

Unit Title:	Provide on-going support to clients
OCR unit number:	Unit 13
Level:	4
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

This unit aims to develop the learner's understanding of the types of on-going support available and how to agree and provide on-going support to clients.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <ol style="list-style-type: none"> Understand the nature of ongoing support for clients to meet their career-related needs 	<p>The learner will:</p> <ol style="list-style-type: none"> evaluate the nature of ongoing support for progression and achievement by clients of career-related needs evaluate ways in which ongoing support is provided by the organisation, other agencies and individuals explain the organisation's policies and procedures for the provision of ongoing support
<ol style="list-style-type: none"> Be able to provide ongoing support for clients to meet their career-related needs in accordance with the organisation's protocols 	<ol style="list-style-type: none"> review the ongoing support needs of clients to progress and achieve their career-related needs provide clients with agreed ongoing support to meet their career-related needs liaise with other agencies and individuals to provide ongoing support in accordance with the organisation's policies and procedures maintain records of ongoing support provided to clients

Assessment

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

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 6 Diploma in Career Guidance and Development Centre Handbook.

Guidance on assessment and evidence requirements

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.