

Open Awards Qualification Unit



This unit forms part of a regulated qualification. Click [here](#) to view qualifications.

1 Unit Details

Unit Title:	Skills for Advice Providers
Unit Reference Number:	Y/506/3575
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 role of social policy in advice work	1.1 Define the role of social policy when working with clients
	1.2 Give examples of social policy work that could be undertaken in own organisation
2. Understand the purpose and process of an advice interview	2.1 Describe the relationship between the client and the advisor
	2.2 Describe the role of the advisor in an advice interview
	2.3 Describe the stages of the advice interview
	2.4 Give examples of when client confidentiality may be broken
3. Know how to support a client to plan and take action	3.1 Describe the factors which influence the level of support offered to a client
	3.2 Describe the situations where clients would be empowered to take action
4. Understand how to negotiate effectively on a client's behalf	4.1 Give examples of a range of negotiation strategies for clients in different situations
5. Understand how to use information resources to meet client requirements	5.1 Describe how to use own agency's main information sources
	5.2 Describe how to interpret information in the context

of client enquiries