

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Introduction to Underpinning Principles of Information, Advice and Guidance
Unit Reference Number:	H/616/0725
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the scope of advice and guidance in the context of own organisation	1.1 Identify ways in which information, advice and guidance is given in the context of own organisation
2. Be able to demonstrate awareness of role within own organisation	2.1 Outline the key features of own role in meeting clients' information, advice and guidance requirements
3. Understand how to establish clients' information, advice and guidance requirements	3.1 Identify ways of establishing information, advice and guidance requirements with clients
	3.2 List barriers faced by clients using information, advice and guidance services
	3.3 Select appropriate information sources or agencies for a specific client
4. Understand the importance of relevant policies to the information, advice and guidance role	4.1 Identify key features of relevant policies such as equality and diversity, confidentiality and complaints