Qualification Specification
601/7787/1
iCQ Level 3 NVQ Certificate in Advice and Guidance (RQF)

Qualification Details

Title :	iCQ Level 3 NVQ Certificate in Advice and Guidance (RQF)
Awarding Organisation :	iCan Qualifications Limited
Fees Price List Url :	https://icanqualify.net
Qualification Type :	RQF
Qualification Sub Type :	None
Qualification Level :	Level 3
Qualification Sub Level :	None
EQF Level :	Level 4
Regulation Start Date :	18-Sep-2015
Operational Start Date :	01-Oct-2015
Offered In England :	Yes
Offered In Wales :	Yes
Offered In Northern Ireland :	Yes
Assessment Language In English :	Yes
Assessment Language In Welsh :	No
Assessment Language In Irish :	No
SSA :	13.2 Direct Learning Support
Purpose :	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose :	D1. Confirm competence in an occupational role to the standards required
Total Credits :	21
Min Credits at/above Level :	15
Minimum Guided Learning Hours :	132
Maximum Guided Learning Hours :	144
Diploma Guided Learning Hours :	0
Barring Classification Code :	ZZZZ
Overall Grading Type :	Pass
Assessment Methods :	Portfolio of Evidence
Structure Requirements :	To achieve this qualification, learners must complete all units from Group A and a minimum of 9 credits from Group B. A minimum total of 21 credits.
Age Ranges :	Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective :	This qualification is for those who work giving advice and guidance who are looking to develop their skills and knowledge further

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OG) Overarching Group	**Yes**	0	2	2	21	0
A) Mandatory Units	**Yes**	4	4	4	12	12
B) Optional Units	**Yes**	15	0	0	9	0

Group A Mandatory Units

URN	Title	Level	GLH	Credit
J/602/5138	Establish communication with clients for advice and guidance	3	20	3
L/602/5139	Support clients to make use of the advice and guidance service	2	20	3
R/602/5210	Understand the importance of legislation and procedures	3	24	3
Y/602/5192	Review own contribution to the service	3	20	3

Group B Optional Units

URN	Title	Level	GLH	Credit
A/602/5153	Prepare clients through advice and guidance for the implementation of a course of action	4	20	3
A/602/5203	Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation	5	30	4
F/602/5140	Develop interactions with advice and guidance clients	3	25	4
F/602/5185	Enable advice and guidance clients to access referral opportunities	3	20	3
F/602/5199	Operate within networks	4	20	3
H/602/5194	Evaluate and develop own contribution to the service	4	20	3
J/602/5141	Interact with clients using a range of media	2	20	3
J/602/5172	Assist clients through advice and guidance to review their achievement of a course of action	4	20	3
J/602/5205	Promote Careers Education Guidance _CEG_	3	20	3
M/602/5182	Negotiate on behalf of advice and guidance clients	5	35	5
R/602/5143	Assist advice and guidance clients to decide on a course of action	4	20	3
R/602/5207	Facilitate learning in groups	4	20	3
T/602/5183	Liaise with other services	3	20	3
T/602/5202	Provide and maintain information materials for use in the service	4	15	3
Y/602/5189	Manage personal case load	4	20	4

Qualification Framework : RQF
Title : Establish communication with clients for advice and guidance
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: J/602/5138 : Establish communication with clients for advice and guidance	
Understand the factors that contribute to effective communication with clients	
Assessment Criterion - The learner can:	
01.01	Explain how to create a safe and suitable environment for practitioners and clients
01.02	Explain the effects of different types of verbal and non-verbal communication
Be able to establish effective communication with clients	
02.01	Introduce the service to clients in a way that matches their needs
02.02	Provide clients with the appropriate time to express their requirements
02.03	Make the client aware of limits of confidentiality
Understand how to minimise difficulties when communicating with clients	
03.01	Explain what difficulties with, and barriers to, communication may occur
03.02	Explain immediate actions to minimise any difficulties with, and barriers to, communication
03.03	Explain how to access support for minimising difficulties with, and barriers to, communication
Be able to minimise difficulties in communication	
04.01	Identify communication difficulties in relation to individual clients
04.02	Adapt own approach to minimise the effect of any communication difficulties
04.03	Select resources to meet the needs of individual clients

