

Unit Title:	Advocate on behalf of clients
OCR unit number	Unit 19
Level:	6
Credit value:	4
Guided learning hours:	40

Unit purpose and aim

This unit aims to develop the learner's understanding of the advocacy process, the skills used and to enable the learner to use these skills to meet client and organisation need.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand the principles and practice of advocacy</p>	<p>The learner will:</p> <p>1.1 analyse the principles of advocacy</p> <p>1.2 evaluate advocacy techniques</p>
<p>2. Understand the role and purpose of advocating on behalf of clients</p>	<p>2.1 analyse when it is necessary to advocate on behalf of clients to meet their career-related needs</p> <p>2.2 explain how to approach clients who will benefit from advocacy</p> <p>2.3 evaluate the services, agencies and individuals for which clients require advocates</p> <p>2.4 critically evaluate the knowledge and skills needed to advocate on behalf of clients with third parties</p>
<p>2. Be able to advocate on behalf of clients to meet their career-related needs</p>	<p>3.1 agree with clients the role and information needs of those involved in the advocacy process</p> <p>3.2 advocate clients' interests to third parties</p> <p>3.3 consult with clients to resolve issues arising from advocacy</p> <p>3.4 agree with clients the implications of the advocacy in meeting their career-related needs</p> <p>3.5 record the outcomes of advocacy</p>

Assessment

This unit is internally assessed and externally verified by OCR Assessors. Simulations are not allowed.

To achieve a Pass, candidates must produce evidence which meets all of the assessment criteria.

Evidence requirements

All evidence of a candidate's performance must be generated in the workplace. Candidates must produce their own work and assessors use a range of assessment methods. Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase. Further information regarding suitable forms of evidence can be found in the OCR Level 4 Diploma in Career Information and Advice Centre Handbook.

Guidance on assessment and evidence requirements

In order to provide appropriate evidence to meet the assessment criteria for this unit, direct observation may be used and OCR recommends the use of witness testimony, as appropriate. Other suitable evidence could include:

- assignment/report (LO1)
- case study
- product evidence: letters, emails text seen "in situ"