



STUDY VISIT - NOVEMBER 28th – 30th 2017

Practitioner priorities - Discussion detail

Capacity Building

Disseminate information using lots of brochures and other easily accessible formats
Planning must be flexible and Include all stakeholders
Always be aware of the potential for new challenges
New potential experiences and job opportunities require the provision of new advice
Always bear in mind the important role of guidance and why we do it

Quality Delivery

Delivery should be objective and impartial
Client / learner must be at the fore and central
Clients / learners to be challenged to question themselves
Decision making by clients / learners must be free of other influences
Attitude and relationship building can develop trust and enhance delivery
Confidentiality is paramount
Client / learner expectations need to be managed in a realistic manner
Up to date information is required
Client / learner satisfaction should be measured and improved on

Practitioners

Salary should reflect and motivate the efforts undertaken
The reputation of the role is important and needs to be improved on
Adequate and correct supervisory structure is important
Peer review and reflective (self) evaluation should be practiced
Clients / learners feedback and outcomes should be monitored to promote job satisfaction

