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| Unit Title:            | Operate within networks to support the delivery of the service |
| OCR unit number:       | Unit 19  |
| Level:                 | 4  |
| Credit value:          | 3  |
| Guided learning hours: | 20   |

## Unit purpose and aim

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This unit aims to develop the learner's understanding of physical and virtual networks used by own organisation and to help the learner to use these to meet personal, client or organisation needs.

| Learning Outcomes  | Assessment Criteria   |
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| <p>The learner can:</p> <ol style="list-style-type: none"> <li>Understand the physical and virtual networks supporting the delivery of the careers-related organisation</li> </ol> | <p>The learner will:</p> <ol style="list-style-type: none"> <li>1.1 evaluate the networks used by own organisation</li> <li>1.2 explain the benefits that working in networks brings to clients, self and organisations</li> <li>1.3 explain how to develop and sustain relationships with colleagues in networks</li> <li>1.4 evaluate how organisations work together in networks</li> <li>1.5 explain sources of conflict of interest and disagreements between organisations and how to resolve them</li> </ol> |
| <ol style="list-style-type: none"> <li>Be able to network with organisations</li> </ol>  | <ol style="list-style-type: none"> <li>2.1 establish and maintain contacts with colleagues in other agencies for the benefit of clients, self or the organisation</li> <li>2.2 exchange information with other organisations in accordance with organisational protocols</li> <li>2.3 maintain records of information exchanged with other organisations</li> </ol>   |

## Assessment

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This unit is internally assessed and externally verified by OCR Assessors. Simulations are not allowed.

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

## Evidence requirements

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All evidence of a learner's performance must be generated in the workplace. Learners must produce their own work and assessors use a range of assessment methods. More information about suitable forms of evidence can be found in the OCR Level 4 Diploma in Career Information and Advice Centre Handbook.

## Guidance on assessment and evidence requirements

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In order to provide appropriate evidence to meet the assessment criteria for this unit the following methods can be used:

- assignment/report
- case study
- observation
- product evidence
- professional discussion
- witness testimony.

The use of observation should preferably be face to face or through 'visual technology'. The use of audio recordings is allowed where the above options are not accessible or for a telephone guidance-based service.