

THE CORE

Cluster	Areas	Functions	Competencies
Core	C1. PROFESSIONAL BEHAVIOUR	C1.1 Adhere to the Code of Ethics and the Ethical Decision-Making Model	C1.1.1 Follow the code of ethics and apply the ethical decision-making model C1.1.2 Demonstrate professional attributes
		C1.2 Demonstrate a Commitment to Professional Development	C1.2.1 Develop relationships with other professionals C1.2.2 Demonstrate a commitment to lifelong learning C1.2.3 Keep up-to-date with technology
		C1.3 Use Analytical Skills	C1.3.1 Apply a solution-focused framework C1.3.2 Collect, analyze and use information
		C1.4 Manage Work	C1.4.1 Use planning and time management skills C1.4.2 Follow case and project management procedures C1.4.3 Document client's interactions and progress C1.4.4 Evaluate the service provided to clients
	C2. INTERPERSONAL COMPETENCE	C2.1 Respect Diversity	C2.1.1 Recognize diversity C2.1.2 Respect diversity
		C2.2 Communicate Effectively	C2.2.1 Work with climate and context to enhance communication C2.2.2 Use a framework for verbal communication C2.2.3 Use a framework for written communication C2.2.4 Use effective listening skills C2.2.5 Clarify and provide feedback C2.2.6 Establish and maintain collaborative work relationships
		C2.3 Develop Productive Interactions with Clients	C2.3.1 Foster client self-reliance and self-management C2.3.2 Deal with reluctant clients

Cluster	Areas	Functions	Competencies
	C3. CAREER DEVELOPMENT KNOWLEDGE	C3.1 Possess Career Development Knowledge	C3.1.1 Describe how human development models relate to career development C3.1.2 Describe major career development theories C3.1.3 Describe how change and transition affect clients moving through the career process C3.1.4 Describe how life roles and values impact career development C3.1.5 Identify major components of the career planning process. C3.1.6 Identify the major organizations resources and community-based services for career development C3.1.7 Explain components of labour market information C3.1.8 Keep current about the labour market
	C4. NEEDS ASSESSMENT AND REFERRAL	C4.1 Refer Clients to the Appropriate Sources	C4.1.1 Respond to clients' needs C4.1.2 Develop and maintain a referral network C4.1.3 Make appropriate referrals

AREAS OF SPECIALIZATION – ASSESSMENT

Cluster	Areas	Functions	Competencies
Areas of Specialization	S1. ASSESSMENT	S1.1 Guide Client Assessment	S1.1.1 Describe assessment instruments and methods S1.1.2 Identify standardized career assessment instruments and informal assessment methods appropriate for your client group S1.1.3 Explore appropriate instruments and procedures with clients S1.1.4 Use standardized career assessment instruments S1.1.5 Review and evaluate results with clients
		SSC2.1 Facilitate Groups	SSC2.1.1 Describe the principles of group facilitation SSC2.1.2 Facilitate groups

AREAS OF SPECIALIZATION –FACILITATED INDIVIDUAL AND GROUP LEARNING

Cluster	Areas	Functions	Competencies
Areas of Specialization	S2. FACILITATED INDIVIDUAL AND GROUP LEARNING	S2.1 Possess Knowledge About How to Facilitate Learning	S2.1.1 Describe commonly accepted principles of learning S2.1.2 Define techniques commonly used to facilitate learning

Cluster	Areas	Functions	Competencies
		S2.2 Facilitate Learning	S2.2.1 Prepare for program delivery S2.2.2 Determine clients' existing competencies S2.2.3 Deliver programs S2.2.4 Evaluate program
		SSC2.1 Facilitate Groups	SSC2.1.1 Describe the principles of group facilitation SSC2.1.2 Facilitate groups

AREAS OF SPECIALIZATION –CAREER COUNSELLING

Cluster	Areas	Functions	Competencies
Areas of Specialization (Continued)	S3. CAREER COUNSELLING	S3.1 Possess Knowledge in Career Counselling	S3.1.1 Explain major theories and models pertaining to counselling S3.1.2 Explain major theories and models pertaining to career development S3.1.3 Explain major models pertaining to change and transition S3.1.4 Describe barriers to career development S3.1.5 Describe computerized career planning systems and information resources S3.1.6 Describe types of educational/training opportunities and resources S3.1.7 Work with labour market information
		S3.2 Demonstrate Method of Practice in Interactions with Clients	S3.2.1 Develop a method of practice that is grounded in established or recognized ideas S3.2.2 Establish and maintain a collaborative relationship with clients S3.2.3 Explore issues S3.2.4 Develop and implement a process for achieving clients' goals that is consistent with own method of practice S3.2.5 Monitor progress

