

TALK

**ADVICE** AND

**GUIDANCE**

QUALIFICATIONS

TALK  
OCR



## OVERVIEW

This guide shows the evidence that an individual will have from certificated units of the Level 6 Diploma in Career Guidance and Development and which can contribute as evidence to meet the assessment criteria of the QCF-based Level 4 in Learning Development and Support Services qualification.

In order for this evidence to be acceptable, the individual will need to have completed the NVQ units in a career-related context.

If knowledge can be inferred from practical application, this has been taken into consideration within the guide.

## DEFINITIONS OF COVERAGE

Coverage of the assessment criteria by the performance criteria or knowledge/understanding from the NVQ is classed as one from **full**, **partial** or **none**.

### **Full:**

Where the candidate has successfully completed the NVQ unit, it can be accredited against the particular assessment criterion.

### **Partial:**

Where the candidate has evidence from the NVQ unit that could be used to contribute towards this assessment criterion, however additional evidence would be required. Where this is the case, a suggestion is provided as to how this additional evidence could be provided but this is not prescriptive and the candidate and assessor could agree an alternative method.

### **None:**

The performance criteria or knowledge/understanding from the NVQ does not cover the assessment criteria of the Level 4 Diploma.

## LEVEL 6 DIPLOMA IN CAREER GUIDANCE AND DEVELOPMENT

### Mandatory units

Preparing to work in the career information, advice and guidance sector

**Partial coverage**

Reflecting on and improve professional practice

**Partial coverage**

Career guidance theory

**No coverage**

Agree the purpose of client-centred guidance interviews and maintain communication with clients

**Partial coverage**

Explore and agree the career guidance and development needs of clients

**Partial coverage**

Use career and Labour Market Information with clients

**No coverage**

Work with other agencies for the benefit of clients and the organisation

**Partial coverage**

### Optional units

## LEVEL 6 DIPLOMA IN CAREER GUIDANCE AND DEVELOPMENT

### Optional units

Advocate on behalf of clients

**Partial coverage**

Plan, deliver and evaluate career-related learning in groups

**Partial coverage**

Source, evaluate and use Labour Market Information with clients

**No coverage**

Undertake research on behalf of the service

**No coverage**

Use diagnostic and assessment tools with clients

**No coverage**

Understand how to support specific client groups to overcome barriers to learning, training and work

**No coverage**

Provide ongoing support to clients

**No coverage**

Promote career-related learning to clients

**No coverage**

Prepare to deliver services to clients in an outreach setting

**No coverage**

Obtain and organise career-related information to support clients

**No coverage**

Engage with support networks to help clients to meet their career-related needs

**Partial coverage**

Evaluate service provision

**No coverage**

Assist clients to apply for learning, training and work

**No coverage**

### Mandatory units



## Unit: Preparing to work in the career information, advice and guidance sector

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand the career information, advice and guidance sector	<b>AC 1.1</b> 2.1.5 / 2.2.4 / Knowledge 8, 25, 26, 27	Full	
	<b>AC 1.2</b> 2.2.5 / 2.2.6 / Knowledge 28, 31	Full	
	<b>AC 1.3</b>	None	
	<b>AC 1.4</b> AG 2.2.4 / Knowledge 25-28	Full	
<b>Learning Outcome: 2</b> Understand own careers information, advice and guidance organisation	<b>AC 2.1</b> 2.1.5 h	Partial	Statement needed to cover values
	<b>AC 2.2</b>	None	
<b>Learning Outcome: 3</b> Understand roles within the careers information, advice and guidance organisation	<b>AC 3.1</b>	None	
	<b>AC 3.2</b> 2.3.1 / 2.3.2 / 2.2.3	Partial	Statement to cover analysis of own role and responsibilities
	<b>AC 3.3</b>	None	
<b>Learning Outcome: 4</b> Understand working practices within the careers information, advice and guidance organisation	<b>AC 4.1</b> 4.2.6 / 4.2.7 / Knowledge 4	Full	
	<b>AC 4.2</b> 2.1.5 / 2.1.7 / 2.1.9	Full	
	<b>AC 4.3</b> 6.2.1	Full	
	<b>AC 4.4</b> 3.3.7 / 5.1.9 / 7.2.9 / 10.3.8 / 11.2.8 / 14.1 all / 41.2.7	Full if any of these units have been successfully completed	
<b>Learning Outcome: 5</b> Understand the impact of legislative policy and professional codes of practice on the careers information, advice and guidance organisation	<b>AC 5.1</b> All of units 1, 25, 6, 12 / 2.1.8 Knowledge 3 / 3.1.7 Knowledge 11 / 4.2.2 Knowledge 1 / Unit 5 Knowledge 1 / 7.1.6 Knowledge 11 / 10.1.7 Knowledge 11 / 11.1.8 Knowledge 11 / 14.1.7 Knowledge 6 / 20.1.5 Knowledge 7 / Unit 21 Knowledge 20 / 24.3 all / 41.1.8 Knowledge 17 / 42,2,4 Knowledge 19	Partial if any of these units have been successfully completed	Statement to cover analysis of the impact
	<b>AC 5.2</b> 2.3.1 / 2.3.2 / 2.3.3	Partial	Statement to cover the range of codes of practice used in the organisation and their impact.
<b>Learning Outcome: 6</b> Understand the impact of equality, diversity and inclusion in the careers information, advice and guidance organisation	<b>AC 6.1</b> Unit 25 all	Partial	Statement to cover actual principles
	<b>AC 6.2</b> All of units 1, 25, 6, 12 / 2.1.8 Knowledge 3 / 3.1.7 Knowledge 11 / 4.2.2 Knowledge 1 / Unit 5 Knowledge 1 / 7.1.6 Knowledge 11 / 10.1.7 Knowledge 11 / 11.1.8 Knowledge 11 / 14.1.7 Knowledge 6 / 20.1.5 Knowledge 7 / Unit 21 Knowledge 20 / 24.3 all / 41.1.8 Knowledge 17 / 42,2,4 Knowledge 19	Partial if any of these units have been successfully completed	Statement to cover analysis of the impact

