

<b>Unit Title:</b>	<b>Provide and maintain information materials for use in the service</b>
OCR unit number:	15
Sector unit number:	AG21
Level:	Level 4
Credit value:	3
Guided learning hours:	15
Unit reference number:	T/602/5202

## Unit purpose and aim

---

The aim of this unit is to demonstrate that the candidate is able to review the information materials the service has available, and determine whether it is still appropriate or whether changes need to be made.

Learning Outcomes	Assessment Criteria	Teaching Content
<b>The Learner will:</b> 1 Be able to review the information needs of the service	<b>The Learner can:</b> 1.1 Use service's criteria for evaluating the sources of information 1.2 Identify the information currently used by different areas and clients of the service 1.3 Evaluate the format the information materials are in 1.4 Agree the future needs of the organisation in relation to information provision	<ul style="list-style-type: none"> <li>Information the service needs to provide to clients and staff.</li> <li>Evaluation of current information materials have been for relevance, clarity, methods of issue (paper, electronic etc), and the way it will meet future needs.</li> </ul>
2 Be able to agree methodologies for the procurement and dissemination of information	2.1 Evaluate the types of trends or developments which might occur when providing information 2.2 Assess the impact of information and communication technologies on the provision of information 2.3 Specify the information to be obtained and distributed	<ul style="list-style-type: none"> <li>How the service monitors changing trends, in the information required by clients and how they wish to receive it, such as face to face, posted to clients, made available to via the internet.</li> <li>Impact of these changes on resources, staffing etc.</li> <li>Procedures to be followed when storing information.</li> </ul>

Learning Outcomes	Assessment Criteria	Teaching Content
	2.4 Store information according to the service's policies and procedures	

## Assessment

---

This unit is internally assessed by centre staff and externally verified by OCR.

## Evidence requirements

---

Simulation is not allowed for any part of this unit. All evidence of your performance must be generated in your workplace, in accordance with organisational procedures and national, local and professional guidelines.

## Guidance on assessment and evidence requirements

---

Please refer to the OCR Centre Handbook available from the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

You should refer to the '*Admin Guide: Vocational Qualifications (A850)*' for *Notes on Preventing Computer-Assisted Malpractice*.

## National Occupational Standards (NOS) mapping/signposting

---

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

Occupational standards	Unit number	Title
Advice and Guidance	AG21	Provide and maintain information materials for use in service

## Functional skills signposting

---

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

## Resources

---

Evidence record sheets and witness statements are available from the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

## Additional information

---

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk) .