

Unit Title:	Assist clients through advice and guidance to review their achievement of a course of action
OCR unit number:	20
Sector unit number:	AG7
Level:	Level 4
Credit value:	3
Guided learning hours:	20
Unit reference number:	J/602/5172

Unit purpose and aim

Candidates will be able to constructively review action plans and actions taken.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand a range of methods to review achievements	The Learner can: 1.1 Explain the relevant models of good practice for assisting clients to review progress 1.2 Explain what types of review should take place and how often these should be carried out	<ul style="list-style-type: none"> Industry models of good practice that particularly relate to employment related services. Types of review that employment related services organisations undertake, and what formats they may be in Factors that influence the frequency of reviews
2 Be able to review progress with clients	2.1 Provide suitable opportunities for clients to review progress and achievements of the course of action 2.2 Provide suitable feedback to the clients	<ul style="list-style-type: none"> Different types of opportunities offered to clients, such as face to face, by phone, etc. How and why feedback may or may not be suitable for clients
3 Be able to review the key objectives and stages of the course of action	3.1 Identify and agree with the client the objectives that have been achieved and those that have not 3.2 Identify the methods that were most effective 3.3 Review the suitability of the methods used by the clients	<ul style="list-style-type: none"> How the reviews can identify achievements and outstanding items. How to evaluate outcomes in a way which checks the suitability of the methods used.

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.

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.

Occupational standards	Unit number	Title
Learning Development Support Services	SCDLDSS 419	Assist clients through advice and guidance to review their achievement of a course of action

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.

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 .