Level 4 Diploma in Career Information and Advice

Unit Title:	Operate within networks to support the delivery of the service
OCR unit number	Unit 22
Level:	3
Credit value:	2
Guided learning hours:	20

Unit purpose and aim

This unit aims to develop the learner's understanding of networks used by own organisation and to enable the learner to use these to meet client and organisation need.

Learning Outcomes	Assessment Criteria
The learner can:	The learner will:
1. Understand the networks supporting the delivery of the careers-related organisation	1.1 evaluate the networks used by own organisation 1.2 explain the benefits that working in networks brings to clients and organisations 1.3 explain how to develop and sustain relationships with colleagues in networks 1.4 evaluate how organisations work together in networks 1.5 explain sources of conflict of interest and disagreements between agencies and how to resolve them
2. Be able to network with other agencies	2.1 establish and maintain contacts with colleagues in other agencies for the benefit of clients and the organisation 2.2 exchange information with other agencies in accordance with organisational protocols 2.3 maintain records of information exchanged with other agencies

Assessment

This unit is internally assessed and externally verified by OCR Assessors. Simulations are not allowed.

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

Evidence requirements

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

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

- assignment/report: evaluation of networking

- case study

- product evidence: eg emails, minutes of network meetings