

**Learner Unit Achievement Checklist**

**BIIAB Level 3 Certificate in Advice and Guidance (NVQ)**

**601/7407/9**

###### BIIAB Level 3 Certificate in Advice and Guidance (NVQ)

## Centre Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**J/602/5138 Establish communication with clients for advice and guidance - Mandatory Unit**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain how to create a safe and suitable environment for practitioners and clients**1.2** Explain the effects of different types of verbal and non-verbal communication |  |  |  |  |
| **2.1** Introduce the service to clients in a way that matches their needs**2.2** Provide clients with the appropriate time to express their requirements**2.3** Make the client aware of limits of confidentiality |  |  |  |  |
| **3.1** Explain what difficulties with, and barriers to, communication may occur**3.2** Explain immediate actions to minimise any difficulties with, and barriers to, communication**3.3** Explain how to access support for minimising difficulties with, and barriers to, communication |  |  |  |  |
| **4.1** Identify communication difficulties in relation to individual clients**4.2** Adapt own approach to minimise the effect of any communication difficulties**4.3** Select resources to meet the needs of individual clients |  |  |  |  |

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**M/602/5182 Negotiate on behalf of advice and guidance clients**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain the types of negotiation strategies suitable for different types of issue**1.2** Explain what different formats of negotiation can be used**1.3** Explain what supporting documentation might be required |  |  |  |  |
| **2.1** Review the client’s requirements**2.2** Identify a negotiation strategy suitable for the client’s requirements**2.3** Prepare suitable offers for clients that meet their requirements |  |  |  |  |
| **3.1** Receive offers from other parties**3.2** Consult with the clients to assess how far the offers meet requirements**3.3** Recommend the next stage in the negotiations |  |  |  |  |
| **4.1** Produce agreements that effectively meet the client’s requirements and that are in the required format.**4.2** Incorporate all necessary details into the agreement and ensure it is capable of being implemented**4.3** Confirm agreements with clients at appropriate stages of the negotiations**4.4** Advise the clients why any requirements cannot be met or if there are any significant changes to the agreement. |  |  |  |  |

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**T/602/5183 Liaise with other services**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain which other services are likely to be dealt with**1.2** Explain the types of information likely to be exchanged**1.3** Explain why it is important to check the validity of any information received**1.4** Explain who is involved in different types of information exchanges and who should receive copies of the information**1.5** Explain the types of problems that may arise and what actions can be taken to resolve them |  |  |  |  |
| **2.1** Consult with other services on the information requirements of each service**2.2** Agree the purpose scope and procedures for exchanging information**2.3** Ensure that documented procedures, that include identifying the roles and responsibilities of those involved in any exchange of information, are produced**2.4** Disseminate procedures for the exchange of information with other services**2.5** Agree a process to regularly review and update the procedures |  |  |  |  |
| **3.1** Confirm the information required by other services**3.2** Select the appropriate information and disseminate using agreed procedures**3.3** Assist other services to interpret the information forwarded**3.4** Confirm that the information is sufficient, forwarding additional information if required |  |  |  |  |
| **4.1** Request required information from other services using the agreed procedures**4.2** Access the relevant information and confirm the validity of it**4.3** Identify any problems with obtaining information |  |  |  |  |

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**F/602/5185 Enable advice and guidance clients to access referral opportunities**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain which organisations clients are likely to be referred to**1.2** Explain what types of information the client will need including the various formats this may need to be in |  |  |  |  |
| **2.1** Obtain information from clients on their requirements**2.2** Obtain relevant, and current information on other services that are potentially suitable**2.3** Assess the suitability of other services**2.4** Confirm the other service’s acceptance criteria and procedures**2.5** Ensure the other services have the capacity and resources to deal with additional clients**2.6** Review the requirements of the clients and check them against the services provided by the other services |  |  |  |  |
| **3.1** Provide information, including advantages and disadvantages of referral, to enable clients to make an informed decision**3.2** Confirm the acceptability of the referral with the client**3.3** Plan the implementation of the referral**3.4** Facilitate the client’s contact with the other services**3.5** Review the boundaries of confidentiality with the client informing them of the information that has to be passed between the services**3.6** Agree any further information or support that is required by the client |  |  |  |  |

