

Unit Title:	Signpost clients to relevant sources of information, advice and guidance to overcome barriers to learning and work
OCR unit number	Unit 1
Level:	3
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

This unit aims to develop the learner's understanding of how to establish the information, advice and guidance needs of clients to enable them to overcome barriers to learning and work and to enable the learner to signpost clients to internal and external sources of support to meet their needs.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand how to determine the information, advice and guidance needs of clients</p>	<p>The learner will:</p> <p>1.1 describe questioning techniques to establish the needs of clients</p> <p>1.2 explain methods used to agree the needs of clients</p>
<p>2. Understand barriers to learning and work</p>	<p>2.1 explain barriers to learning and work</p> <p>2.2 describe available sources of information, advice and guidance to support clients overcome barriers to learning and work</p>
<p>3. Be able to determine the information, advice and guidance needs of clients</p>	<p>3.1 question clients to identify the information, advice and guidance they require to overcome barriers to learning and work</p> <p>3.2 agree with clients information, advice and guidance requirements</p>
<p>4. Be able to signpost clients to sources to meet their information, advice and guidance needs</p>	<p>4.1 advise clients about information, advice and guidance available from own organisation and other services</p> <p>4.2 signpost clients to information, advice and guidance sources to provide support in overcoming barriers to learning and work</p> <p>4.3 maintain records with respect to signposting clients to information, advice and guidance</p>
<p>5. Be able to review own practice in signposting clients</p>	<p>5.1 review how the interaction with clients met their information needs</p> <p>5.2 identify areas for improvement in own signposting practice and how they can be met</p>

Assessment

This unit is internally assessed and externally verified by OCR Assessors. Assessment must include direct observation of practice. Simulations are not allowed.

Results will be graded Pass or Fail.

To achieve a Pass, candidates must produce evidence which meets all of the assessment criteria.

Evidence requirements

All evidence of a candidate's performance must be generated in the workplace. Candidates must produce their own work and assessors use a range of assessment methods. Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase. Further information regarding suitable forms of evidence can be found in the OCR Level 3 Award for Supporting Clients to Overcome Barriers to Learning and Work Centre Handbook.

Guidance on assessment and evidence requirements

In order to provide appropriate evidence to meet the assessment criteria for this unit, direct observation must be used and OCR recommends the use of witness testimony, as appropriate. Other suitable evidence could include:

- assignment/report
- case study
- professional discussion and/or questioning of candidate

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 .