

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Information, Advice and Guidance – Principles and Practice
QAC Code:	J/615/3721
Level:	3
Credit Value:	3
Minimum GLH:	21

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the relationship between information, advice and guidance	1.1 Define information, advice and guidance and explain the relationship between them
	1.2 Analyse the scope of provision within the context of own information, advice and guidance practice
	1.3 Evaluate own role in providing information, advice and guidance
2. Recognise the limits of own ability and role in relation to delivering information, advice and guidance	2.1 Summarise how to recognise the limits of own ability and role
	2.2 Identify and explain the appropriate action to take when limits of own role are exceeded
3. Understand equality and diversity in relation to information, advice and guidance	3.1 Give examples of ways in which own practice adheres to organisation's equality and diversity policy in interactions with individual clients
	3.2 Explain ways in which behaviour inconsistent with organisation's equality and diversity policy may be challenged in relation to own information, advice and guidance practice
4. Understand own organisations' policy on record keeping, data protection and confidentiality	4.1 Explain the confidentiality and data protection policies of own organisation

	4.2	Clarify the importance of accurate recording and record keeping in maintaining client confidentiality
5. Recognise the importance of quality assurance within information, advice and guidance standards	5.1	Explain ways in which working within information, advice or guidance operational standards develops good practice
	5.2	Explain ways in which working within standards frameworks can develop and formalise processes in information, advice and guidance
	5.3	Explain ways in which working within information, advice and guidance operational standards enhances consistency