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|  | | | **Evidence Record Sheet**  OCR Level 4 Diploma in Career Information and Advice\*  OCR Level 6 Diploma in Career Guidance and Development\*  \*Delete as appropriate | | |
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| **Unit Title:** | **Manage a personal caseload/work responsibilities in the career development sector** | | | | |
| **OCR unit number:** | **Unit 20** | | | | |
|  |  | | | | |
| **Learner Name:** |  | | | | |
| I confirm that the evidence provided is a result of my own work. | | | | | |
| **Signature of learner:** | |  | | **Date:** |  |

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| **Learning Outcomes** | **Assessment Criteria** | **Evidence Reference** | **Assessment Method\*** |
| 1. Understand the purpose of caseload management and the factors that affect caseloads | 1.1 explain the purpose of caseload management  1.2 explain the need for clear, accurate and detailed records  1.3 explain obstacles that may occur and how to overcome these  1.4 explain any factors, including contractual obligations, that may affect the number of cases managed and the quality of provision |  |  |
| 2. Be able to maintain case notes | 2.1 record key information about each case in line with legislative and provider’s requirements  2.2 record all actions being undertaken for clients and by clients  2.3 make sure case notes are accurate and contain appropriate detail including the intended outcomes of provision  2.4 make sure case notes are structured in a way that gives a clear history and enables review and handover |  |  |
| **Learning Outcomes** | **Assessment Criteria** | **Evidence Reference** | **Assessment Method\*** |
| 3. Be able to evaluate the intended outcomes of the provision | 3.1 review relevant information, including the characteristics and particular needs of the caseload  3.2 monitor the progress of cases  3.3 identify potential obstacles in achieving the required outcomes for cases  3.4 exchange information on the cases according to the provider’s procedures and relevant legislation  3.5 identify improvements that can be made to the management of cases |  |  |
| 4. Be able to establish priorities for dealing with personal case load | 4.1 establish criteria for setting priorities  4.2 assess cases against the criteria to show which cases need high priority  4.3 identify any immediate actions that may be required to meet deadlines  4.4 inform relevant people of the need to prioritise specific cases  4.5 make sure appropriate resources are allocated to the cases  4.6 monitor the effect of the priority cases on the rest of the caseload  4.7 make sure all cases receive appropriate attention to agreed timescales |  |  |
| **\*Assessment method key:** O = observation of learner, EP = examination of product; EWT = examination of witness testimony; ECH = examination of case history; EPS = examination of personal statement; EWA = examination of written answers to questions; QL = questioning of learner; QW = questioning of witness; PD = professional discussion | | | |

I confirm that the learner has demonstrated competence by satisfying all of the criteria for this unit and that I have authenticated the work.

Signature of assessor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (in block capitals): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Countersignature of qualified assessor (if required) and date:

IV initials (if sampled) and date: Countersignature of qualified IV (if required) and date: