Unit 2 assessment

Information, advice or guidance in practice

***LEVEL 2 CERTIFICATE IN INFORMATION, ADVICE OR GUIDANCE***

**After completing your assessment please return it to your tutor/assessor**

**ADVICE TO ALL CANDIDATES**

* Please complete your personal details and candidate statement below.
* Complete all questions in this assessment.
* Write your answers in the spaces provided. Add any additional work for any of the questions on plain paper and attach to this assessment.
* You do not need to return your completed activities for the units – just this assessment.
* If you require any assistance or guidance please contact your tutor/assessor.

**PERSONAL DETAILS**

Name:

Contact Address:

Email (home) (work)

Telephone no. (evening) (day)

**CANDIDATE STATEMENT**

I certify that I began the learning materials for Unit 2 on \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \* and have completed all sections in this assessment. I confirm that this is my own work.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*Please insert the date you started working through the course materials for the module.

**Assessment 2.1: The difference between information, advice and guidance**

1. **Describe the differences between information, advice or guidance.** *(1.1)*
2. **Describe the scope of provision of information, advice or guidance within the context of own organisation.** *(1.2)*

**Assessment 2.2: Identifying and meeting the needs of clients**

1. **Identify what sort of information, advice or guidance the following individuals require.** *(2.1)*
2. A client who is unsure what benefits he might be able to claim.
3. A client thinking of changing career.
4. A client interested in joining a community arts group.
5. **Describe ways of meeting the needs of the following clients.** *(2.2)*
6. A client who is worried about his spiralling debts and is on a low income.
7. A client who has been offered employment but needs childcare.
8. A client who has recently admitted they have anger problems.
9. **Describe ways of supporting the following clients to undertake further action.** *(2.3)*
10. A client considering relocating or moving to a smaller or larger home.
11. A client thinking of changing career following health issues that mean their previous or current role is no longer suitable.
12. A client who has been recently widowed and is worried about the possibility of facing financial difficulties.

**Assessment 2.3: The boundaries of your own role in meeting the needs of clients**

1. **Describe the boundaries of your own role (or an advisor’s role in your chosen organisation) in meeting the information, advice or guidance requirements of clients.** *(3.1)*
2. **Give examples of a range of potential agencies which your organisation might refer or signpost clients.** *(3.2)*
3. **Describe how your organisation would refer or signpost individual clients to other agencies.** *(3.3)*
4. **Describe how your organisation monitors and evaluates client referrals to other agencies.** *(3.4)*

***WELL DONE!***

**You have now completed the assessment questions for Module A. Please staple your assessment together with the completed header sheet at the front and return it to your assessor/tutor. Your assessor/tutor will provide you with feedback on the assessment. If you need any further help or guidance, please contact your assessor/tutor.**

**Don’t forget to complete the Personal Details and Candidate Statement on the front page of this assessment.**

**Assessment 2.4: Accurate client record keeping**

1. **Describe how client records are kept in your chosen organisation.** *(4.1)*
2. **Describe the purpose of accurate record keeping to fulfil good practice guidelines.** *(4.2)*

***WELL DONE!***

**You have now completed the assessment questions for Unit 2. Please staple your assessment together with the completed header sheet at the front and return it to your assessor/tutor. Your assessor/tutor will provide you with feedback on the assessment. If you need any further help or guidance, please contact your assessor/tutor.**