

# Open Awards Qualification Unit



## Form OAQU

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### 1 Unit Details

Unit Title:	Working within Information, Advice and Guidance Operational Standards and Frameworks
QAC Code:	K/615/3808
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 how to work to operational standards within information, advice or guidance	1.1 Clarify the appropriate agencies which set standards relevant to information, advice and guidance
	1.2 Explain the relationship between information, advice and guidance operational standards and related policies within own organisation
2. Understand the importance of monitoring and feedback in meeting the requirements of operational standards within information, advice and guidance	2.1 Explain ways in which feedback from clients and from other sources is collected and evaluated
	2.2 Analyse how client feedback and feedback from other sources informs implementation of operational standards
	2.3 Explain how reflection on practice enables organisations to identify the staff development required to ensure compliance with standards