Qualification Framework : RQF
Title : Support clients to make use of the advice and guidance service
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: L/602/5139 : Support clients to make use of the advice and guidance service	
Be able to enable clients to decide whether to use the service	
Assessment Criterion - The learner can:	
01.01	Encourage clients to clarify their requirements and circumstances
01.02	Assist clients to decide whether the service can meet their requirements, including: Identifying the appropriate information providing clients with information on the advantages and disadvantages of using the service
Be able to identify and provide accurate information required by clients	
02.01	Explore with clients the reasons for their information needs and agree how it will be provided
02.02	Identify the most appropriate information sources and retrieve the relevant information
02.03	Check the clients understanding of the information and confirm that the information provided is sufficient for their requirements.
02.04	Agree with the client any further activities necessary, including referral to alternative sources of information
Understand the services provided by other suitable services	
03.01	Explain what other suitable services are available.
03.02	Explain what is offered by these other services
Be able to provide information on other suitable services	
04.01	Provide information on other services that may be more suitable for meeting the clients requirements
04.02	Advise the client on the approach to other services
Be able to agree with clients their use of the service	
05.01	Clarify and confirm the clients requirements and how these will be met by the service
05.02	Agree the way in which services can be provided
05.03	Advise the client of the procedures for contacting and using the service

Unit Specification
R/602/5210
Understand the importance of legislation and procedures
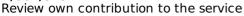
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Qualification Framework : RQF
Title : Understand the importance of legislation and procedures
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 24
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/602/5210 : Understand the importance of legislation and procedures	
Understand legislation and codes of practice which impact on their role	
Assessment Criterion - The learner can:	
01.01	Explain the current, national, local, professional, and organisational requirements that relate to their role including; Equal opportunities Discrimination Health and safety Security Confidentiality
01.02	Explain the importance of complying with national, local, professional and organisational requirements
01.03	Explain the consequences of non-compliance
Understand how to deal with urgent situations	
02.01	Explain what types of situation may occur that require immediate action
02.02	Explain what actions should be taken to deal with different situations
02.03	Explain who can be referred to for assistance in situations where immediate action is required
Be able to record contacts, interactions, agreements, and provision of information	
03.01	Record contacts, interactions, agreements and information provided in the appropriate systems.
03.02	Explain what systems are used for recording these interactions
03.03	Explain why it is important to use these systems
03.04	Describe any procedures relating to the use of these systems
Understand the actual or potential effect of own values, beliefs, attitudes and behaviours when working	
04.01	Explain the actual or potential effect of own values, beliefs, attitudes and behaviours when working
Understand why the effectiveness of methods may vary depending upon the situation and clients involved	
05.01	Explain how to assess the effectiveness of methods
05.02	Explain why the effectiveness of methods may vary with different clients
05.03	Explain the types of issue that might arise
05.04	Explain the actions that may be taken to address these issues
05.05	Explain the implications of not addressing these issues

Unit Specification
Y/602/5192
Review own contribution to the service

Qualification Framework :	RQF
Title :	Review own contribution to the service
Unit Level :	Level 3
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	3
SSAs :	1.3 Health and Social Care
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: Y/602/5192 : Review own contribution to the service
Be able to assess own contribution to the work of the service
Assessment Criterion - The learner can:

01.01	Assess own work against specified objectives
01.02	Review feedback on own work
01.03	Review the priorities assigned to work objectives

Be able to develop to achieve work objectives

02.01	Identify realistic development objectives
02.02	Agree a personal development plan with the appropriate people
02.03	Identify and make use of suitable development opportunities
02.04	Review and update personal development plans regularly, taking account of any changes in work requirements
02.05	Explain why the items in the plan will aid development and maintain and update relevant knowledge

Unit Specification
A/602/5153
Prepare clients through advice and guidance for the implementation of a course of action

