Unit Title:	**Liaise with other services**
OCR unit number:	12
Sector unit number:	AG12
Level:	Level 3
Credit value:	3
Guided learning hours:	20
Unit reference number:	T/602/5183

Unit purpose and aim

To show that the candidate understands the importance of other services and can liaise with them in the correct ways.

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1 Understand the process for liaising with other services	**The Learner can:** 1.1 Explain which other services are likely to be dealt with 1.2 Explain the types of information likely to be exchanged 1.3 Explain why it is important to check the validity of any information received 1.4 Explain who is involved in different types of information exchanges and who should receive copies of the information 1.5 Explain the types of problems that may arise and what actions can be taken to resolve them	• Range of services in the employment related sector and what they offer – private, public, voluntary providers, advice, training, careers, HE/FE, benefits. • Types of information exchange, noting where confidentiality will apply in giving or receiving information. Apart from confidentiality, other problems may arise, such as conflict of interest, validity etc. • Main parties involved in the exchange and who is required to keep advised of exchanges e.g. line manager, client, etc.
2 Be able to establish procedures for exchanging information with other services	2.1 Consult with other services on the information requirements of each service 2.2 Agree the purpose scope and procedures for exchanging information 2.3 Ensure that documented procedures, that include identifying the roles and responsibilities of those involved in any exchange of information, are produced	• How agreement is reached with other services on the exchange of information. Requirements of other services. • Procedures in place that all the services will abide by. • Passing on of information in writing, orally, in the presence of the client. • Process for reviewing procedures that all parties are in agreement with – regularly

Learning Outcomes	Assessment Criteria	Teaching Content
	2.4 Disseminate procedures for the exchange of information with other services 2.5 Agree a process to regularly review and update the procedures	inform, communicate, update etc.
3 Be able to provide information to other services	3.1 Confirm the information required by other services 3.2 Select the appropriate information and disseminate using agreed procedures 3.3 Assist other services to interpret the information forwarded 3.4 Confirm that the information is sufficient, forwarding additional information if required	• Requests for information and how they are dealt with. • Types of information that needs to be passed on. • Need to clarify points to the other service. Sufficiency of information.
4 Be able to obtain information from other services	4.1 Request required information from other services using the agreed procedures 4.2 Access the relevant information and confirm the validity of it 4.3 Identify any problems with obtaining information	• Procedure for requesting information from another service. • Checking for correctness, relevance, and validity. • Problems that could occur e.g. delays, errors, insufficiency.

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.

© OCR 2012

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
Advice and Guidance	AG12	Liaise with other services

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 .