

Unit Title:	Evaluate service provision
OCR unit number	Unit 23
Level:	4
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

This unit aims to develop the learner's understanding of how to evaluate and report on service provision, including using client records and seeking the views of clients.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand methods to evaluate and report on service provision in the organisation</p>	<p>The learner will:</p> <p>1.1 analyse methods used to evaluate and report on service provision</p> <p>1.2 evaluate methods to involve clients in service provision evaluation</p> <p>1.3 explain quality standards used to evaluate service provision</p>
<p>2. Be able to evaluate service provision</p>	<p>2.1 apply methods to evaluate service provision</p> <p>2.2 agree evaluation dissemination methodologies</p> <p>2.3 collect and analyse evidence about service provision in accordance with organisational requirements</p> <p>2.4 apply quality standards to benchmark service provision</p>
<p>3. Be able to report on the outcomes of the organisation's evaluation of service provision</p>	<p>3.1 report on the outcomes of service provision evaluation</p> <p>3.2 recommend modifications and improvements to service provision</p> <p>3.3 disseminate evaluation evidence about service provision in accordance with organisational requirements</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. Other suitable evidence could include:

- assignment/report: reviewing the range of methods to evaluate service provision with summary of recommendations
- product evidence: client and any stakeholder feedback, internal/external audits, quality standards
- witness testimony (LO3)

Work carried out for this unit may also link with work for:

- Unit 2