***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 4 assessment

Managing information (A/502/7989)

**CANDIDATE STATEMENT**

I certify that I began the learning materials for Unit 4 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 4.1: Selecting appropriate resources**

1. **For two clients with different needs select a range of current resources available for providing information, advice or guidance within a specific organisation.** *(1.1)*
2. Client 1:
3. Client 2:
4. **For each client, describe how you would access the resources you identified.** *(1.2)*
5. Client 1:
6. Client 2:
7. **Summarise the range of clients for whom resources are provided within your chosen organisation.** *(1.3)*

**Assessment 4.2: The range of media available to meet client needs**

1. **Describe a range of media that can be used to provide information for clients.** *(2.1)*
2. **Describe the ways in which media can be adapted to meet client needs.** *(2.2)*
3. **For each of the examples below, select media that will meet the clients’ needs.** *(2.3)*
4. A client with a hearing impairment looking for help moving house:
5. A client who is partially sighted with limited access to transport keen to find ways to help him feel more independent and less isolated:

**Assessment 4.3: Storing, retrieving and updating information**

1. **Describe ways in which information is stored within your chosen organisation to comply with relevant legislation and codes of practice.** *(3.1)*
2. **Describe two methods of retrieving information for clients with different needs.** *(3.2)*

a)

b)

1. **Assess the appropriateness of systems of storage and retrieval of information within your organisation.** *(3.3)*
2. **Describe the ways in which information is updated and maintained within your organisation.** *(3.4)*

***WELL DONE!***

**You have now completed the assessment questions for Unit 4. 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.**