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| Unit Title: | Support clients to make use of the advice and guidance service |
| OCR unit number | 6 |
| Unit sector reference | AG2 |
| Level: | 2 |
| Credit value: | 3 |
| Guided learning hours: | 20 |

Unit purpose and aim

To show that the candidates can assist the client either by using their own service or referring clients to other services.

| Learning Outcomes | Assessment Criteria |
|---|---|
| <p>The Learner will:</p> <p>1 Be able to enable clients to decide whether to use the service</p> | <p>The Learner can:</p> <p>1.1 Encourage clients to clarify their requirements and circumstances</p> <p>1.2 Assist clients to decide whether the service can meet their requirements, including:</p> <ul style="list-style-type: none"> • identifying the appropriate information • providing clients with information on the advantages and disadvantages of using the service |
| <p>2 Be able to identify and provide accurate information required by clients</p> | <p>2.1 Explore with clients the reasons for their information needs and agree how it will be provided</p> <p>2.2 Identify the most appropriate information sources and retrieve the relevant information</p> <p>2.3 Check the client's understanding of the information and confirm that the information provided is sufficient for their requirements.</p> <p>2.4 Agree with the client any further activities necessary, including referral to alternative sources of information</p> |
| <p>3 Understand the services provided by other suitable services</p> | <p>3.1 Explain what other suitable services are available.</p> <p>3.2 Explain what is offered by these other services</p> |

| Learning Outcomes | Assessment Criteria |
|---|---|
| 4 Be able to provide information on other suitable services | 4.1 Provide information on other services that may be more suitable for meeting the client's requirements 4.2 Advise the client on the approach to other services |
| 5 Be able to agree with clients their use of the service | 5.1 clarify and confirm the client's requirements and how these will be met by the service 5.2 Agree the way in which services can be provided 5.3 Advise the client of the procedures for contacting and using the service |

Assessment

This qualification is internally assessed by centre staff and externally verified by an OCR Assessor.

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.

Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using and the tasks you will be undertaking to demonstrate your competence.

You must provide your assessor with evidence for all of the assessment criteria for each learning outcome. Your assessor must be satisfied that you are able to undertake your work activities consistently over a period of time.

It is up to your assessor, working with the guidance provided, to determine a suitable mix of assessment methods, and to decide on the amount and type of evidence that is required to judge your competence.

The preferred assessment methods to be used for this unit are:

Direct observation of performance: Observation of you undertaking real work activities. This could involve interacting with clients or providing information to clients.

Evaluation of work products: Any item generated from real work activities. Evidence could be from different locations and from a variety of sources. This could include case notes, records and correspondence. It is not required in your portfolio and can remain where it is normally stored. The location and relevance of the evidence must be indicated in your portfolio. The evidence must be available for assessment and verification.

Questioning: Questions to ensure that you are able to apply your knowledge to your performance in the real work place. This may be used for areas not observed or evidenced through work products. This may be oral or written but evidence of the questioning must be recorded in an appropriate format. In addition your assessor may ask questions to clarify aspects of your practice.

Witness testimony: A confirmation or authentication of activities described in your evidence which your assessor has not seen. This could include a report or statement from a line manager or other appropriate person.

Professional discussion: A structured discussion with your assessor, about your performance of specific activities and a reflection on the reasons why you practised that way. The key aspects of this discussion will be recorded in a suitable format as evidence in your portfolio.

National Occupational Standards (NOS) mapping/signposting

This unit is derived from the National Occupational Standards in Advice and Guidance 2006 (Lifelong Learning UK).

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

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 .