## Unit: Reflect on and improve professional practice

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand reflective practice	<b>AC 1.1</b>	None	
	<b>AC 1.2</b>	None	
<b>Learning Outcome: 2</b> Understand methodologies used to reflect on practice	<b>AC 2.1</b> 2.1.1 / 2.1.2 / 2.1.3 Knowledge 1 - 5	Partial	
	<b>AC 2.2</b> 2.1.3 / 2.1.9 Knowledge 5, 17	Partial	
<b>Learning Outcome: 3</b> Understand the need for continuous professional development as a careers information, advice and guidance practitioner	<b>AC 3.1</b> Unit 2 all / Knowledge 19 - 40	Partial	Statement to cover the analysis of the role of continuous professional development in professional updating and improvement of practice
	<b>AC 3.2</b> 2.2.8 / Knowledge 34	Full	
<b>Learning Outcome: 4</b> Be able to reflect on own performance as a career information, advice and guidance professional	<b>AC 4.1</b> 2.1 all / Knowledge 1 - 18	Full	
	<b>AC 4.2</b> 2.1 all / Knowledge 1 - 18	Full	
	<b>AC 4.3</b> 2.1.8 / Knowledge 13 - 16	Full	
<b>Learning Outcome: 5</b> Be able to improve own practice through continuous professional development	<b>AC 5.1</b> 2.2.1 / Knowledge 19 - 21	Full	
	<b>AC 5.2</b> 2.2.3 / Knowledge 23, 24	Full	
	<b>AC 5.3</b> 2.2.8 / Knowledge 34, 35	Full	
	<b>AC 5.4</b> 2.2.10 / Knowledge 39, 40	Full	

## Unit: Agree the purpose of client-centred career guidance interviews and maintain communication with clients

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand techniques used to agree the purpose of careers guidance interviews with clients	<b>AC 1.1</b>	None	
	<b>AC 1.2</b> 3.1.3 / Knowledge 4	Partial	Statement to cover the analysis of techniques used to agree the purpose of careers guidance interviews with clients
	<b>AC 1.3</b>	None	
<b>Learning Outcome: 2</b> Understand the media used to communicate with clients	<b>AC 2.1</b>	None	
	<b>AC 2.2</b>	None	
<b>Learning Outcome: 3</b> Be able to agree with clients the purpose of career guidance interviews	<b>AC 3.1</b> 3.1.3 / Knowledge 4 - 7 / 3.1.4	Full	
	<b>AC 3.2</b>	None	
	<b>AC 3.3</b>	None	
<b>Learning Outcome: 4</b> Be able to maintain communication with the client during the client-centred interview	<b>AC 4.1</b> 3.1.2 / Knowledge 3	Partial	
	<b>AC 4.2</b> 3.2.5 Knowledge 22	Full	
	<b>AC 4.3</b> 3.3.5 / Knowledge 35	Full	
	<b>AC 4.4</b> 3.3.7	Full	

