Challenging hopes and fears Health and personal circumstances
Build users' capability for career management	Coaching techniques Performance enhancement Building employability Skill development Motivation Capability to access people and resources Mentoring and role models
Explore new perspectives	Identifying opportunities and generating ideas Taster and trial experiences Focusing on change Challenging expectations Sampling and seeking feedback Researching information and procedures
Form strategies and plans	Action planning Developing strategies and goal setting Identifying and overcoming barriers Identifying sources of further help

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