

| | |
|------------------------|---|
| Unit Title: | Assist advice and guidance clients to decide on a course of action |
| OCR unit number: | 19 |
| Sector unit number: | AG5 |
| Level: | Level 4 |
| Credit value: | 3 |
| Guided learning hours: | 20 |
| Unit reference number: | R/602/5143 |

Unit purpose and aim

Candidates should be able to demonstrate an ability to assist clients to come to a reasoned decision on suitable actions to be taken.

| Learning Outcomes | Assessment Criteria | Teaching Content |
|---|--|---|
| The Learner will: 1 Be able to assist clients to clarify their requirements | The Learner can: 1.1 Use appropriate language and pace of communication to encourage clients to identify their requirements and ideas for achieving them 1.2 Identify and agree requirements that cannot be met 1.3 Explain to the client what other sources of support may be available | <ul style="list-style-type: none"> The styles of communication most likely to encourage a comfortable interaction about needs and expectations, where these are appropriate to the client group of the organisation Why it is important that clients fully understand requirements that the organisation can't help with. How to give details of referrals that may help the client when requirements cannot be met. |
| 2 Be able to negotiate boundaries with clients | 2.1 Negotiate with the client the boundaries of the interactions | <ul style="list-style-type: none"> Organisational boundaries that have to be observed when working with clients, and why it is important to check that the client fully understands these. |
| 3 Be able to assist clients to review and prioritise their decisions | 3.1 Encourage clients to explore their decision making process and review their priorities 3.2 Identify unrealistic requirements and identify possible alternatives 3.3 Review with the clients the advantages and disadvantages of the | <ul style="list-style-type: none"> How to ensure the active participation of clients in reviewing decisions, including the identification of unrealistic requirements and deciding on alternatives. Examples of unrealistic requirements client groups are likely to have. How to explain alternative |

| Learning Outcomes | Assessment Criteria | Teaching Content |
|--|---|---|
| | selected options | options, and their respective advantages and disadvantages. |
| 4 Be able to assist clients select a course of action | 4.1 Assist clients to reach a decision on the most appropriate course of action 4.2 Confirm the client's autonomy in the decision making process 4.3 Identify any problems with the chosen course of action and encourage the client to take appropriate action to address them | <ul style="list-style-type: none"> How an organisation's recording system, action plans, etc. monitor decisions and the client's priorities. How to highlight any problem areas to clients and to encourage clients to address these. |
| 5 Understand the importance of autonomy for the client | 5.1 Explain why it is important to confirm the autonomy of the client | <ul style="list-style-type: none"> The likely results of interaction with a client that feels in charge of plans, compared to one who feels that they have no say in the matter. |

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 | SCDLDS S409 | Assist advice and guidance clients to decide on 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.