Unit Title:	**Sustaining an Employment Outcome**
OCR unit number:	46
Sector unit number:	
Level:	Level 3
Credit value:	3
Guided learning hours:	6
Unit reference number:	Y/503/2410

Unit purpose and aim

This unit is about the range of actions and processes required to sustain an employment outcome for the client.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand in-work support services provided to clients and employers	**The Learner can:** 1.1 Describe the concept of 'sustaining an employment outcome' 1.2 Describe the services and benefits of in-work support 1.3 Explain the support available to clients and employers from external services	• How to deal with clients who have been helped into employment and any difficulties they may have, such as after a long period of unemployment settling into a routine, or arranging childcare. • Support that can be provided and the external agencies that can help.
2 Be able to identify and assess risks when delivering in-work support services	2.1 Identify risks to the sustainability of an employment outcome for • client • employer 2.2 Assess risks to the sustainability of an employment outcome for • client • employer	• Potential problems that may arise if the employment is not sustained. Such as, for the client, a poor track record when applying for other jobs. For the employer, an example could be further recruitment and training costs. • How to assess risks following employment of a client and suggest ways of reducing any risks identified.
3 Be able to deliver in-work support services	3.1 Provide information on in-work support for clients and employers 3.2 Set up processes that facilitate the client initiating regular contact with the organisation	• Types of support services offered by employment related services organisations • Organisational processes for maintaining ongoing contact with clients and employers, and how these are initiated and

© OCR 2012

Learning Outcomes	Assessment Criteria	Teaching Content
	3.3 Implement a schedule of regular contacts with clients and employers 3.4 Maintain organisational systems to meet required standards and procedures 3.5 Develop strategies to address concerns and/or objections that are raised during contacts	maintained • Commonly occurring objections and concerns that arise during client and employer contact, and how to resolve these
4 Be able to sustain employment outcomes	4.1 Respond to risks that jeopardise the sustainability of an employment outcome 4.2 Present options to clients and employers as part of managing the risks 4.3 Take recovery action to sustain an employment outcome	• How to identify threats to the sustainability of an employment outcome • Strategies used to: - minimise risks to the sustainability of an employment outcome - recover a damaged situation, in order to enable the employment to continue.
5 Be able to build and maintain effective relationships to sustain employment outcomes	5.1 Build and maintain effective relationships to sustain employment outcomes with: • client • employer • organisation	• How an organisation in the sector develops effective relationships. This may include regular visits or phone contact, the use of newsletters or inviting interested parties to open days.

Assessment

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

Evidence requirements

Evidence of your performance can 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*.

© OCR 2012

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

Occupational standards	**Unit number**	**Title**
N/A		

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 .