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**Y/602/5189 Manage personal case load**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Record key information about each case**1.2** Record all actions being undertaken for clients**1.3** Ensure case notes are accurate and contain appropriate detail**1.4** Ensure case notes are structured in a way that gives a clear history |  |  |  |  |
| **2.1** Review all relevant information**2.2** Monitor the progress of all cases**2.3** Identify any obstacles in achieving the required outcomes for cases**2.4** Exchange information on the cases according to the service’s procedures**2.5** Identify improvements that can be made to the management of cases |  |  |  |  |
| **3.1** Explain what types of obstacle may occur and how to overcome it**3.2** Explain any factors that may affect the number of cases managed |  |  |  |  |
| **4.1** Establish criteria for setting priorities**4.2** Assess cases against the criteria to show which cases need high priority**4.3** Identify any immediate actions that may be required to meet deadlines**4.4** Inform relevant people of the need to prioritise specific cases**4.5** Ensure appropriate resources are allocated to the cases**4.6** Monitor the effect of the priority cases on the rest of the caseload**4.7** Ensure all cases receive appropriate attention |  |  |  |  |

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**H/602/5194 Evaluate and develop own contribution to the service**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify criteria used to evaluate practice**1.2** Evaluate practice including identifying areas for development**1.3** Identify the information to be evaluated**1.4** Agree the feedback to be accessed**1.5** Identify the objectives of the service which will inform evaluation |  |  |  |  |
| **2.1** Evaluate information using identified criteria**2.2** Implement agreed criteria to evaluate practice**2.3** Evaluate the effect of own values, beliefs, attitudes and behaviours on work role**2.4** Identify aspects of knowledge required by the service and the profession**2.5** Seek guidance and support when issues are beyond own knowledge and experience |  |  |  |  |
| **3.1** Use outcomes of evaluation to prioritise and agree development objectives**3.2** Identify and access the necessary resources for development**3.3** Record personal development plans**3.4** Review and update personal development plans |  |  |  |  |

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**F/602/5199 Operate within networks**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Determine the role and purpose of existing networks**1.2** Implement the service’s criteria for network participation**1.3** Agree with practitioners how much time should be given to networks**1.4** Explain the types of conflicts which could occur |  |  |  |  |
| **2.1** Maintain personal contacts within networks**2.2** Identify problems which may occur with network facilitation and participation**2.3** Explain the actions to take to address problems identified within networks**2.4** Explain what the implications could be if problems are not resolved |  |  |  |  |
| **3.1** Agree the information required by network members**3.2** Work to realistic timescales for the exchange of information**3.3** Analyse how feedback improves the use of networks**3.4** Utilise systems for recording and exchanging information |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**T/602/5202 Provide and maintain information materials for use in the service**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Use service’s criteria for evaluating the sources of information**1.2** Identify the information currently used by different areas and clients of the service**1.3** Evaluate the format the information materials are in**1.4** Agree the future needs of the organisation in relation to information provision |  |  |  |  |
| **2.1** Evaluate the types of trends or developments which might occur when providing information**2.2** Assess the impact of information and communication technologies on the provision of information**2.3** Specify the information to be obtained and distributed**2.4** Store information according to the service’s policies and procedures |  |  |  |  |

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**A/602/5203 Identify and promote the contribution of Careers Education Guidance \_CEG\_ within the organisation**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify the regional and national criteria against which CEG provision will be assessed**1.2** Present a rationale for CEG in formal and informal settings**1.3** Communicate, orally and in writing, the strategy to interested parties**1.4** Conduct discussions in a way which maintains good working relationships with interested parties |  |  |  |  |
| **2.1** Establish the values, aims, policies and procedures of the organisation**2.2** Explain the current role of CEG within the organisation**2.3** Assess the potential contribution of CEG to the organisation**2.4** Identify the roles and responsibilities of those who can provide information within the organisation |  |  |  |  |
| **3.1** Develop a strategy to determine the objectives, activities and resources required to achieve strategic aims**3.2** Confirm the organisational roles, responsibilities and requirements for implementing the strategy**3.3** Evaluate the advantages and drawbacks of: Feedback forms Surveys Discussion groups Ad hoc approaches to gathering information about CEG service**3.4** Access relevant sources of information and feedback on the effectiveness of the strategy**3.5** Monitor and evaluate the profile of CEG within the organisation**3.6** Present relevant evaluation and revisions in an appropriate format and at an appropriate time |  |  |  |  |

