

Unit Title:	Refer clients to sources of specialist support to meet their needs
OCR unit number	Unit 17
Level:	4
Credit value:	2
Guided learning hours:	15

## Unit purpose and aim

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This unit aims to develop the learner's understanding of referral opportunities and to enable the learner to use these to meet client and organisation need.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand the nature and role of specialist support for clients to meet career-related needs</p>	<p>The learner will:</p> <p>1.1 evaluate specialist support available for clients within and outside own organisation</p> <p>1.2 explain how to access specialist support for clients</p>
<p>2. Be able to refer clients to sources of specialist support</p>	<p>2.1 review referral options with clients</p> <p>2.2 facilitate client referrals to meet their career-related needs</p> <p>2.3 maintain records of client referrals</p>

## Assessment

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This unit is internally assessed and externally verified by OCR Assessors. Assessment must include direct observation of practice. Simulations are not allowed.

To achieve a Pass, candidates must produce evidence which meets all of the assessment criteria.

## Evidence requirements

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All evidence of a candidate's performance must be generated in the workplace. Candidates must produce their own work and assessors use a range of assessment methods. Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase. Further information regarding suitable forms of evidence can be found in the OCR Level 4 Diploma in Career Information and Advice Centre Handbook.

## Guidance on assessment and evidence requirements

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In order to provide appropriate evidence to meet the assessment criteria for this unit, direct observation must be used and OCR recommends the use of witness testimony, as appropriate. Other suitable evidence could include:

- case study
- product evidence: referral documentation
- reflective diary - an evaluation of effective referral