Qualification Framework : RQF
Title : Prepare clients through advice and guidance for the implementation of a course of action
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/602/5153 : Prepare clients through advice and guidance for the implementation of a course of action
Be able to assist clients to prepare an action plan
Assessment Criterion - The learner can:
01.01	Confirm the course of action with the client and the roles and responsibilities of those involved
01.02	Explore the potential advantages and disadvantages of the chosen course of action, including the timescales and any cost implications
01.03	Identify any unrealistic expectations and explore possible modifications
Be able to assist clients to develop the action plan
02.01	Incorporate relevant information into the action plan
02.02	Ensure the plan specifies methods, timescales, and responsibilities
02.03	Produce the plan in the agreed format and review it with the client
02.04	Agree the process for future reviews
Be able to assist clients to identify how the plan might be implemented
03.01	Identify potential methods for implementing the course of action and identify any potential difficulties
03.02	Confirm with clients their understanding of the action plan
03.03	Obtain agreement from the client for action plan to commence

Unit Specification
A/602/5203
Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation

Qualification Framework : RQF
Title : Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation
Unit Level : Level 5
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 4
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/602/5203 : Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation	
Be able to gain support for the role of CEG within the organisation	
Assessment Criterion - The learner can:	
01.01	Identify the regional and national criteria against which CEG provision will be assessed
01.02	Present a rationale for CEG in formal and informal settings
01.03	Communicate, orally and in writing, the strategy to interested parties
01.04	Conduct discussions in a way which maintains good working relationships with interested parties
Be able to identify opportunities for promoting Careers Education Guidance (CEG) within the organisation	
02.01	Establish the values, aims, policies and procedures of the organisation
02.02	Explain the current role of CEG within the organisation
02.03	Assess the potential contribution of CEG to the organisation
02.04	Identify the roles and responsibilities of those who can provide information within the organisation
Be able to implement and evaluate a strategy to promote CEG within the organisation	
03.01	Develop a strategy to determine the objectives, activities and resources required to achieve strategic aims
03.02	Confirm the organisational roles, responsibilities and requirements for implementing the strategy
03.03	Evaluate the advantages and drawbacks of: Feedback forms Surveys Discussion groups Ad hoc approaches to gathering information about CEG services
03.04	Access relevant sources of information and feedback on the effectiveness of the strategy
03.05	Monitor and evaluate the profile of CEG within the organisation
03.06	Present relevant evaluation and revisions in an appropriate format and at an appropriate time

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Qualification Framework : RQF
Title : Develop interactions with advice and guidance clients
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 4
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/602/5140 : Develop interactions with advice and guidance clients	
Be able to enable clients to explore their issues	
Assessment Criterion - The learner can:	
01.01	Create a suitable environment for the client to be comfortable to express their issues and concerns
01.02	Encourage the client to explore their requirements, their ideas for achieving them and any potential barriers to achievement
01.03	Encourage clients to set priorities
01.04	Identify a range of communication skills that could be used to work effectively with clients
Be able to sustain interactions with clients	
02.01	Recognise the nature and stage of the interaction and provide opportunities to sustain this
02.02	Encourage clients to provide additional information
02.03	Manage any inappropriate information given by clients
Be able to bring interactions to a close	
03.01	Provide clear opportunities for clients to end the interaction
03.02	Allow clients to decide on the next steps and agree with them any further activities or support that is needed
03.03	Review the interaction and summarise the points made

Qualification Framework : RQF
Title : Enable advice and guidance clients to access referral opportunities
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/602/5185 : Enable advice and guidance clients to access referral opportunities	
Understand the process for referring clients to other organisations	
Assessment Criterion - The learner can:	
01.01	Explain which organisations clients are likely to be referred to.
01.02	Explain what types of information the client will need including the various formats this may need to be in
Be able to identify options for referral	
02.01	Obtain information from clients on their requirements
02.02	Obtain relevant, and current information on other services that are potentially suitable
02.03	Assess the suitability of other services
02.04	Confirm the other services acceptance criteria and procedures
02.05	Ensure the other services have the capacity and resources to deal with additional clients
02.06	Review the requirements of the clients and check them against the services provided by the other services
Be able to enable clients to take up referral opportunities	
03.01	Provide information, including advantages and disadvantages of referral, to enable clients to make an informed decision
03.02	Confirm the acceptability of the referral with the client
03.03	Plan the implementation of the referral
03.04	Facilitate the clients contact with the other services
03.05	Review the boundaries of confidentiality with the client; informing them of the information that has to be passed between the services
03.06	Agree any further information or support that is required by the client

