

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Information, Advice and Guidance in Practice
Unit Reference Number:	H/506/3580
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 distinction between information, advice or guidance	1.1 Describe differences between information, advice or guidance
	1.2 Describe the scope of provision of information, advice or guidance within the context of own organisation
2. Understand ways of meeting information, advice or guidance requirements of clients	2.1 Identify the information, advice or guidance requirements of a range of individual clients
	2.2 Describe ways of meeting the identified requirements of a range of individual clients
	2.3 Describe ways in which clients can be supported to undertake further action
3. Understand the boundaries of own role in meeting information, advice or guidance requirements of clients	3.1 Describe boundaries of own role in meeting information, advice or guidance requirements of clients
	3.2 Give examples of a range of potential agencies for referral of signposting
	3.3 Describe how to refer or signpost individual clients to other agencies
	3.4 Describe how to monitor and evaluate client referrals to other agencies

4. Understand the purpose of accurate record keeping to fulfil good practice guidelines

4.1 Describe how client records are kept within own organisation

4.2 Describe the purpose of accurate record keeping to fulfil good practice guidelines