

Employability Skills

Centre Handbook

OCR Level Entry Level 3 Award - Entry code 10345
OCR Level Entry Level 3 Certificate - Entry code 10346

OCR Level 1 Award - Entry code 10347
OCR Level 1 Certificate - Entry code 10348

OCR Level 2 Award - Entry Code 10349
OCR Level 2 Certificate - Entry Code 10350

**June 2014: This version (V1.1) contains information about the introduction of
MAPS Changes are indicated by a black line**

Contents

1	Introduction to Employability Skills	4
1.1	Why choose one of these qualifications?	4
1.2	Entry requirement	5
1.3	Funding	5
1.4	Guided learning hours (GLH)	6
1.5	Performance figures	6
2	Qualification summary	7
2.1	OCR Entry Level 3 Award in Employability Skills summary	7
2.2	OCR Level 1 Award in Employability Skills summary	8
2.3	OCR Level 2 Award in Employability Skills summary	9
2.4	OCR Entry Level 3 Certificate in Employability Skills summary	10
2.5	OCR Level 1 Certificate in Employability Skills summary	11
2.6	OCR Level 2 Certificate in Employability Skills summary	12
3	Structure and content	13
3.1	Qualification structure and rule of combination	13
3.2	Table of units	14
3.3	OCR Entry 3 Level Award in Employability Skills	15
3.4	OCR Level 1 Award in Employability Skills	15
3.5	OCR Level 2 Award in Employability Skills	16
3.6	OCR Entry Level 3 Certificate in Employability Skills Entry	16
3.7	OCR Level 1 Certificate in Employability Skills	17
3.8	OCR Level 2 Certificate in Employability Skills	17
3.9	Barred combinations	18
4	Centre assessor and internal standardisation requirements	19
4.1	Assessment centre requirements	19
4.2	Centre Assessor responsibilities	19
4.3	Centre standardisation for multiple assessors	20
5	Assessment and postal moderation	21
5.1	Initial assessment of candidates	21
5.2	How these qualifications are assessed	21
5.3	Suitable to the needs of the candidate	21
5.4	Evidence	22
5.5	Witness statements / Tutor observation	23
5.6	Simulation activities	23
5.7	Candidate evidence booklets	24
5.8	Evidence checklist in MAPS	24
5.9	Amount of evidence needed	24
5.10	Authentication	24
5.11	Submitting claims	25
5.12	Postal submissions	26
5.13	Electronic submissions (email)	27
5.14	Submissions using e-portfolios	29
5.15	Submissions using MAPS	30
5.16	External moderation – how it works	30
5.17	Centre feedback reports (eNQF6)	31
5.18	Centre malpractice guidance	31

Contents

6	Support	32
6.1	Free resources	32
6.2	Interchange	32
6.3	Professional Development Programme	32
6.4	Documents referred to in this handbook	33
7	Administration	34
7.1	Overview of full process	34
7.2	How to apply for centre approval	35
7.3	Making entries	35
7.4	Unique Learner Numbers (ULN) and the Personal Learning Record (PLR)	36
7.5	How to make certificate claims	37
7.6	Enquiries about results	37
8	Certification	38
8.1	Claiming certificates	38
8.2	Multiple certificates recognising candidate achievement	38
8.3	Replacement certificates	38
9	Other information	39
9.1	Functional skills signposting	39
9.2	Avoidance of bias	39
9.3	Regulatory requirements	39
9.4	Language	39
9.5	Mode of delivery	39
9.6	Delivery in Wales and Northern Ireland	40
9.7	Recognition of Prior Learning (RPL)	40
9.8	Access arrangements and special consideration	40
9.9	Wider issues	41
10	Contacting us	43
10.1	Enquiries	43
10.2	Customer feedback	43
10.3	Complaints	43

1 Introduction to Employability Skills

The information provided in this handbook is correct at the time of production. Occasionally we may update this information. Please refer to the qualification [webpages](#) for the most up-to-date information.

Staff involved in the delivery of these qualifications must have access to, and understand, the requirements in this handbook.

You should read this document in conjunction with the [Admin guide: Vocational Qualifications](#).

You should ensure candidates are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

1.1 Why choose one of these qualifications?

The Employability Skills qualifications are vocationally-related, credit-based qualifications, designed to accredit the knowledge and understanding of candidates from a variety of different backgrounds. They may also be taken as stand-alone qualifications, suitable for any person wishing to gain a broad understanding of the wider world of the workplace. They offer flexibility as a choice of units can be selected according to the learner's approach to work and their needs within the work place. The OCR Award and Certificate in Employability Skills provide formal qualifications which build on skills already being taught or supervised in the learning environment or workplace.

