



## **NVQ UNITS OF COMPETENCE**

### **OCR Level 2 in Advice and Guidance**

To achieve the qualification, the candidate must complete six units in total. These are drawn from three mandatory units and three optional units.

#### **Mandatory units**

##### **1 Establish contact with clients**

- 1.1 Establish communication with clients
- 1.2 Provide clients with information on the service

##### **19 Review own contribution to the service**

- 19.1 Assess own contribution to the work of the service
- 19.2 Develop oneself to achieve work requirements

##### **28 Supply information materials to clients**

- 28.1 Provide information materials to clients
- 28.2 Maintain information materials for use by clients

#### **Optional Units**

##### **2 Enable clients to gain access to the service**

- 2.1 Provide a supportive environment for clients
- 2.2 Enable clients to decide whether to use the service
- 2.3 Agree with clients the use of this service

##### **3 Identify the requirements of clients**

- 3.1 Obtain information from clients on their requirements
- 3.2 Identify clients' requirements for services

##### **16 Assist clients to gain access to other services**

- 16.1 Identify the requirements of clients for other services
- 16.2 Provide clients with information about other services

##### **26 Maintain information materials for use in the service**

- 26.1 Monitor the use of information materials in the service
- 26.2 Assess the use of information materials in the service
- 26.3 Improve the use of information materials in the service