## Unit: Explore and agree the career guidance and development needs of clients

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand methodologies to explore client career guidance and development needs	<b>AC 1.1</b> 3.1.4 / 3.1.5 / 3.1.6 / 3.1.7 / Knowledge 5 - 14	Partial	Statement to cover evaluation of the methodologies to explore the career guidance and development needs of clients
	<b>AC 1.2</b> 10.2.3 / 10.2.4 / 10.2.5 / Knowledge 18 – 23 / 10.3.1 / 10.3.3 / 10.3.4 / 10.3.5 / Knowledge 26, 29, 30, 31, 32, 33	Partial	Statement to cover evaluation of the methodologies used to develop client decision-making skills with respect to their career guidance and development needs
<b>Learning Outcome: 2</b> Understand methods to agree client career guidance and development needs	<b>AC 2.1</b> 10.3 all / Knowledge 35 - 41	Partial	Statement to cover evaluation of the methods used to agree career guidance and development options
	<b>AC 2.2</b> 10.3.3 / 10.3.4 / 10.3.5 / 10.3.7 / Knowledge 29 - 33	Partial	Statement on analysis of the ways to include clients in the planning of career guidance and development options
<b>Learning Outcome: 3</b> Understand how to evaluate the impact on clients of career guidance and development	<b>AC 3.1</b> 41.1.1 / Knowledge 1 - 3	Partial	Statement to cover critical analysis of the methodologies used
<b>Learning Outcome: 4</b> Be able to analyse client career guidance and development needs	<b>AC 4.1</b> 3.1.4 / 3.1.5 / 3.1.6 / 3.1.7 / Knowledge 5 – 14 / 10.1.3 / Knowledge 5 - 7	Full	
	<b>AC 4.2</b> 10.2 all / 10.3 all / Knowledge 15 - 41	Full	
	<b>AC 4.3</b>	None	
<b>Learning Outcome: 5</b> Be able to agree action plans with clients to meet their career guidance and development needs	<b>AC 5.1</b> 11.1 all / 11.2 all / Knowledge 1 - 29	Full	
	<b>AC 5.2</b> 11.2.2 / 11.1.4 / 11.1.5 / Knowledge 6, 7, 16, 17	Full	
<b>Learning Outcome: 6</b> Be able to evaluate with clients the impact of career guidance and development	<b>AC 6.1</b> 41.1 all / Knowledge 1 - 18	Full	
	<b>AC 6.2</b> 41.1.3 / 41.1.4 / 41.1.7 / Knowledge 5 – 8, 14 - 16	Full	
	<b>AC 6.3</b> 11.2.8 / Knowledge 28, 29	Full	

## Unit: Work with other agencies for the benefit of clients and the organisation

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand the characteristics of networks that support career information, advice and guidance	<b>AC 1.1</b>	None	
	<b>AC 1.2</b>	Full	
<b>Learning Outcome: 2</b> Understand the networks supporting the delivery of career information, advice and guidance by the organisation	<b>AC 2.1</b>	None	
	<b>AC 2.2</b>	None	
	<b>AC 2.3</b> 4.2.4	Full	
<b>Learning Outcome: 3</b> Understand the benefit of specialist support to meet the needs of clients and the service	<b>AC 3.1</b> 7.1.1 / Knowledge 1 - 4	Partial	Statement to cover evaluation of the sources of specialist
	<b>AC 3.2</b> 7.1.3 / Knowledge 7 - 8	Full	
<b>Learning Outcome: 4</b> Understand the principles of negotiation	<b>AC 4.1</b>	Full	
<b>Learning Outcome: 5</b> Be able to collaborate with other agencies for the benefit of clients and the organisation	<b>AC 5.1</b> 4.1 all / 4.2 all	Full	
	<b>AC 5.2</b>	None	
	<b>AC 5.3</b>	None	
<b>Learning Outcome: 6</b> Be able to refer clients to sources of specialist support	<b>AC 6.1</b> 7.2.1 / Knowledge 15,16	Full	
	<b>AC 6.2</b> 7.2 all / Knowledge 15 - 30	Full	
	<b>AC 6.3</b>	None	
	<b>AC 6.4</b> 7.2.9 / Knowledge 28 - 30	Full	

