

Unit Title:	Provide information to support clients to overcome any barriers to learning and work
OCR unit number	Unit 2
Level:	3
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

This unit aims to develop the learner's understanding of the range, sources, and types of information available from own organisation and how to provide the information to clients which will help them to overcome any barriers to learning and work.

Learning Outcomes	Assessment Criteria
<p>The learner will:</p> <p>1. Understand the nature of information available from own organisation</p>	<p>The learner can:</p> <p>1.1 explain the sources and format of information available from own organisation</p>
<p>2. Be able to support client access to information</p>	<p>2.1 agree the information needs of the client</p> <p>2.2 identify how to access required information</p> <p>2.3 support clients in overcoming obstacles to accessing information</p>
<p>3. Be able to support client use of information to overcome barriers to learning and work</p>	<p>3.1 identify with clients information requirements to overcome barriers to learning and work</p> <p>3.2 record client information requirements to overcome barriers to learning and work</p> <p>3.3 explain to clients how to find and use information in the future</p>

Assessment

This unit is internally assessed and externally verified by OCR Assessors. Assessment must include direct observation of practice. Simulations are not allowed.

Results will be graded Pass or Fail.

To achieve a Pass, candidates must produce evidence which meets all of the assessment criteria.

Evidence requirements

All evidence of a candidate's performance must be generated in the workplace. Candidates must produce their own work and assessors use a range of assessment methods. Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase. Further information regarding suitable forms of evidence can be found in the OCR Level 3 Award for Supporting Clients to Overcome Barriers to Learning and Work Centre Handbook.

Guidance on assessment and evidence requirements

In order to provide appropriate evidence to meet the assessment criteria for this unit, direct observation must be used and OCR recommends the use of witness testimony, as appropriate. Other suitable evidence could include:

- assignment/report exploring information available in own organisation
- professional discussion and/or questioning of candidate

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 .