

Unit Title:	Provide support for other practitioners
OCR unit number	16
Unit sector reference	AG17
Level:	4
Credit value:	5
Guided learning hours:	25

Unit purpose and aim

This unit is about how the learner provides support for others. The unit includes the promotion of effective practice and the delivery of support sessions

Learning Outcomes	Assessment Criteria
1. Be able to agree the support required by other practitioners	The Learner can: 1.1 Identify which practitioners need support 1.2 Agree the purpose and objectives for the support required 1.3 Agree the procedures for the recording and exchange of information 1.4 Agree boundaries of confidentiality 1.5 Determine when and how to review the support agreement
2. Be able to promote the effective practice of others	2.1 Identify organisational expectations of practitioners 2.2 Support practitioners to identify the limits of their competence 2.3 Intervene in a timely way to maintain practitioner's effectiveness and resolve tensions which may exist 2.4 Provide constructive feedback on
3. Be able to deliver support sessions to practitioners	3.1 Agree the issues which should be covered in the sessions 3.2 Enable practitioners to reflect on their practice 3.3 Identify and agree options for practitioners' specific requirements 3.4 Review support sessions and record

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.