Unit Specification
F/602/5199
Operate within networks

iCQ

Qualification Framework :	RQF
Title :	Operate within networks
Unit Level :	Level 4
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	3
SSAs :	1.3 Health and Social Care
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: F/602/5199 : Operate within networks
Be able to identify and access networks which could benefit the service

Assessment Criterion - The learner can:

01.01	Determine the role and purpose of existing networks
01.02	Implement the services criteria for network participation
01.03	Agree with practitioners how much time should be given to networks
01.04	Explain the types of conflicts which could occur

Be able to maintain memberships of networks

02.01	Maintain personal contacts within networks
02.02	Identify problems which may occur with network facilitation and participation
02.03	Explain the actions to take to address problems identified within networks
02.04	Explain what the implications could be if problems are not resolved

Be able to exchange information within networks

03.01	Agree the information required by network members
03.02	Work to realistic timescales for the exchange of information
03.03	Analyse how feedback improves the use of networks
03.04	Utilise systems for recording and exchanging information

Unit Specification
H/602/5194
Evaluate and develop own contribution to the service

Qualification Framework : RQF
Title : Evaluate and develop own contribution to the service
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: H/602/5194 : Evaluate and develop own contribution to the service	
Understand the process of evaluating practice	
Assessment Criterion - The learner can:	
01.01	Identify criteria used to evaluate practice
01.02	Evaluate practice including identifying areas for development
01.03	Identify the information to be evaluated
01.04	Agree the feedback to be accessed
01.05	Identify the objectives of the service which will inform evaluation
Be able to carry out evaluation of practice	
02.01	Evaluate information using identified criteria
02.02	Implement agreed criteria to evaluate practice
02.03	Evaluate the effect of own values, beliefs, attitudes and behaviours on work role
02.04	Identify aspects of knowledge required by the service and the profession
02.05	Seek guidance and support when issues are beyond own knowledge and experience
Be able to identify development objectives	
03.01	Use outcomes of evaluation to prioritise and agree development objectives
03.02	Identify and access the necessary resources for development
03.03	Record personal development plans
03.04	Review and update personal development plans

Qualification Framework :	RQF
Title :	Interact with clients using a range of media
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	3
SSAs :	1.3 Health and Social Care
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: J/602/5141 : Interact with clients using a range of media
Be able to establish interaction with clients using a range of media
Assessment Criterion - The learner can:
01.01 Respond to clients promptly according to organisational procedures and in a way that encourages them to stay connected to the service
01.02 Identify any constraints on clients and the circumstances in which the interaction is being carried out
Be able to deal with problems maintaining interactions
02.01 Identify any problems in an interaction
02.02 Take appropriate action to ensure that the interaction is maintained
02.03 Describe the types of problems that can occur across different types of media
Be able to provide information and focus on the clients requirements
03.01 Provide information about the service and confirm if it is appropriate to the client.
03.02 Encourage clients to share their concerns
Understand how to communicate using a range of media
04.01 Explain the range of media most often used by the service
04.02 Explain the information that can be provided and who can be helped by the service
04.03 Explain how to encourage communication without face to face contact
Be able to identify risks to the client
05.01 Assess whether there is any risk or danger facing the client and take appropriate action

Qualification Framework : RQF
Title : Assist clients through advice and guidance to review their achievement of a course of action
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: J/602/5172 : Assist clients through advice and guidance to review their achievement of a course of action
Understand a range of methods to review achievements
Assessment Criterion - The learner can:
01.01	Explain the relevant models of good practice for assisting clients to review progress
01.02	Explain what types of review should take place and how often these should be carried out
Be able to review progress with clients
02.01	Provide suitable opportunities for clients to review progress and achievements of the course of action.
02.02	Provide suitable feedback to the clients
Be able to review the key objectives and stages of the course of action
03.01	Identify and agree with the client the objectives that have been achieved and those that have not
03.02	Identify the methods that were most effective
03.03	Review the suitability of the methods used by the clients

