

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

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| Unit Title: | Introduction to Skills - Delivering Information, Advice and Guidance |
| Unit Reference Number: | D/616/0724 |
| Level: | Level 1 |
| Credit Value: | 3 |
| Minimum GLH: | 27 |

2 Learning Outcomes and Criteria

| Learning Outcome (The Learner will): | Assessment Criterion (The Learner can): |
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| 1. Understand appropriate contexts for the delivery of information, advice and guidance | 1.1 Identify appropriate contexts for information, advice or guidance delivery and list reasons why they are appropriate |
| | 1.2 Identify organisations that deliver information, advice and guidance |
| | 1.3 Give an example of an organisation, other than your own, and the context in which it offers information, advice or guidance |
| 2. Be able to demonstrate awareness of the importance of effective communication skills in information, advice and guidance delivery | 2.1 Identify how to work with clients in a supportive and non discriminatory manner |
| | 2.2 Identify, and give examples of, appropriate questioning styles to encourage effective communication with clients |
| | 2.3 Identify, and give examples of, effective listening skills |
| | 2.4 Identify, and give examples of, effective verbal and non verbal communication skills |
| | 2.5 Describe the purpose of, and need for, accurate recording and record keeping |
| 3. Be able to demonstrate good practice when referring or signposting clients | 3.1 Identify when referral or signposting may be appropriate |

3.2 State the difference between referring and signposting clients

3.3 Refer and signpost clients in a supportive and appropriate manner

3.4 Identify ways to obtain feedback from clients regarding quality of service and appropriateness of referrals or signposting