Cluster	Areas	Functions	Competencies
		SSC1.1 Guide Clients in Work Search Strategies	SSC1.1.1 Guide clients to identify own skills, strengths, personal characteristics, values and interests SSC1.1.2 Guide clients to complete application forms SSC1.1.3 Guide clients in writing cover letters SSC1.1.4 Guide clients in preparing résumés SSC1.1.5 Guide clients in using portfolios SSC1.1.6 Guide clients to develop self-marketing plans SSC1.1.7 Guide clients in conducting cold calls SSC1.1.8 Guide clients with their personal presentations SSC1.1.9 Guide clients in networking SSC1.1.10 Guide clients in using references SSC1.1.11 Guide clients in effective interview skills
		SSC2.1 Facilitate Groups	SSC2.1.1 Describe the principles of group facilitation SSC2.1.2 Facilitate groups

AREAS OF SPECIALIZATION –INFORMATION AND RESOURCE MANAGEMENT

Cluster	Areas	Functions	Competencies
Areas of Specialization (continued)	S4. INFORMATION AND RESOURCE MANAGEMENT	S4.1 Develop and Maintain an Information and Resource Base	S4.1.1 Describe the role of information and resource management in career development S4.1.2 Describe classification systems S4.1.3 Determine the information needs of clients and community S4.1.4 Establish and maintain an information and resource base
		S4.2 Provide Clients with Access to Information	S4.2.1 Provide clients with access to information

Cluster	Areas	Functions	Competencies
		SSC1.1 Guide Clients in Work Search Strategies	SSC1.1.1 Guide clients to identify own skills, strengths, personal characteristics, values and interests SSC1.1.2 Guide clients to complete application forms SSC1.1.3 Guide clients in writing cover letters SSC1.1.4 Guide clients in preparing résumés SSC1.1.5 Guide clients in using portfolios SSC1.1.6 Guide clients to develop self-marketing plans SSC1.1.7 Guide clients in conducting cold calls SSC1.1.8 Guide clients with their personal presentations SSC1.1.9 Guide clients in networking SSC1.1.10 Guide clients in using references SSC1.1.11 Guide clients in effective interview skills

AREAS OF SPECIALIZATION – WORK DEVELOPMENT

Cluster	Areas	Functions	Competencies
Areas of Specialization (continued)	S5. WORK DEVELOPMENT	S5.1 Develop Work Opportunities for Clients	S5.1.1 Liaise with clients, employers and professionals S5.1.2 Facilitate work and work-related opportunities S5.1.3 Prepare clients to respond to the labour market S5.1.4 Support clients with work maintenance
		SSC1.1 Guide Clients in Work Search Strategies	SSC1.1.1 Guide clients to identify own skills, strengths, personal characteristics, values and interests SSC1.1.2 Guide clients to complete application forms SSC1.1.3 Guide clients in writing cover letters SSC1.1.4 Guide clients in preparing résumés SSC1.1.5 Guide clients in using portfolios SSC1.1.6 Guide clients to develop self-marketing plans SSC1.1.7 Guide clients in conducting cold calls SSC1.1.8 Guide clients with their personal presentations SSC1.1.9 Guide clients in networking SSC1.1.10 Guide clients in using references SSC1.1.11 Guide clients in effective interview skills

AREAS OF SPECIALIZATION –COMMUNITY CAPACITY BUILDING

Cluster	Areas	Functions	Competencies
Areas of Specialization (continued)	S6. COMMUNITY CAPACITY BUILDING	S6.1 Promote Community Partnership and Participation to Increase Self-sufficiency and Enhance Productivity	S6.1.1 Initiate and maintain effective relationships with key community partners S6.1.2 Work with the community to develop a community vision S6.1.3 Work with the community to assess current community capacity S6.1.4 Conduct an analysis of sectors based on human resources S6.1.5 Conduct an analysis of sectors based on physical resources S6.1.6 Work with the community to determine the gaps between visions, goals and capacity S6.1.7 Work with the community to develop action plans to address economic, social, educational and employment goals S6.1.8 Help the community and individuals identify employment and lifestyle alternatives S6.1.9 Work with the community to implement action plans S6.1.10 Work with the community to evaluate action plans
		SSC2.1 Facilitate Groups	SSC2.1.1 Describe the principles of group facilitation SSC2.1.2 Facilitate groups