

Unit Title:	Work with other agencies for the benefit of clients and the organisation
OCR unit number	Unit 7
Level:	6
Credit value:	6
Guided learning hours:	40

Unit purpose and aim

This unit aims to develop the learner's critical understanding of networks, referral opportunities and negotiation skills and to enable the learner to use these to meet client and own organisation need.

Learning Outcomes	Assessment Criteria
<p>The learner can:</p> <p>1. Understand the characteristics of networks that support career information, advice and guidance</p>	<p>The learner will:</p> <p>1.1 critically analyse the purpose of networks that support career information, advice and guidance</p> <p>1.2 explain the processes governing the creation, operation and evaluation of networks</p>
<p>2. Understand the networks supporting the delivery of career information, advice and guidance by the organisation</p>	<p>2.1 critically analyse the benefits for clients of the networks used by the organisation</p> <p>2.2 analyse how networks benefit the organisation</p> <p>2.3 examine sources of potential conflict and their resolution within networks</p>
<p>3. Understand the benefit of specialist support to meet the needs of clients and the service</p>	<p>3.1 evaluate sources of specialist support within own organisation and other agencies</p> <p>3.2 evaluate way to access specialist support</p>
<p>4. Understand the principles of negotiation</p>	<p>4.1 critically analyse the principles of negotiation for the benefit of clients and the organisation</p>
<p>5. Be able to collaborate with other agencies for the benefit of clients and the organisation</p>	<p>5.1 build contacts with colleagues in other agencies for the benefits of clients and the organisation</p> <p>5.2 exchange information with other agencies in accordance with organisational protocols</p> <p>5.3 use cumulative experience of working with other agencies for the benefit of clients and the organisation</p>
<p>6. Be able to refer clients to sources of specialist support</p>	<p>6.1 review with clients their specialist support objectives</p> <p>6.2 facilitate the referral of clients to specialist support agencies to meet planned objectives</p> <p>6.3 evaluate the success of referral process with clients</p> <p>6.4 maintain referral records</p>

Assessment

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

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 6 Diploma in Career Guidance and Development Centre Handbook.

Guidance on assessment and evidence requirements

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:

- assignment/report
- professional discussion and/or questioning of candidate