

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Information, Advice and Guidance – Context
Unit Reference Number:	K/506/3581
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the information, advice or guidance needs of a specific group of clients	1.1 Give examples of possible information, advice of guidance needs of a specific group of clients in the context of own practice
	1.2 Identify a range of factors which may affect client choices and describe how these could impact upon the clients
2. Understand how to explore choices and options with a specific group of clients	2.1 For two clients with different needs, describe how each client is assisted to make appropriate choices and options
	2.2 Compare the different ways in which individuals from a specific group are enabled to explore their choices and options
3. Understand how to enable clients to challenge discriminatory behaviour and practice	3.1 Give two different examples of how discriminatory practice and behaviour may impact on certain client groups
	3.2 Give two different examples of how prejudice and stereotyping can be challenged by clients
4. Understand the range of barrier which may prevent clients from being able to access information, advice or guidance services	4.1 Describe a range of barriers which may prevent a specific group of clients from achieving their requirements
	4.2 Describe ways to support a specific group of clients to overcome the identified barriers

4.3 Explain the need for and purpose of monitoring in relation to equality and diversity