

**Candidate Details**

Please complete all of the following in **BLOCK CAPITALS** and in **BLACK PEN**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Mobile Number:** \_\_\_\_\_ **Work Number:** \_\_\_\_\_

**Home Number:** \_\_\_\_\_ **Preferred Number:** \_\_\_\_\_

**Preferred contact time(s):**      **Morning:**       **Late afternoon:**       **Anytime:**   
   **Early afternoon:**       **Evening:**

**Email (please print clearly):** \_\_\_\_\_

**Employer:** \_\_\_\_\_

**College:** \_\_\_\_\_

(If you do not know your college, please contact The Skills Network Student Support Team on 0845 177 0047 / 01757 210 522)

**Candidate Statement**

I have completed the following assessment and confirm all the work is my own.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# ASSESSMENT QUESTIONS

Please complete ALL of the answers to the questions in each section, and submit these together.

This assessment workbook contains questions in relation to the information provided in your learning resource pack.

## Please:

- Read your learning resource before attempting to answer these assessment questions
- Fully complete, sign and date the candidate information on the front sheet overleaf
- Answer **ALL** questions **IN FULL**
- Do not copy text directly from the resource. Your answers should be in your own words
- Check you have answered each question fully before submitting to your tutor for marking
- Make sure you supply any research material together with your assessment.

(Please note: read each question carefully as there may be more than one answer required.)

## Tips for understanding how to answer the questions

### Describe

If you are asked to describe something, you should state the features in such a way that another person could recognise what you are describing if they saw it. An example might be: **Describe a donkey**. It would be insufficient to state “has four legs and a back” as this could be a chair. A description stating “a four legged animal, long tail, mane, similar to a horse but generally smaller, makes a unique sound like “eeyor” often repeatedly” would allow another person to recognise your description as a donkey.

### Explain/discuss

Give details which make what you are trying to say clear to the reader. As a general rule, this type of question requires the most in-depth answer.

### State/List

Usually requires a shortened answer, which could be a list or a single sentence. Some questions take the form of “state what the letters ‘BBC’ stand for”. The answer would simply be “British Broadcasting Corporation”. If a question asks you to ‘list examples of’ or ‘give examples of’ a particular aspect, you should provide more than one example within your answer.

### Outline

This type of question needs a brief answer which does not include much detail, but covers all steps, stages or parts involved. A question asking you to outline how to catch a train would require an answer along the lines of “check train times, choose train, go to station, buy ticket and board train”. It would not expect you to include the detail of **how** you would do these things.

### Define

When a question asks you to define something, you need to provide a short answer which states exactly what the term or phrase means. Imagine you are defining the term for another person to understand.

### Identify

This means to give sufficient detail so that someone else can recognise your description. This is sometimes used instead of “state”, so think what the question is asking for.

### Compare

A question that asks you to make a comparison requires a lot of detail. You should provide as much information as you can in relation to each of the things you are comparing, and then try to make links between them (E.G. any similarities or differences) to show a clear comparison within your answer.

## Unit 1: Information, advice or guidance in practice

(Please note: the numbers in brackets refer to the assessment criteria for each question and are for your tutor's use.)

**Q1. Describe the differences between information, advice and guidance. (1.1)**

**Information:**

**Advice:**

**Guidance:**

SAMPLE

**Q2. Describe how information, advice and guidance are provided in your own organisation or an organisation you are familiar with. (1.2)**

SAMPLE

**Q3. Identify the steps you would go through when dealing with a range of individual clients for the first time, to identify their information, advice or guidance requirements. (2.1)**

SAMPLE

**Q4. Describe the steps you would take to meet the identified requirements for the following users: (2.2)**

**a) You receive a phone call from a client asking for advice regarding counselling services available to them.**

**b) A client attends your legal service department to seek advice regarding a will.**

**c) A client attends the hospital reception desk to seek advice regarding their medical appointment.**

**Q5. You are working as a customer service advisor for your local council when a range of clients come in looking for further information about housing options in the local area. Describe what support you would provide to enable the clients to undertake further action when they have the following issues. (2.3)**

**a) A client with no access to the internet**

**b) A client who is unable to read or write**

**c) A client who does not speak English**

**Q6. Describe at least three boundaries you could face when providing information, advice or guidance to meet the requirements of clients. (3.1)**

1)

2)

3)

SAMPLE

**Q7. Give examples of a range of potential agencies for referral or signposting that you have used in your current role. (If you are not currently working in an appropriate role, give examples that could be used in an advisor role.) (3.2)**

SAMPLE

**Q8. Describe the steps you would take to refer or signpost an individual client to another agency. (3.3)**

SAMPLE



**Q9. Describe how to monitor and evaluate client referrals to other agencies. (3.4)**

SAMPLE

**Q10. Describe how client records are kept within your own organisation or an organisation you are familiar with. (4.1)**

SAMPLE

**Q11. Describe how accurate record keeping helps fulfil good practice guidelines.  
(4.2)**

SAMPLE

**Unit 2: Developing interaction skills for information, advice or guidance**

**Q1. Describe an appropriate model for interactions with individual clients. (1.1)**

SAMPLE

**Q2. Explain why you would use a structured approach when dealing with clients. (1.2)**

SAMPLE

**Q3. Describe the steps you would go through to reach a shared agreement with clients. (1.3)**

SAMPLE

**Q4. Describe a range of communication skills that you would use with your clients in relation to: (2.1) (2.2) (2.3)**

**a) Questioning styles**

**b) Listening skills**

**c) Non-verbal communication**

SAMPLE

**Q5. Describe the steps you would take to work with a client in a supportive and non-discriminatory manner. (3.1)**

SAMPLE

**Q6. Outline examples of how your own values, beliefs and attitudes may affect interactions with clients. (3.2)**

SAMPLE

**Q7. Describe why confidentiality is important and the steps you would take to ensure the principles of confidentiality and data protection are adhered to in interactions with clients. (4.1)**

**a) The principles of confidentiality**

**b) Data protection**

SAMPLE

**Q8. Describe how impartiality in service delivery is maintained. (4.2)**

SAMPLE

**Q9. Describe your own personal strengths and areas for personal development which contribute to effective service delivery. (5.1) (5.2)**

SAMPLE



**Assessment Checklist**

**Now you have completed this assessment booklet, please complete this final checklist:**

**I have answered all of the assessment questions**

**I can confirm all the work in the assessment is my own**

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**CONGRATULATIONS!**

**You have now completed your Part A Assessment. Please make sure you have completed all questions fully and you have filled in the front cover page with your personal details.**

**You now need to submit your answers to be marked. Please follow the instructions as detailed in your induction.**

**Your tutor will mark your work and provide robust feedback. Should your paper be referred, you will be required to resubmit answers until you have passed.**

**Please contact our support team if you require any further advice or guidance.**

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