

Unit Title:	Introduction to Skills - Delivering Information, Advice or Guidance
Level:	One
Credit Value:	3
GLH:	27
QCDA Unit Reference Number:	J/502/7980

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand appropriate contexts for the delivery of information, advice or guidance.	1.1. Identify appropriate contexts for information, advice or guidance delivery and list reasons why they are appropriate. 1.2. Identify organisations that deliver information, advice or guidance. 1.3. Give an example of an organisation, other than your own, and the context in which it offers information, advice or guidance.
2. Demonstrate awareness of the importance of effective communication skills in information, advice or guidance delivery.	2.1. Identify how to work with clients in a supportive and non discriminatory manner. 2.2. Identify, and give examples of, appropriate questioning styles to encourage effective communication with clients. 2.3. Identify, and give examples of, effective listening skills. 2.4. Identify, and give examples of, effective verbal and non verbal communication skills. 2.5. Describe the purpose of, and need for, accurate recording and record keeping.
3. Demonstrate good practice when referring or signposting clients.	3.1. Identify when referral or signposting may be appropriate. 3.2. State the difference between referring and signposting clients. 3.3. Refer and signpost clients in a supportive and appropriate manner. 3.4. Identify ways to obtain feedback from clients regarding quality of service and appropriateness of referrals or signposting.

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Owning Body	NOCN
Unit Grading System	PASS
Unit Sector/Subject Area	14.1 Foundations for Learning and Life
Availability for Use	Shared
Purpose and Aim of the Unit	This unit enables learners to develop an understanding of information, advice or guidance practice. It helps learners to develop the communication and interpersonal skills used in working with clients and improve their understanding of referral and when to signpost clients.
Guidance for developing assessment arrangements for the unit (if appropriate)	N/A
Additional Assessment Requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of relationship between the Unit and the relevant NOS or other professional standards or curricula (if appropriate)	N/A
Support for the Unit from a SSC or other appropriate body (if required)	LLUK