

Unit Title:	Liaise with other services
OCR unit number	11
Unit sector reference	AG12
Level:	3
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

To show that the candidate understands the importance of other services and can liaise with them in the correct ways.

Learning Outcomes	Assessment Criteria
<p>The Learner will:</p> <p>1 Understand the process for liaising with other services</p>	<p>The Learner can:</p> <p>1.1 Explain which other services are likely to be dealt with</p> <p>1.2 Explain the types of information likely to be exchanged</p> <p>1.3 Explain why it is important to check the validity of any information received</p> <p>1.4 Explain who is involved in different types of information exchanges and who should receive copies of the information</p> <p>1.5 Explain the types of problems that may arise and what actions can be taken to resolve them</p>
<p>2 Be able to establish procedures for exchanging information with other services</p>	<p>2.1 Consult with other services on the information requirements of each service</p> <p>2.2 Agree the purpose scope and procedures for exchanging information</p> <p>2.3 Ensure that documented procedures, that include identifying the roles and responsibilities of those involved in any exchange of information, are produced</p> <p>2.4 Disseminate procedures for the exchange of information with other services</p> <p>2.5 Agree a process to regularly review and update the procedures</p>

Learning Outcomes	Assessment Criteria
3 Be able to provide information to other services	3.1 Confirm the information required by other services 3.2 Select the appropriate information and disseminate using agreed procedures 3.3 Assist other services to interpret the information forwarded 3.4 Confirm that the information is sufficient, forwarding additional information if required
4 Be able to obtain information from other services	4.1 Request required information from other services using the agreed procedures 4.2 Access the relevant information and confirm the validity of it 4.3 Identify any problems with obtaining information

Assessment

This qualification is internally assessed by centre staff and externally verified by an OCR Assessor.

Evidence requirements

Simulation is not allowed for any part of this unit.

All evidence of your performance must be generated in your workplace, in accordance with organisational procedures and national, local and professional guidelines.

Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using and the tasks you will be undertaking to demonstrate your competence.

You must provide your assessor with evidence for all of the assessment criteria for each learning outcome. Your assessor must be satisfied that you are able to undertake your work activities consistently over a period of time.

It is up to your assessor, working with the guidance provided, to determine a suitable mix of assessment methods, and to decide on the amount and type of evidence that is required to judge your competence.

The preferred assessment methods to be used for this unit are:

Direct observation of performance: Observation of you undertaking real work activities. This could involve interacting with clients or providing information to clients.

Evaluation of work products: Any item generated from real work activities. Evidence could be from different locations and from a variety of sources. This could include case notes, records and correspondence. It is not required in your portfolio and can remain where it is normally stored. The location and relevance of the evidence must be indicated in your portfolio. The evidence must be available for assessment and verification.

Questioning: Questions to ensure that you are able to apply your knowledge to your performance in the real work place. This may be used for areas not observed or evidenced through work products. This may be oral or written but evidence of the questioning must be recorded in an appropriate format. In addition your assessor may ask questions to clarify aspects of your practice.

Witness testimony: A confirmation or authentication of activities described in your evidence which your assessor has not seen. This could include a report or statement from a line manager or other appropriate person.

Professional discussion: A structured discussion with your assessor, about your performance of specific activities and a reflection on the reasons why you practised that way. The key aspects of this discussion will be recorded in a suitable format as evidence in your portfolio.

National Occupational Standards (NOS) mapping/signposting

This unit is derived from the National Occupational Standards in Advice and Guidance 2006 (Lifelong Learning UK).

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.