

Unit Title:	Build case files
OCR unit number	356
Sector unit number	K/601/7792
Level:	3
Credit value:	4
Guided learning hours:	20

Unit purpose and aim

This unit is about the skills and underpinning knowledge to receive and open case files; review and build case files; submit case files; and, follow up any actions.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will:	The Learner can:	Learning outcomes 1,2 and 3 must be assessed using
1. Understand the organisational and legal context for building case files	1.1 Describe the services that they are responsible for 1.2 Describe the limits and scope of their responsibilities and authority in providing these services 1.3 Explain their organisation's policies, procedures and constraints that affect services in their area of responsibility 1.4 Explain how to apply their organisation's policies and procedures 1.5 Describe the legislation, regulations and codes of practice that apply in the sector to their area of responsibility 1.6 Describe the working culture and practices in the sector 1.7 Explain their organisation's procedures for building cases 1.8 Describe when and to whom to refer matters that are beyond their authority	must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.

<p>2. Understand how to handle information when building cases</p>	<p>2.1 Explain the legal and organisational requirements covering the security and confidentiality of information</p> <p>2.2 Clarify the purpose of accuracy and attention to detail when dealing with information in a legal context</p> <p>2.3 Explain how to access and use the sources of information that are required</p> <p>2.4 Describe their organisation's house style and requirements for presentation of case files and documentation</p>	
<p>3. Understand how to build a case file</p>	<p>3.1 Explain how to identify evidence and materials that have not been provided</p> <p>3.2 Explain the types of evidence and materials that may be required</p> <p>3.3 Explain how and where to obtain evidence and materials that have not been provided</p> <p>3.4 Explain how to conduct interviews and gather evidence</p> <p>3.5 Explain how to adapt communication to the needs of a witness or client</p> <p>3.6 Describe the types of documentation and correspondence that might be required and how to produce them</p> <p>3.7 Identify who to consult if further information is needed</p> <p>3.8 Identify the timescales and deadlines that apply to the case</p> <p>3.9 Explain the consequences of failing to meet given timescales and deadlines</p> <p>3.10 Explain the types of follow-up action that may be required</p>	
<p>4. Be able to build a case file</p>	<p>4.1 Receive and open a case file</p> <p>4.2 Review the case file and identify additional evidence</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to</p>

	<p>and materials required</p> <p>4.3 Obtain all additional items of evidence and materials</p> <p>4.4 Produce documents and correspondence</p> <p>4.5 Consult other people where necessary</p> <p>4.6 Make sure information is kept secure and confidential</p> <p>4.7 Review the materials to make sure all the relevant information is present in order to proceed</p> <p>4.8 Submit the case file on time</p>	build case files
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Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures
- Paper based or electronic audit trail of actions undertaken in relation to development of case file
- Records showing opening of case file
- Correspondence/actions taken in relation to gaining additional evidence/materials
- Copies of documents and correspondence
- Details for arrangements for keeping information secure
- Complete case file submitted within deadline

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAB112 Build case files

NOS can be viewed on the CfA website at <http://www.cfa.uk.com/> or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

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

Access to a working environment with associated equipment and resources

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 .