The aim of these qualifications is to give candidates the opportunity to:

- develop their skills and competences in Employment Skills
- achieve a nationally recognised qualification
- progress to employment.

These qualifications:

- are vocationally-related
- are credit-based
- are regulated in the Qualifications and Credit Framework (QCF) and are eligible for funding
- appear on the Register of Regulated Qualifications <http://register.ofqual.gov.uk/>
- are internally assessed by your assessors and quality assurance personnel and externally moderated by us.

1.2 Entry requirement

All staff involved in the assessment or delivery of these qualifications should understand the requirements of the qualification and match them to the needs and capabilities of individual learners before entering them for one of these qualifications.

These qualifications have been developed so they are free from any barriers that restrict access or progression and therefore promote equal opportunities.

These qualifications are accredited in the QCF for learners aged 14 years and over.

There are no formal entry requirements for these qualifications.

There is no requirement for any specific prior learning. We recommend that an initial assessment should take place to ensure the candidate is capable of reaching the required standards.

1.3 Funding

These qualifications are accredited in the QCF and are eligible for funding.

For further details regarding approval and funding eligibility you should refer to the following websites:

Department for Education (DfE) under [Section 96 of the Learning and Skills Act 2000](#)

[Skills Funding Agency](#) for public funding in England

DAQW – [Database of Approved Qualifications](#) for public funding in Wales

[Department for Employment and Learning](#) for public funding in Northern Ireland

[Education Funding Agency](#) for public funding information for 16-19 learners in England

You should use the QCF Qualifications Number (QN) when looking for public funding for candidates. Each unit within a qualification will also have a QCF unit code.

If you have any queries regarding funding for this qualification contact us by email at funding@ocr.org.uk.

1.4 Guided learning hours (GLH)

Guided learning hours indicate the approximate time (in hours) the tutor will spend supervising or directing study time and assessment. Each unit includes the GLH.

Each qualification requires the following guided learning hours:

OCR Entry Level Award in Employability Skills (Entry 3) – 75glh

OCR Entry Level Certificate in Employability Skills (Entry 3) – 125glh

OCR Level 1 Award in Employability Skills – 75glh

OCR Level 1 Certificate in Employability Skills – 125glh

OCR Level 2 Award in Employability Skills – 75glh

OCR Level 2 Certificate in Employability Skills – 125glh

1.5 Performance figures

For detailed information on performance tables, see the [DfE website](#) and/or Reporting and Analysis for Improvement through school Self-Evaluation site [RAISE online](#).

2 Qualification summary

2.1 OCR Entry Level 3 Award in Employability Skills summary

OCR entry code	10345	Qualification Number (QN)		601/0668/2
Approved age group	Pre-16	16-18	18+	19+
	✓	✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates studying in preparation for employment in the any sector • candidates studying for career development and who are already in employment 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	<p>Minimum of 9 credits for this qualification.</p> <p>6 credits must be taken at Entry Level 3; the remaining 3 credits can come from any level.</p>			
Structure and options	from Entry Level 3 group		6 credits	
	from any group		3 credits	
Assessment model	<p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • OCR MAPS e-portfolio • Postal moderation • Submission by email • Centre e-portfolio 			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			

2.2 OCR Level 1 Award in Employability Skills summary

OCR entry code	10347	Qualification Number (QN)		601/0670/0
Approved age group	Pre-16	16-18	18+	19+
	✓	✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates studying in preparation for employment in any sector • candidates studying for career development and who are already in employment • candidates wishing to gain a Level 1 qualification to support further study in FE in any other sector or subject area 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	<p>Minimum of 9 credits for this qualification.</p> <p>6 credits must be taken at Level 1; the remaining 3 credits can come from any level.</p>			
Structure and options	from Level 1 group		6 credits	
	from any group		3 credits	
Assessment model	<p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • OCR MAPS e-portfolio • Postal moderation • Submission by email • Centre e-portfolio 			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			

2.3 OCR Level 2 Award in Employability Skills summary

OCR entry code	10349	Qualification Number (QN)		601/0672/4
Approved age group	Pre-16	16-18	18+	19+
	✓	✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates studying in preparation for employment in any sector • candidates studying for career development and who are already in employment • candidates wishing to gain a Level 2 qualification to support further study in FE in any other sector or subject area 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	<p>Minimum of 9 credits for this qualification.</p> <p>6 credits must be taken at Level 2; the remaining 3 credits can come from any level.</p>			
Structure and options	from Level 2 group		6 credits	
	from any group		3 credits	
Assessment model	<p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • OCR MAPS e-portfolio • Postal moderation • Submission by email • Centre e-portfolio 			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			

