



NVQ UNITS OF COMPETENCE

OCR Level 3 in Advice and Guidance

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

Mandatory units

- 2 Enable clients to gain access to the service**
(J/100/9485)
 - 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 the service

- 3 Identify the requirements of clients**
(L/100/9486)
 - 3.1 Obtain information from clients on their requirements
 - 3.2 Identify clients' requirements for services

- 6 Provide information to clients**
(D/100/9489)
 - 6.1 Identify the information required by clients
 - 6.2 Provide information to meet the requirements of clients

- 19 Evaluate and develop own contribution to the service**
(J/100/9504)
 - 19.1 Evaluate own practice
 - 19.2 Ensure continuing self-development
 - 19.3 Operate within an agreed ethical code of practice

Optional units

- 5 Interact with clients using telecommunications**
(Y/100/9488)
 - 5.1 Establish interactions with clients using telecommunications
 - 5.2 Sustain interactions with clients using telecommunications
 - 5.3 End interactions with clients using telecommunications

- 7 Assist clients to decide on a course of action**
(R/100/9490)
 - 7.1 Assist clients to clarify their requirements
 - 7.2 Identify a range of options for achieving the requirements of clients
 - 7.3 Enable clients to select a course of action

- 8 Assist clients to plan the implementation of a course of action**
(Y/100/9491)
 - 8.1 Identify methods to implement a course of action
 - 8.2 Develop an action plan

- 9 Assist clients to review their achievement of a course of action**
(D/100/9492)
9.1 Review progress and achievements with clients
9.2 Revise action plans with clients
- 10 Support clients during their activities**
(H/100/9493)
10.1 Prepare clients for activities
10.2 Provide feedback to clients on progress
- 11 Advocate on behalf of clients**
(K/100/9494)
11.1 Prepare for the advocacy
11.2 Present clients' interests
- 14 Negotiate on behalf of clients**
(A/100/9497)
14.1 Exchange offers for clients
14.2 Establish an agreement for clients
- 16 Implement referral procedures for clients**
(M/100/9500)
16.1 Identify options for referral
16.2 Enable clients to take up referral opportunities
- 25 Provide information materials for use in the service**
(H/100/9509)
25.1 Identify the requirements for information materials in the service
25.2 Obtain information materials for use in the service
- 26 Maintain information materials for use in the service**
(Y/100/9510)
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
- A22 Identify individual learning needs**
(U1019478)
A221 Identify available learning opportunities
A222 Identify learning needs with individuals
- B22 Design training and development sessions**
(U1019481)
B221 Identify options for training and development sessions
B222 Design training and development sessions for learners
- C23 Facilitate learning in groups through presentations and activities**
(U1019488)
C231 Give presentations to groups
C232 Facilitate exercises and activities to promote learning in groups
- C25 Facilitate individual learning through coaching**
(U1019490)
C251 Coach individual learners
C252 Assist individual learners to apply their learning