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| Title | **Take requirements from client** | | |
| Level | **2** | **Credits** | **10** |

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| Purpose | The competency standard is designed to provide competencies about interaction, negotiations with client and taking agreement form clients. |

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| Classification ISCED | 0213 Fine arts |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **A1 . Interact with client** | **Trainee will be able to :**  **P1.** Greet the client pleasantly  **P2.** Prepare Client brief  **P3.** Ask open questions about requirements  **P4.** Communicate positively  **P5.** Collect proper information on prescribed Performa  **P6.** Maintain a Professional Image  **P7.** Show customer service skills | **Trainee will be able to :**  **K1.**Explain the importance of Technical language  **K2.**Know the importance of building credibility with client  **K3.**Define the proper body language  **K4.**Explain in detail the 5w’s (what, when, why, who, where) of Clients Requirements |
| **A2. Conduct negotiation** | **Trainee will be able to :**  **P1.** Collect information properly get required details  **P2.** Express ideas and concepts clearly | **Trainee will be able to :**  **K1.** Define various questioning techniques  **K2.** Memories importance of using professional language |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
|  | according to clients need  **P3.** Use appropriate language  **P4.** Resolve differences of opinion  **P5.** Deal politely with unexpected questions and attitude during negotiation  **P6.** Take decision accordingly |  |
| **A3. Undertake Agreement** | **Trainee will be able to : P1.** Meet deadline  **P2.** Maintain overall budget  **P3.** Follow payment schedule  **P4.** Discuss any changes if required  **P5.** Use right of refusal if required  **P6.** Understand terms & Conditions of the agreement | **Trainee will be able to :**  **K1.** State importance of time management  **K2.** Understand Copyright  **K3.** Understand Final Agreement |