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**J/602/5205 Promote Careers Education Guidance \_CEG\_**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Review the outcomes of previous promotional activities to inform current plans**1.2** Evaluate the range of promotional activities that could be used, including the benefits and limitations of each for different target groups**1.3** Plan the promotional activity for CEG including: consideration of effectiveness for target group taking account of other events within the same time span |  |  |  |  |
| **2.1** Establish the information needs of interested parties both within and external to the organisation**2.2** Present information in an appropriate style and at an appropriate time |  |  |  |  |
| **3.1** Identify the resources that will be required**3.2** Present a case for securing the necessary resources**3.3** Plan the efficient use of time and other resources |  |  |  |  |

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**R/602/5207 Facilitate learning in groups**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Summarise the key theoretical models of group work**1.2** Use facilitation and intervening skills in group situations**1.3** Analyse how to balance the needs of tasks and group processes**1.4** Encourage group members to participate effectively and ensure that they feel comfortable |  |  |  |  |
| **2.1** Use appropriate methods of communication**2.2** Put learners at ease**2.3** Establish what factors are likely to affect learning and behaviour in groups**2.4** Identify how to address individual needs in a group setting**2.5** Recognise and deal with issues of power, conflict and authority in groups |  |  |  |  |
| **3.1** Agree with the group, the purpose, process and intended outcomes of group activity**3.2** Summarise the different learning styles**3.3** Evaluate the range of learning activities available**3.4** Access relevant resources and support for learners**3.5** Adapt group activities to the size and composition of the group |  |  |  |  |
| **4.1** Agree and implement appropriate methods of eliciting personal views on learning**4.2** Monitor individual learner’s progress in a group setting**4.3** Feed back on progress made and process of learning to the group and to individual members in a positive and encouraging manner |  |  |  |  |

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**L/602/5139 Support clients to make use of the advice and guidance service - Mandatory Unit**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Encourage clients to clarify their requirements and circumstances**1.2** Assist clients to decide whether the service can meet their requirements, including: Identifying the appropriate information providing clients with information on the advantages and disadvantages of using the service |  |  |  |  |
| **2.1** Explore with clients the reasons for their information needs and agree how it will be provided**2.2** Identify the most appropriate information sources and retrieve the relevant information**2.3** Check the clients understanding of the information and confirm that the information provided is sufficient for their requirements**2.4** Agree with the client any further activities necessary, including referral to alternative sources of information |  |  |  |  |
| **3.1** Explain what other suitable services are available**3.2** Explain what is offered by these other services |  |  |  |  |
| **4.1** Provide information on other services that may be more suitable for meeting the clients requirements**4.2** Advise the client on the approach to other services |  |  |  |  |
| **5.1** Clarify and confirm the clients’ requirements and how these will be met by the service**5.2** Agree the way in which services can be provided**5.3** Advise the client of the procedures for contacting and using the service |  |  |  |  |

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**Y/602/5192 Review own contribution to the service - Mandatory Unit**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Assess own work against specified objectives**1.2** Review feedback on own work**1.3** Review the priorities assigned to work objectives |  |  |  |  |
| **2.1** Identify realistic development objectives**2.2** Agree a personal development plan with the appropriate people**2.3** Identify and make use of suitable development opportunities**2.4** Review and update personal development plans regularly, taking account of any changes in work requirements**2.5** Explain why the items in the plan will aid development and maintain and update relevant knowledge |  |  |  |  |

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**R/602/5210 Understand the importance of legislation and procedures - Mandatory Unit**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain the current, national, local, professional, and organisational requirements that relate to their role including: Equal opportunities Discrimination Health and Safety Security Confidentiality**1.2** Explain the importance of complying with national, local, professional and organisational requirements**1.3** Explain the consequences of non-compliance |  |  |  |  |
| **2.1** Explain what types of situation may occur that require immediate action**2.2** Explain what actions should be taken to deal with different situations**2.3** Explain who can be referred to for assistance in situations where immediate action is required |  |  |  |  |
| **3.1** Record contacts, interactions, agreements and information provided in the appropriate systems**3.2** Explain what systems are used for recording these interactions**3.3** Explain why it is important to use these systems**3.4** Describe any procedures relating to the use of these systems |  |  |  |  |
| **4.1** Explain the actual or potential effect of own values, beliefs, attitudes and behaviours when working |  |  |  |  |
| **5.1** Explain how to assess the effectiveness of methods**5.2** Explain why the effectiveness of methods may vary with different clients**5.3** Explain the types of issue that might arise**5.4** Explain the actions that may be taken to address these issues**5.5** Explain the implications of not addressing these issues |  |  |  |  |