2.4 OCR Entry Level 3 Certificate in Employability Skills summary

OCR entry code	10346	Qualification Number (QN)		601/0669/4
Approved age group	Pre-16	16-18	18+	19+
	✓	✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates studying in preparation for employment in any sector • candidates studying for career development and who are already in employment • candidates wishing to gain an Entry Level qualification to support further study in FE in any other sector or subject area 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	<p>Minimum of 15 credits for this qualification.</p> <p>9 credits must be taken at Entry Level 3; the remaining 6 credits can come from any level.</p>			
Structure and options	from Entry Level 3 group		9 credits	
	from any group		6 credits	
Assessment model	<p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • OCR MAPS e-portfolio • Postal moderation • Submission by email • Centre e-portfolio 			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			

2.5 OCR Level 1 Certificate in Employability Skills summary

OCR entry code	10348	Qualification Number (QN)		601/0671/2
Approved age group	Pre-16	16-18	18+	19+
	✓	✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates studying in preparation for employment in any sector • candidates studying for career development and who are already in employment • candidates wishing to gain an Entry Level qualification to support further study in FE in any other sector or subject area 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	<p>Minimum of 15 credits for this qualification.</p> <p>9 credits must be taken at Level 1; the remaining 6 credits can come from any level.</p>			
Structure and options	from Level 1 group		9 credits	
	from any group		6 credits	
Assessment model	<p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • OCR MAPS e-portfolio • Postal moderation • Submission by email • Centre e-portfolio 			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			

2.6 OCR Level 2 Certificate in Employability Skills summary

OCR entry code	10350	Qualification Number (QN)		601/0673/6
Approved age group	Pre-16	16-18	18+	19+
	✓	✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates studying in preparation for employment in any sector • candidates studying for career development and who are already in employment • candidates wishing to gain an Entry Level qualification to support further study in FE in any other sector or subject area 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	<p>Minimum of 15 credits for this qualification.</p> <p>9 credits must be taken at Level 2; the remaining 6 credits can come from any level.</p>			
Structure and options	from Level 2 group		9 credits	
	from any group		6 credits	
Assessment model	<p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • OCR MAPS e-portfolio • Postal moderation • Submission by email • Centre e-portfolio 			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advanced notice when setting a last entry date and a last certification date.			

3 Structure and content

3.1 Qualification structure and rule of combination

Each qualification in the Qualifications and Credit Framework (QCF) has a Rule of Combination (ROC).

The ROC specifies how units can be combined and the overall number of credits to be achieved for the qualification to be awarded.

Candidates do not have to achieve units in any particular order and learning programmes should be tailored to meet individual needs. It is recommended that, wherever possible, you deliver these qualifications holistically by identifying opportunities to link the units and levels.

If a candidate is not able to complete the full qualification, we will issue unit certificates listing the unit(s) and credit achieved.

When combining units for the chosen qualification, it is your responsibility to ensure the rule of combination is followed.

<http://www.ocr.org.uk/qualifications/by-type/vocational-qualifications/preparation-for-work/>

The units are available to download from our qualification webpage.

3.2 Table of units

OCR Unit No	Unit Title	Unit Reference Number	Credit	Level	GLH
	Entry Level 3 Group				
1	Assessing myself for work	L/505/4047	3	EL3	25
2	Learning to be financially aware	D/505/3842	3	EL3	25
3	Preparing for and learning from a job interview	R/505/4048	3	EL3	25
4	Researching and selecting a job opportunity	F/505/4207	3	EL3	25
5	Providing personal information for working life	Y/505/4049	3	EL3	25
6	Understanding health and safety in the workplace	L/505/4050	3	EL3	25
7	Understanding workplace values and practices	R/505/4051	3	EL3	25
	Level 1 Group				
8	Preparing for and learning from a job search	Y/505/4052	3	1	25
9	Assessing myself for a job	D/505/4053	3	1	25
10	Learning to be financially capable	M/505/3845	3	1	26
11	Planning for and learning from a job interview	K/505/4055	3	1	25
12	Providing personal information for the workplace	T/505/4057	3	1	28
13	Preparing for and learning from a work placement	Y/505/4083	3	1	25
	Level 2 Group				
14	Assessing myself for a career	L/505/4095	3	2	28
15	Learning to manage finance	A/505/3847	3	2	28
16	Planning for and reflecting on a job interview	Y/505/4097	3	2	26
17	Presenting personal information for the workplace	D/505/4098	3	2	30
18	Planning for and reflecting on a work placement	L/505/4100	3	2	27

3.3 OCR Entry 3 Level Award in Employability Skills

Entry Level 3 Award in Employability Skills
Entry Code 10345
Ofqual Qualification Number 601/0668/2

This requires a total of 9 credits.
6 credits must come from the Entry Level 3 units.
The remaining three credits may be at Entry Level 3, Level 1 or Level 2.

