

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Advocacy in Practice

Unit Reference Number: L/652/3926

Level: Three (3)

Credit Value: Five (5)

Minimum Guided Learning Hours: 25

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to navigate professional systems	1.1 Summarise strategies for engaging with service providers
	1.2 Use strategies to engage with service providers
	1.3 Evaluate the strategies used
2. Be able to plan and deliver advocacy support	2.1 Explain the role of referral pathways and signposting
	2.2 Create a person-centred plan with an individual
	2.3 Reflect on advocacy support provided
	2.4 Use appropriate methods to monitor and review advocacy support

Indicative Content	
LO1	A.C 1.1 & 1.2 - Learners must summarise at least two professional communication and negotiation strategies to establish constructive working relationships with external agencies/service providers. Examples include pre-meeting preparation, collaborative negotiation and understanding escalation protocols. Learners should actively apply a selected engagement strategy during a simulated observation. AC 1.3 Learners must evaluate the effectiveness of their chosen engagement strategies, analysing whether they would successfully support the individual's goals and how they impacted the professional dynamic. This should be evidenced in reflective practice.

LO2	A.C 2.1 Learners must explain how individuals enter advocacy services (referrals) and how to safely guide individuals to external, specialised support when their needs fall outside the scope of advocacy (signposting).
	A.C 2.2 Learners must create a plan that includes specific issues the individual wants help with, desired outcomes, actions for both the advocate and the individual and preferred communication channels/any accessibility requirements.
	A.C 2.3 Learners must reflect on their delivery of advocacy support and assess their personal performance during a simulated observation.
	A.C 2.4 Learners must evidence how they track the progress of an advocacy case and formally review it with the individual to determine when the issue is resolved and the case can be closed.

Assessment Requirements	
LO1	AC 1.2 This criterion must be assessed using simulated observation.
LO2	AC 1.3 This criterion must be assessed through reflective practice.
LO2	AC 2.3 This criterion must be assessed through reflective practice.