

Unit Title:	Design information materials for use in the service
OCR unit number	18
Unit sector reference	AG20
Level:	4
Credit value:	4
Guided learning hours:	25

Unit purpose and aim

To demonstrate that the candidate is able to design information materials for the service, that will provide suitable, relevant information to clients or other practitioners.

Learning Outcomes	Assessment Criteria
<p>The Learner will:</p> <p>1 Be able to identify the objectives of the required information materials</p>	<p>The Learner can:</p> <p>1.1 Agree the particular requirements of different clients</p> <p>1.2 Respond to different needs when clients' requirements differ from each other</p> <p>1.3 Identify how the information materials will be used throughout their life cycle</p> <p>1.4 Evaluate the success of the information materials</p>
<p>2 Be able to obtain information for inclusion in the materials</p>	<p>2.1 Identify sources of required information</p> <p>2.2 Determine methods that can be used for obtaining and validating information</p> <p>2.3 Access information using agreed methods and procedures</p> <p>2.4 Address any problems identified with the collection of information</p> <p>2.5 Record the information accurately in the appropriate systems</p>
<p>3 Be able to design the format of the information materials</p>	<p>3.1 Determine the style and structure of the information materials to effectively deliver the contents</p> <p>3.2 Agree and produce the text and graphics components of the information materials</p> <p>3.3 Exchange information on the design with relevant people</p> <p>3.4 Record and store information on the design in the appropriate system</p>

4 Be able to edit the information materials	4.1 Identify aspects of the information which require amending 4.2 Correct any errors, inconsistencies or inaccuracies 4.3 Record amendments made in the appropriate system
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Assessment

This qualification is internally assessed by centre staff and externally verified by an OCR Assessor.

Evidence requirements

Simulation is not allowed for any part of this unit.

All evidence of your performance must be generated in your workplace, in accordance with organisational procedures and national, local and professional guidelines.

Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using and the tasks you will be undertaking to demonstrate your competence.

You must provide your assessor with evidence for all of the assessment criteria for each learning outcome. Your assessor must be satisfied that you are able to undertake your work activities consistently over a period of time.

It is up to your assessor, working with the guidance provided, to determine a suitable mix of assessment methods, and to decide on the amount and type of evidence that is required to judge your competence.

The preferred assessment methods to be used for this unit are:

Direct observation of performance: Observation of you undertaking real work activities. This could involve interacting with clients or providing information to clients.

Evaluation of work products: Any item generated from real work activities. Evidence could be from different locations and from a variety of sources. This could include case notes, records and correspondence. It is not required in your portfolio and can remain where it is normally stored. The location and relevance of the evidence must be indicated in your portfolio. The evidence must be available for assessment and verification.

Questioning: Questions to ensure that you are able to apply your knowledge to your performance in the real work place. This may be used for areas not observed or evidenced through work products. This may be oral or written but evidence of the questioning must be recorded in an appropriate format. In addition your assessor may ask questions to clarify aspects of your practice.

Witness testimony: A confirmation or authentication of activities described in your evidence which your assessor has not seen. This could include a report or statement from a line manager or other appropriate person.

Professional discussion: A structured discussion with your assessor, about your performance of specific activities and a reflection on the reasons why you practised that way. The key aspects of this discussion will be recorded in a suitable format as evidence in your portfolio.

National Occupational Standards (NOS) mapping/signposting

This unit is derived from the National Occupational Standards in Advice and Guidance 2006 (Lifelong Learning UK).

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

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 .