

**Unit Title: Understand the importance of legislation and procedures**

OCR unit number	4
Unit sector reference	AG30
Level:	3
Credit value:	3
Guided learning hours:	24

## Unit purpose and aim

To demonstrate that the candidate understands and complies with legislation, codes of practice, and procedures.

Learning Outcomes	Assessment Criteria
<p><b>The Learner will:</b></p> <p>1 Understand legislation and codes of practice which impact on their role</p>	<p><b>The Learner can:</b></p> <p>1.1 Explain the current, national, local, professional and organisational requirements that relate to their role including:</p> <ul style="list-style-type: none"> <li>• Equal opportunities</li> <li>• Discrimination</li> <li>• Health and safety</li> <li>• Security</li> <li>• Confidentiality</li> </ul> <p>1.2 Explain the importance of complying with national, local, professional and organisational requirements</p> <p>1.3 Explain the consequences of non-compliance</p>
<p>2 Understand how to deal with urgent situations</p>	<p>2.1 Explain the types of situation which may occur requiring immediate action</p> <p>2.2 Explain what actions should be taken to deal with different situations</p> <p>2.3 Explain who can be referred to for assistance in situations where immediate action is required</p>
<p>3 Be able to record contacts, interactions, agreements, and provision of information</p>	<p>3.1 Record contacts, interactions, agreements and information provided in the appropriate systems</p> <p>3.2 Explain what systems are used for recording these interactions</p> <p>3.3 Explain why it is important to use these systems</p> <p>3.4 Describe any procedures relating to the use of these systems</p>

Learning Outcomes	Assessment Criteria
4 Understand the actual or potential effect of own values, beliefs, attitudes and behaviours when working	4.1 Explain the actual or potential effect of own values, beliefs, attitudes and behaviours when working
5 Understand why the effectiveness of methods may vary depending upon the situation and clients involved	5.1 Explain how to assess the effectiveness of methods 5.2 Explain why the effectiveness of methods may vary with different clients 5.3 Explain the types of issue that might arise 5.4 Explain the actions that may be taken to address these issues 5.5 Explain the implications of not addressing these issues

## Assessment

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

## Evidence requirements

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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

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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](http://www.ukstandards.co.uk).