***LEVEL 2 AWARD/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)

Unit 5 assessment

Signposting and referral – information, advice or guidance (F/502/7668)

**CANDIDATE STATEMENT**

I certify that I began the learning materials for Unit 5 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 5.1: Appropriate signposting and referrals**

1. **Describe the key features of the referral procedure of your chosen organisation.** *(1.1)*
2. **Describe how the procedure is implemented within your organisation.** *(1.2)*

**Assessment 5.2: Implementing organisational referral procedures**

1. **Describe the difference between signposting and referral.** *(2.1)*

**2a) Describe the benefits to your chosen organisation of signposting and referral.** *(2.2)*

**2b) Describe the benefits to your organisation’s clients of signposting and referral.**

1. **Describe two situations from your organisation where signposting and referral are appropriate in meeting client requirements. Explain why they are appropriate. Give one example of signposting and one of referral.** *(232)*
2. Signposting:
3. Referral:

**Assessment 5.3: Good practice when referring or signposting clients**

1. **Describe how to signpost or refer clients in a supportive and appropriate manner.** *(3.1)*
2. **Describe ways in which signposting or referral in your chosen organisation takes place within a policy framework that complies with legislation, codes of practice and ethical requirements.** *(3.2)*

**Assessment 5.4: Monitoring and evaluating referrals**

1. **Describe the process in your chosen organisation for monitoring and evaluating signposting or referral of clients to other agencies.** *(4.1)*
2. **Describe the systems for recording signposting or referral of clients within your organisation.** *(4.2)*

**3a) Describe how your chosen organisation obtains feedback from clients following signposting and referral.** *(4.3)*

**3b) Describe how feedback from clients following referral and signposting is recorded in your organisation.** *(4.3)*

***WELL DONE!***

**You have now completed the assessment questions for Unit 5. 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.**