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**F/602/5140 Develop interactions with advice and guidance clients**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Create a suitable environment for the client to be comfortable to express their issues and concerns**1.2** Encourage the client to explore their requirements, their ideas for achieving them and any potential barriers to achievement**1.3** Encourage clients to set priorities**1.4** Identify a range of communication skills that could be used to work effectively with clients |  |  |  |  |
| **2.1** Recognise the nature and stage of the interaction and provide opportunities to sustain this**2.2** Encourage clients to provide additional information**2.3** Manage any inappropriate information given by clients |  |  |  |  |
| **3.1** Provide clear opportunities for clients to end the interaction**3.2** Allow clients to decide on the next steps and agree with them any further activities or support that is needed**3.3** Review the interaction and summarise the points made |  |  |  |  |

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| EXTERNAL MODERATOR COMMENTS:**Name: Signature: Date:**  |

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## Centre Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**J/602/5141 Interact with clients using a range of media**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Respond to clients promptly according to organisational procedures and in a way that encourages them to stay connected to the service**1.2** Identify any constraints on clients and the circumstances in which the interaction is being carried out |  |  |  |  |
| **2.1** Identify any problems in an interaction**2.2** Take appropriate action to ensure that the interaction is maintained**2.3** Describe the types of problems that can occur across different types of media |  |  |  |  |
| **3.1** Provide information about the service and confirm if it is appropriate to the client.**3.2** Encourage clients to share their concerns |  |  |  |  |
| **4.1** Explain the range of media most often used by the service**4.2** Explain the information that can be provided and who can be helped by the service**4.3** Explain how to encourage communication without face to face contact |  |  |  |  |
| **5.1** Assess whether there is any risk or danger facing the client and take appropriate action |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**R/602/5143 Assist advice and guidance clients to decide on a course of action**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Use appropriate language and pace of communication to encourage clients to identify their requirements and ideas for achieving them**1.2** Identify and agree requirements that cannot be met.**1.3** Explain to the client what other sources of support may be available |  |  |  |  |
| **2.1** Negotiate with the client the boundaries of the interactions |  |  |  |  |
| **3.1** Encourage clients to explore their decision making process and review their priorities.**3.2** Identify unrealistic requirements and identify possible alternatives.**3.3** Review with the clients the advantages and disadvantages of the selected options |  |  |  |  |
| **4.1** Assist clients to reach a decision on the most appropriate course of action**4.2** Confirm the client’s autonomy in the decision making process**4.3** Identify any problems with the chosen course of action and encourage the client to take appropriate action to address them |  |  |  |  |
| **5.1** Explain why it is important to confirm the autonomy of the client |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**A/602/5153 Prepare clients through advice and guidance for the implementation of a course of action**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Confirm the course of action with the client and the roles and responsibilities of those involved**1.2** Explore the potential advantages and disadvantages of the chosen course of action, including the timescales and any cost implications**1.3** Identify any unrealistic expectations and explore possible modifications |  |  |  |  |
| **2.1** Incorporate relevant information into the action plan**2.2** Ensure the plan specifies methods, timescales, and responsibilities**2.3** Produce the plan in the agreed format and review it with the client**2.4** Agree the process for future reviews |  |  |  |  |
| **3.1** Identify potential methods for implementing the course of action and identify any potential difficulties**3.2** Confirm with clients their understanding of the action plan**3.3** Obtain agreement from the client for action plan to commence |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**J/602/5172 Assist clients through advice and guidance to review their achievement of a course of action**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain the relevant models of good practice for assisting clients to review progress**1.2** Explain what types of review should take place and how often these should be carried out |  |  |  |  |
| **2.1** Provide suitable opportunities for clients to review progress and achievements of the course of action.**2.2** Provide suitable feedback to the clients |  |  |  |  |
| **3.1** Identify and agree with the client the objectives that have been achieved and those that have not**3.2** Identify the methods that were most effective**3.3** Review the suitability of the methods used by the clients |  |  |  |  |

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