

Unit Title: **CYPOP11 Caseload management**  
 Level: 3  
 Credit value: 3  
 Guided learning hours: 21  
 Unit accreditation number: D/601/1343

## Unit purpose and aim

This unit aims to provide the knowledge, skills and understanding to enable learners to manage their case load effectively and efficiently, making best use of their own time and promoting improved outcomes for children, young people, their families and carers.

Learning Outcomes	Assessment Criteria	Exemplification
<b>The learner will:</b>  1 Understand the importance of managing personal case load	<b>The learner can:</b>  1.1 Explain the importance of managing personal case load  1.2 Give examples from own practice of pressures on the management of caseloads	
2 Be able to prioritise cases in personal case load	2.1 Explain the <b>criteria for prioritising personal case load</b>  2.2 Review and prioritise existing and new cases against specified criteria  2.3 Process cases according to priority	<b>Criteria for prioritising personal case load may include:</b> <ul style="list-style-type: none"> <li>• urgency of addressing the individual case</li> <li>• potential consequences of postponing the case</li> <li>• own and others' work load</li> <li>• organisation's protocols and timescales for processing cases</li> <li>• availability of organisation's resources</li> </ul>

	2.4 Explain how to use supervision and other support systems to recognise when additional personal support is required	
3 Understand how to review and evaluate the effectiveness of the case management process	3.1 Explain the importance of reviewing and evaluating the effectiveness of the case management process  3.2 Identify and implement improvements in the case management process based on the evaluation	

## Assessment

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This unit needs to be assessed in line with the Skills for Care and Development QCF Assessment principles.

Assessment decisions for competence based learning outcomes (eg those beginning with 'Be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

This unit is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. This unit may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. This unit requires workplace assessment of occupational competence.

Competence based assessment must include direct observation as the main source of evidence.

## Guidance on assessment and evidence requirements

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OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

## Details of relationship between the unit and national occupational standards

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This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It provides a key progression route between education and employment (or further study/training leading to employment). It is directly relevant to the needs of employers and relates to national occupational standards developed by Skills for Care and Development.

As such, the unit may provide evidence for the following national occupational standards in the children and young people's workforce developed by Skills for Care and Development:

- ENTO AG14: Manage personal case load

## Additional information

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For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications*' (A850).

The *OCR Children and Young People's Workforce Centre Handbook* contains important information for anyone delivering, working towards or involved with the Children and Young People's Workforce qualifications, of which this unit forms a part. This can be downloaded from OCR's website [www.ocr.org.uk](http://www.ocr.org.uk).

This unit is a shared unit. It is located within the subject/sector classification system 01 Health, Public Services and Care and 01.5 Child Development and Well Being.