## Unit: Advocate on behalf of clients

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand the principles and practice of advocacy	<b>AC 1.1</b>	None	
	<b>AC 1.2</b> 40.3 all / 19.2 all Knowledge 8 - 16	Partial	Statement to cover evaluation of the advocacy techniques
<b>Learning Outcome: 2</b> Understand the role and purpose of advocating on behalf of clients	<b>AC 2.1</b> 40.1 all / 19.1 all Knowledge 1 - 7	Partial	Statement covering analysis of when advocacy is necessary
	<b>AC 2.2</b> 19.1.6 Knowledge 5	Partial	Statement to cover different ways of approaching the client
	<b>AC 2.3</b> 19.1 all Knowledge 1 - 7	Partial	Statement to cover evaluation of the services
	<b>AC 2.4</b> 40.3 all / 19.2 all	Partial	Statement to cover critical evaluation of the knowledge and skills needed to advocate on behalf of clients with third parties.
<b>Learning Outcome: 3</b> Be able to advocate on behalf of clients to meet their career-related needs	<b>AC 3.1</b> 40.1.1 / 40.3.1 / 19.2.1 / 19.2.2 / 19.2.3 / Knowledge 11	Full	
	<b>AC 3.2</b> 40.3 all / 19.2 all / Knowledge 8 - 16	Full	
	<b>AC 3.3</b> 40.3.5 / 19.2.7	Full	Statement to cover consulting with clients
	<b>AC 3.4</b> 40.3.1 / 19.2.8	Partial	Statement to cover outcome of the actual advocacy and how this meets clients' needs and what the implications are
	<b>AC 3.5</b> 40.3.6 / 19.2.6	Full	

## Unit: Plan, deliver and evaluate career-related learning in groups

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand theories of how people learn in groups	<b>AC 1.1</b> Unit 34 / Knowledge 4, 10 / Unit 35 / Knowledge 4, 5, 6	Partial	Statement to cover critical analysis
	<b>AC 1.2</b> Unit 34 / Knowledge 4, 10 / 35.1. all	Full	Statement to cover principles
	<b>AC 1.3</b> 35.1 all	Partial	Statement to cover analysis of the impact
	<b>AC 1.4</b>	None	
<b>Learning Outcome: 2</b> Understand methodologies to plan, deliver and evaluate career-related learning in groups to meet needs	<b>AC 2.1</b> Unit 24 all / 34.2 / Knowledge 10 – 19 / Unit 35 all	Partial	
	<b>AC 2.2</b>	None	
	<b>AC 2.3</b> Unit 24 all / Unit 34 all / Unit 35 all	Partial	
	<b>AC 2.4</b> 34.2.6 / Unit 35 all	Partial	
	<b>AC 2.5</b> 24.1.4 / 24.1.5 / 27.1.7 / 24.2.1 / 34.3 / Knowledge 19 – 28 / 35.1.7	Full	
	<b>AC 2.6</b> 34.1.3 / 34.1.4 / 34.1.5 / 34.1.8 / 34.2.4 / Knowledge 4, 5, 7, 10, 12, 13 16 / 35.1.2 / 35.1.7 / Knowledge 19 - 28	Full	
	<b>AC 2.7</b> 35.1 all	None	
<b>Learning Outcome: 3</b> Be able to plan career-related learning in groups	<b>AC 3.1</b>	None	
	<b>AC 3.2</b>	None	
<b>Learning Outcome: 4</b> Be able to deliver career-related learning in groups	<b>AC 4.1</b> Unit 24 all / Unit 34 all / Unit 35 all	Full if groups were on career-related learning	
	<b>AC 4.2</b> Unit 24 all / 34.1.3 / Unit 35 all	Full	
	<b>AC 4.3</b> 24.1.6 / Unit 34 all / Unit 35 all	Partial	
	<b>AC 4.4</b>	None	
<b>Learning Outcome: 5</b> Be able to evaluate career-related learning in groups	<b>AC 5.1</b> 34.2.8 / Knowledge 8, 11, 18	Partial	Statement to cover full evaluation with clients
	<b>AC 5.2</b>	None	

## Unit: Engage with support networks to help clients to meet their career-related needs

	Covered by NVQ Level 4 Learning Development and Support Services	Coverage	Suggested ways to meet those assessment criteria that are partially covered
<b>Learning Outcome: 1</b> Understand the principles and rationale for working with support networks to help clients to meet their career-related needs	<b>AC 1.1</b> Unit 36 Knowledge 2, 5	Partial	Statement to cover analysis of the rationale
	<b>AC 1.2</b> Unit 36 all	Partial	Statement to cover evaluation of the ways
	<b>AC 1.3</b> Unit 36 Knowledge 19	Partial	Statement to cover confidentiality
<b>Learning Outcome: 2</b> Be able to agree how support networks will help clients to meet their career-related needs	<b>AC 2.1</b> Unit 36 Knowledge 2, 5	Full	
	<b>AC 2.2</b> Unit 36 all	None	
	<b>AC 2.3</b> Unit 36 Knowledge 19	None	
	<b>AC 2.4</b> Unit 36 Knowledge 19	None	



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