



One-to-one discussions protocol

Use this protocol as a prompt to make sure that you've covered everything, and to make notes. Don't feel constrained to move from topic to topic in this order. You are looking to establish a collaborative working relationship based on trust, openness and mutual confidence. Remember:

- setting, seating positions, eye-level
- positive feedback and reassurance
- 100% attention
- synthesise and summarise the information
- mind your language
- don't patronise!

Learner:

Date:

Introductions

Purpose and process (of this discussion)

Aims and aspirations

– the learner's real ones!

Skills and qualifications

– from school or elsewhere

What the learner is good at

– skills, qualities and attributes not necessarily associated with qualifications

What the learner enjoys doing/what they have enjoyed doing

- explore the key skills used, preferences and enthusiasms

What the learner needs to develop to fulfil aspirations

- prompt the learner to think and suggest skills gaps that you can see

What and how the learner has enjoyed learning

- at school, work and elsewhere

What has not worked well in the past

- consider ways of making this work in the future

What else might get in the way of learning

- don't offer to solve all the problems but you may be able to find alternative routes

Learner expectations of the provider and how you can help

- be wary of unrealistic expectations but consider every suggestion
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