

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Reflecting on Own Practice in Information, Advice and Guidance
QAC Code:	R/615/3804
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 own role and contribution in achieving own organisation's objectives	1.1 Evaluate the role of own work within the organisation
	1.2 Analyse the factors that could affect own contribution to achieving organisation's objectives
	1.3 Explain how feedback on own performance is received and used
2. Understand how to identify personal development objectives	2.1 Evaluate own strengths and contribution to the delivery of the objectives of the information, advice and guidance service
	2.2 Review areas for personal development to strengthen own contribution to service delivery
3. Create an action plan to meet personal development objectives	3.1 Explain the methods used by own organisation to identify personal development objectives
	3.2 Explain the purpose of a personal development plan and what it should include
4. Recognise how own beliefs, values and behaviours may impact on own work and that of the organisation	4.1 Analyse the potential impact of own attitudes, beliefs and life experiences when working with clients

	4.2	Explain how to challenge and address own attitudes, beliefs and assumptions when working with clients
5. Understand the need for accountability and adherence to codes of practice in information, advice and guidance	5.1	Explain ways in which information, advice and guidance providers are accountable and to whom
	5.2	Explain the purpose and importance of codes of good practice in maintaining the quality of information, advice and guidance