

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Referral in Information, Advice and Guidance Practice
QAC Code:	J/615/3802
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 referral procedure within own organisation	1.1 Explain the key features of the referral procedure within own organisation
	1.2 Explain how the procedure is implemented within own organisation
	1.3 Explain ways in which the referral procedure complies with all relevant legislation, codes of practice, guidelines and ethical requirements
2. Understand the scope of information, advice and guidance	2.1 Analyse own organisation's information, advice and guidance services and show how they may be enhanced by referral to other agencies
	2.2 Explain the benefits of working with a range of agencies to support information, advice and guidance practice
3. Understand the purpose and process for referral	3.1 Evaluate reasons for the referral of individual clients
	3.2 Explain how alternative agencies have been selected for referral, giving examples of two clients with different needs
	3.3 Explain a range of factors which prevent clients from accessing referral opportunities

4. Demonstrate good practice when referring clients	4.1	Describe the key features of facilitating referrals in a supportive and appropriate manner
	4.2	Obtain and record feedback from clients following referral
	4.3	Discuss referral practices for a range of referral organisations

Assessment Guidance

There is a requirement to observe and assess practice for AC 4.2 in this unit. Simulation is not permitted.