Unit Title:	**Understand the importance of legislation and procedures**
OCR unit number:	10
Sector unit number:	AG30
Level:	Level 3
Credit value:	3
Guided learning hours:	24
Unit reference number:	R/602/5210

Unit purpose and aim

To demonstrate that the candidate understands and complies with legislation, codes of practice, and procedures.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand legislation and codes of practice which impact on their role	**The Learner can:** 1.1 Explain the current, national, local, professional, and organisational requirements that relate to their role including; • Equal opportunities • Discrimination • Health and safety • Security • Confidentiality 1.2 Explain the importance of complying with national, local, professional and organisational requirements 1.3 Explain the consequences of non-compliance	• The sector as a whole and legislation applies to it generally, e.g. Data Protection, Health & Safety. Industry specific legislation and codes of practice apply to it e.g. Safeguarding. • Importance of complying with the particular requirement and the consequences of failing to comply for the organisation and the individual.
2 Understand how to deal with urgent situations	2.1 Explain what types of situation may occur that require immediate action 2.2 Explain what actions should be taken to deal with different situations 2.3 Explain who can be referred to for assistance in situations where immediate action is required	• Different client groups and services that the organisation deals with. Types of situation that need immediate attention, including a client losing a job opportunity or losing benefits. • Options available for each situation including things that you can do, other people or organisations that can provide support and assistance.

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Learning Outcomes	Assessment Criteria	Teaching Content
3 Be able to record contacts, interactions, agreements, and provision of information	3.1 Record contacts, interactions, agreements and information provided in the appropriate systems. 3.2 Explain what systems are used for recording these interactions 3.3 Explain why it is important to use these systems 3.4 Describe any procedures relating to the use of these systems	• Information to be recorded and importance of the items of information. • Record keeping system in use within particular organisation. • Procedures for accessing system and means of keeping information secure.
4 Understand the actual or potential effect of own values, beliefs, attitudes and behaviours when working	4.1 Explain the actual or potential effect of own values, beliefs, attitudes and behaviours when working	• Own values and beliefs and impact on client groups - how values may help deal with clients. Potential conflict with the clients' values and behaviours and measures to ensure that the service offered remains unaffected.
5 Understand why the effectiveness of methods may vary depending upon the situation and clients involved	5.1 Explain how to assess the effectiveness of methods 5.2 Explain why the effectiveness of methods may vary with different clients 5.3 Explain the types of issue that might arise 5.4 Explain the actions that may be taken to address these issues 5.5 Explain the implications of not addressing these issues	• Methods used by the organisation when dealing with clients and their effectiveness with different types of client. • Problems of using some of the methods on different groups. Actions to mitigate the problems, and the likely outcome if nothing is done.

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.

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

Occupational standards	**Unit number**	**Title**
Advice and Guidance		Understand the importance of legislation and procedures

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

OCR evidence sheets have been produced to support candidates in producing appropriate evidence for these qualifications. Centres may choose to:

- tailor these for candidates
- use these as a benchmark for devising their own evidence sheets to aid candidates

Candidate evidence checklists can be found on the OCR website: http://www.ocr.org.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 .

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