Qualification Framework : RQF
Title : Promote Careers Education Guidance _CEG_
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: J/602/5205 : Promote Careers Education Guidance _CEG_	
Be able to plan the promotion of Careers Education Guidance (CEG)	
Assessment Criterion - The learner can:	
01.01	Review the outcomes of previous promotional activities to inform current plans
01.02	Evaluate the range of promotional activities that could be used, including the benefits and limitations of each for different target groups
01.03	Plan the promotional activity for CEG including: consideration of effectiveness for target group taking account of other events within the same time span
Be able to identify the most appropriate information for dissemination to a target group	
02.01	Establish the information needs of interested parties both within and external to the organisation
02.02	Present information in an appropriate style and at an appropriate time
Be able to secure the resources required for the planned promotion of Careers Education Guidance (CEG)	
03.01	Identify the resources that will be required
03.02	Present a case for securing the necessary resources
03.03	Plan the efficient use of time and other resources

Qualification Framework : RQF
Title : Negotiate on behalf of advice and guidance clients
Unit Level : Level 5
Unit Sub Level : None
Guided Learning Hours : 35
Unit Credit Value : 5
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/602/5182 : Negotiate on behalf of advice and guidance clients	
Understand the main points of negotiation	
Assessment Criterion - The learner can:	
01.01	Explain the types of negotiation strategies suitable for different types of issue
01.02	Explain what different formats of negotiation can be used
01.03	Explain what supporting documentation might be required
Be able to prepare offers that meet the clients requirements	
02.01	Review the clients requirements
02.02	Identify a negotiation strategy suitable for the clients requirements
02.03	Prepare suitable offers for clients that meet their requirements
Be able to explain offers received from other parties	
03.01	Receive offers from other parties
03.02	Consult with the clients to assess how far the offers meet requirements
03.03	Recommend the next stage in the negotiations
Be able to establish an agreement for clients	
04.01	Produce agreements that effectively meet the clients requirements and that are in the required format.
04.02	Incorporate all necessary details into the agreement and ensure it is capable of being implemented
04.03	Confirm agreements with clients at appropriate stages of the negotiations
04.04	Advise the clients why any requirements cannot be met or if there are any significant changes to the agreement.

Qualification Framework : RQF
Title : Assist advice and guidance clients to decide on a course of action
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/602/5143 : Assist advice and guidance clients to decide on a course of action
Be able to assist clients to clarify their requirements
Assessment Criterion - The learner can:
01.01	Use appropriate language and pace of communication to encourage clients to identify their requirements and ideas for achieving them
01.02	Identify and agree requirements that cannot be met.
01.03	Explain to the client what other sources of support may be available
Be able to negotiate boundaries with clients
02.01	Negotiate with the client the boundaries of the interactions
Be able to assist clients to review and prioritise their decisions
03.01	Encourage clients to explore their decision making process and review their priorities.
03.02	Identify unrealistic requirements and identify possible alternatives.
03.03	Review with the clients the advantages and disadvantages of the selected options
Be able to assist clients select a course of action
04.01	Assist clients to reach a decision on the most appropriate course of action
04.02	Confirm the clients autonomy in the decision making process
04.03	Identify any problems with the chosen course of action and encourage the client to take appropriate action to address them
Understand the importance of autonomy for the client
05.01	Explain why it is important to confirm the autonomy of the client

Unit Specification
R/602/5207
Facilitate learning in groups

Qualification Framework : RQF
Title : Facilitate learning in groups
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/602/5207 : Facilitate learning in groups	
Be able to manage group dynamics	
Assessment Criterion - The learner can:	
01.01	Summarise the key theoretical models of group work
01.02	Use facilitation and intervening skills in group situations
01.03	Analyse how to balance the needs of tasks and group processes
01.04	Encourage group members to participate effectively and ensure that they feel comfortable
Be able to establish and maintain effective communication with group members	
02.01	Use appropriate methods of communication
02.02	Put learners at ease
02.03	Establish what factors are likely to affect learning and behaviour in groups
02.04	Identify how to address individual needs in a group setting
02.05	Recognise and deal with issues of power, conflict and authority in groups
Be able to facilitate collaborative learning	
03.01	Agree with the group, the purpose, process and intended outcomes of group activity
03.02	Summarise the different learning styles
03.03	Evaluate the range of learning activities available
03.04	Access relevant resources and support for learners
03.05	Adapt group activities to the size and composition of the group
Be able to enable individuals to reflect on the way in which they have been learning and participating in the group	
04.01	Agree and implement appropriate methods of eliciting personal views on learning
04.02	Monitor individual learners progress in a group setting
04.03	Feed back on progress made and process of learning to the group and to individual members in a positive and encouraging manner

