

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Managing Statistical Information to Support Information, Advice and Guidance Practice
QAC Code:	A/615/3795
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 importance of and the reasons for collecting statistical information within own organisation	1.1 Explain ways in which information, advice and guidance data is collected within own organisation
	1.2 Evaluate the effectiveness of the systems used for information, advice and guidance data collection within own organisation
2. Understand the purpose of the quality systems within own organisation and how they are implemented	2.1 Explain ways in which feedback from clients and service users is used to inform service delivery of information, advice and guidance
	2.2 Explain how service delivery is monitored and evaluated against aims and objectives
	2.3 Explain how quality systems are used to inform continuous improvement in service delivery
3. Understand how to use the management information systems within own organisation	3.1 Explain how management information systems are used to inform service delivery in own organisation
	3.2 Explain ways in which information can be retrieved and used to inform good practice in service delivery

	3.3	Explain ways in which information collected is used to enhance service delivery
4. Understand the requirements of data protection legislation in relation to information, advice and guidance practice	4.1	Explain the principles behind and key provision of the relevant data protection legislation
	4.2	Explain the different forms of data protection legislation relevant to information, advice and guidance providers
	4.3	Explain ways in which data protection legislation informs the storage of and disclosure of information