



Level 2 Award in
INFORMATION, ADVICE OR GUIDANCE

Evidence Logbook

Qualification recognition number: 601/5079/8
Qualification Reference: L2AIAG

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Assessment Principles

1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

3. Definitions

3.1 Occupationally competent:

This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

3.2 Occupationally knowledgeable:

This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational

knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

3.3 Qualified to make assessment decisions:

This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

3.4 Qualified to make quality assurance decisions:

Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

3.5 Expert witness:

An expert witness must:

- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

Evidence Requirements for Level 2 Award in Information, Advice or Guidance

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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Component 1: Information, Advice or Guidance in Practice

Component Reference Number: D/502/7984

Level: 2

Credit: 3

GL: 24

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand the distinction between information, advice or guidance			
1.1 Describe differences between information, advice or guidance.			
1.2 Describe the scope of provision of information, advice or guidance within the context of own organisation.			
2 Understand ways of meeting information, advice or guidance requirements of clients.			
2.1 Identify the information, advice or guidance requirements of a range of individual clients.			
2.2 Describe ways of meeting the identified requirements of a range of individual clients.			
2.3 Describe ways in which clients can be supported to undertake further action.			
3 Understand the boundaries of own role in meeting information, advice or guidance requirements of clients.			
3.1 Describe boundaries of own role in meeting information, advice or guidance requirements of clients.			
3.2 Give examples of a range of potential agencies for referral or signposting.			

3.3 Describe how to refer or signpost individual clients to other agencies.			
3.4 Describe how to monitor and evaluate client referrals to other agencies.			
4 Understand the purpose of accurate record keeping to fulfil good practice guidelines.			
4.1 Describe how client records are kept within own organisation.			
4.2 Describe the purpose of accurate record keeping to fulfil good practice guidelines.			

<p>Learner declaration of authenticity: I declare that the work presented for this component is entirely my own work.</p> <p>Learner signature: _____ Date: _____</p>
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<p>Assessor sign off of completed component: I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.</p> <p>Assessor name: _____</p> <p>Signature: _____ Date: _____</p>
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Component 2: Developing Interaction Skills for Information, Advice or Guidance

Component Reference Number: J/505/6797

Level: 2

Credit: 3

GL: 24

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand how to interact with clients.			
1.1 Describe an appropriate model for interactions with individual clients.			
1.2 Give reasons for using a structured approach for interactions.			
1.3 Describe how to reach a shared agreement with clients.			
2 Understand the importance of effective communication skills in the delivery of Information, Advice or Guidance (IAG).			
2.1 Explain the importance of effective communications skills in the delivery of IAG.			
2.2 Describe and use a range of appropriate questioning styles to encourage communication with clients.			
2.3 Describe and use a range of effective listening skills.			
2.4 Describe and use a range of effective non-verbal communication skills.			
3 Understand how own values, beliefs and attitudes may affect interactions with clients.			
3.1 Describe how to work with clients in a supportive and non-discriminatory			

manner.			
3.2 Give examples of how own values, beliefs and attitudes may affect interactions with clients.			
4 Understand the importance of confidentiality and impartiality in interactions with clients.			
4.1 Explain the importance of confidentiality and impartiality in interactions with clients.			
4.2 Describe how principles of confidentiality and data protection are adhered to in interactions with clients.			
4.3 Describe how impartiality in service delivery is maintained.			
5 Be able to create an action plan to address personal development needs in relation to service delivery.			
5.1 Develop and use an action plan to describe: a) own personal strengths in interaction skills which contribute to effective service delivery b) areas for personal development in interaction skills to strengthen own contribution to service delivery.			

Level 2 Award in Information, Advice or Guidance
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
D/502/7984	Information, Advice or Guidance in Practice	3					
J/505/6797	Developing Interaction Skills for Information, Advice or Guidance	3					

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

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