Unit Specification
T/602/5183
Liaise with other services

Qualification Framework : RQF
Title : Liaise with other services
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: T/602/5183 : Liaise with other services
Understand the process for liaising with other services
Assessment Criterion - The learner can:
01.01	Explain which other services are likely to be dealt with
01.02	Explain the types of information likely to be exchanged
01.03	Explain why it is important to check the validity of any information received
01.04	Explain who is involved in different types of information exchanges and who should receive copies of the information
01.05	Explain the types of problems that may arise and what actions can be taken to resolve them
Be able to establish procedures for exchanging information with other services
02.01	Consult with other services on the information requirements of each service
02.02	Agree the purpose scope and procedures for exchanging information
02.03	Ensure that documented procedures, that include identifying the roles and responsibilities of those involved in any exchange of information, are produced
02.04	Disseminate procedures for the exchange of information with other services
02.05	Agree a process to regularly review and update the procedures
Be able to provide information to other services
03.01	Confirm the information required by other services
03.02	Select the appropriate information and disseminate using agreed procedures.
03.03	Assist other services to interpret the information forwarded
03.04	Confirm that the information is sufficient, forwarding additional information if required
Be able to obtain information from other services
04.01	Request required information from other services using the agreed procedures
04.02	Access the relevant information and confirm the validity of it
04.03	Identify any problems with obtaining information

Qualification Framework : RQF

Title : Provide and maintain information materials for use in the service

Unit Level : Level 4

Unit Sub Level : None

Guided Learning Hours : 15

Unit Credit Value : 3

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: T/602/5202 : Provide and maintain information materials for use in the service
Be able to review the information needs of the service
Assessment Criterion - The learner can:

01.01	Use services criteria for evaluating the sources of information
01.02	Identify the information currently used by different areas and clients of the service
01.03	Evaluate the format the information materials are in
01.04	Agree the future needs of the organisation in relation to information provision

Be able to agree methodologies for the procurement and dissemination of information

02.01	Evaluate the types of trends or developments which might occur when providing information
02.02	Assess the impact of information and communication technologies on the provision of information
02.03	Specify the information to be obtained and distributed
02.04	Store information according to the services policies and procedures

Unit Specification
Y/602/5189
Manage personal case load

Qualification Framework : RQF
Title : Manage personal case load
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 4
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: Y/602/5189 : Manage personal case load	
Be able to maintain case notes	
Assessment Criterion - The learner can:	
01.01	Record key information about each case
01.02	Record all actions being undertaken for clients
01.03	Ensure case notes are accurate and contain appropriate detail
01.04	Ensure case notes are structured in a way that gives a clear history
Be able to review personal case load	
02.01	Review all relevant information
02.02	Monitor the progress of all cases
02.03	Identify any obstacles in achieving the required outcomes for cases
02.04	Exchange information on the cases according to the services procedures
02.05	Identify improvements that can be made to the management of cases
Understand factors that affect case loads	
03.01	Explain what types of obstacle may occur and how to overcome it
03.02	Explain any factors that may affect the number of cases managed
Be able to establish priorities for dealing with personal case load	
04.01	Establish criteria for setting priorities
04.02	Assess cases against the criteria to show which cases need high priority
04.03	identify any immediate actions that may be required to meet deadlines
04.04	Inform relevant people of the need to prioritise specific cases
04.05	Ensure appropriate resources are allocated to the cases
04.06	Monitor the effect of the priority cases on the rest of the caseload
04.07	Ensure all cases receive appropriate attention