

Unit Title:	Provide on-going support to clients
OCR unit number	Unit 8
Level:	4
Credit value:	2
Guided learning hours:	15

Unit purpose and aim

This unit aims to develop the learner's understanding of the types of on-going support available and how to agree and provide on-going support to clients.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand the nature of ongoing support for clients to meet their career-related needs</p>	<p>The learner will:</p> <p>1.1 evaluate the nature of ongoing support for progression and achievement by clients of career-related needs</p> <p>1.2 evaluate ways in which ongoing support is provide by the organisation, other agencies and individuals</p> <p>1.3 explain the organisation's policies and procedures for the provision of ongoing support</p>
<p>2. Be able to provide ongoing support for clients to meet their career-related needs in accordance with the organisation's protocols</p>	<p>2.1 review the ongoing support needs of clients to progress and achieve their career-related needs</p> <p>2.2 provide clients with agreed ongoing support to meet their career-related needs</p> <p>2.3 liaise with other agencies and individuals to provide ongoing support in accordance with the organisation's policies and procedures</p> <p>2.4 maintain records of ongoing support provided to clients</p>

Assessment

This unit is internally assessed and externally verified by OCR Assessors. Simulations are not allowed.

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 4 Diploma in Career Information and Advice Centre Handbook.

Guidance on assessment and evidence requirements

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

- case study
- product evidence – paper or computer based records can be shown to the assessor “in situ” (LO2.7)