

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Signposting and Referral – Information, Advice and Guidance
Unit Reference Number:	M/506/3582
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand when it is appropriate to signpost or refer clients to other agencies	1.1 Describe the key features of the referral procedure of own organisation
	1.2 Describe how the procedure is implemented within own organisation
2. Understand the difference between signposting and referral	2.1 Describe the difference between signposting and referral
	2.2 Describe the benefits, to own organisation and its clients, of signposting or referral
	2.3 Describe two situations where signposting or referral are appropriate in meeting client requirements
3. Understand good practice when referring or signposting clients	3.1 Describe how to signpost or refer clients in a supportive and appropriate manner
	3.2 Describe ways in which signposting or referral takes place within a policy framework which complies with legislation, codes of practice and ethical requirements
4. Know how to monitor and evaluate client referrals to other agencies	4.1 Describe the process for monitoring and evaluating signposting or referral of clients to other agencies
	4.2 Describe the systems for recording signposting or referral of clients within own organisation

4.3 Describe how to obtain and record feedback from clients following signposting or referral