

Unit Title:	Advocate on behalf of advice and guidance clients
OCR unit number	10
Unit sector reference	AG8
Level:	5
Credit value:	6
Guided learning hours:	35

Unit purpose and aim

To show the ability to prepare information and use this to advocate in cases where other parties are involved.

Learning Outcomes	Assessment Criteria
<p>The Learner will:</p> <p>1 Be able to prepare for advocacy</p>	<p>The Learner can:</p> <p>1.1 Review relevant information on the requirements of the client</p> <p>1.2 Clarify with the client any additional information that may be required</p> <p>1.3 Confirm who should be contacted to pursue the interests of the client</p>
<p>2 Be able to assess the potential results of the advocacy</p>	<p>2.1 Identify the key aspects of client's requirements that will feature in the discussions and debates</p> <p>2.2 Advise the client of how decisions are agreed between parties</p> <p>2.3 Advise the client what the results of previous similar advocacy have been</p>
<p>3 Understand the details and requirements of the other parties.</p>	<p>3.1 Explain which services or people are usually contacted and who represents the service or people</p> <p>3.2 Explain what information should be included and how it should be presented</p>
<p>4 Be able to prepare to present the clients interests</p>	<p>4.1 Ensure all relevant people, documentation and associated materials are available for the presentation</p> <p>4.2 Provide information to all the relevant people according to agreed timescales</p> <p>4.3 Ensure oral and written presentations are clear and effective</p>

Learning Outcomes	Assessment Criteria
5 Be able to present the client's interests	5.1 Present client's interests in a way that emphasises the key aspects 5.2 Identify any errors or contradictions in the information relating to clients 5.3 Identify any issues presented by others and offer constructive suggestions for their resolution

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.

For Assessment Criterion 4.3 the learner can use an oral or written presentation to present the client's interests.

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.