Refer to section 3.8 for full details of the barred combinations.

3.4 OCR Level 1 Award in Employability Skills

Level 1 Award in Employability Skills
Entry Code 10347
Ofqual Qualification Number 601/0670/0

This requires a total of 9 credits.
6 credits must come from the Level 1 group.
The remaining three credits may be at Entry Level 3, Level 1 or Level 2

Refer to section 3.8 for full details of the barred combinations.

3.5 OCR Level 2 Award in Employability Skills

Level 2 Award in Employability Skills
Entry Code 10349
Ofqual Qualification Number 601/0672/4

This requires a total of 9 credits.
6 credits must come from the Level 2 group.
The remaining three credits may be at Entry Level 3, Level 1 or Level 2

Refer to section 3.8 for full details of the barred combinations.

3.6 OCR Entry Level 3 Certificate in Employability Skills Entry

Entry Level 3 Certificate in Employability Skills
Entry Code 10346
Ofqual Qualification Number 601/0669/4

This requires a total of 15 credits.
9 credits must come from the Entry Level 3 group.
The remaining 6 credits may be at Entry Level 3, Level 1 or Level 2

Refer to section 3.8 for full details of the barred combinations.

3.7 OCR Level 1 Certificate in Employability Skills

Level 1 Certificate in Employability Skills
Entry Code 10348
Ofqual Qualification Number 601/0671/2

This requires a total of 15 credits.
9 credits must come from the Level 1 group.
The remaining 6 credits may be at Entry Level 3, Level 1 or Level 2

Refer to section 3.8 for full details of the barred combinations.

3.8 OCR Level 2 Certificate in Employability Skills

Level 2 Certificate in Employability Skills
Entry Code 10350
Ofqual Qualification Number 601/0673/6

This requires a total of 15 credits.
9 credits must come from the Level 2 group.
The remaining 6 credits may be at Entry Level 3, Level 1 or Level 2

Refer to section 3.8 for full details of the barred combinations.

3.9 Barred combinations

Barred combinations are units that cannot be counted together as part of the rule of combination for these qualifications.

The following table lists the units in these qualifications that are barred with other units.

OCR Unit No	Unit title	Unit Reference No (URN)	Barred with	Barred with
1	Assessing myself for work	L/505/4047	OCR Unit 9 D/505/4053	OCR Unit 14 L/505/4095
2	Learning to be financially aware	D/505/3842	OCR Unit 10 D/505/4053	OCR Unit 15 A/505/3847
3	Preparing for and learning from a job interview	R/505/4048	OCR Unit 11 K/505/4055	OCR Unit 16 Y/505/4097
5	Providing personal information for working life	Y/505/4049	OCR Unit 12 T/505/4057	OCR Unit 17 D/505/4098
13	Preparing for and learning from a work placement	Y/505/4083	OCR Unit 18 L/505/4100	

4 Centre assessor and internal standardisation requirements

This section provides information on centre assessor and internal standardisation requirements for postal moderated qualifications.

4.1 Assessment centre requirements

Tutors should have the relevant level of subject knowledge and skills to deliver these qualifications.

Tutors must make sure that the supporting knowledge, understanding and skills requirements for each learning outcome are fully addressed, so that candidates can effectively progress towards meeting the requirements of each assessment criterion.

The teaching content/exemplification contained within each unit is not exhaustive. This may be expanded or tailored to particular contexts in which the unit is being taught or to meet the interests and needs of the candidates.

We recommend that teaching and development of subject content and associated skills be referenced to real life situations, using appropriate work-based contact, vocationally experienced delivery personnel, and/or real life case studies.

4.2 Centre Assessor responsibilities

The centre assessor is normally the course tutor and is responsible for assessing candidates' evidence.

If you have more than one centre assessor we expect you to make sure that the quality and standard of assessment is consistent (see section 4.3).

Your centre is responsible for identifying staff that are able to act as assessors. We require assessors to have the relevant level of subject knowledge and skills to deliver these qualifications and to assess candidates' work in accordance with the unit specifications any assessment requirements please refer to the OCR assessment guidance document provided on the OCR website. Where centre assessment fails to meet national requirements, as determined by the learning outcome and assessment criteria of the unit(s), the unit or claim may be withdrawn.

Assessors must:

- judge candidates' work against the assessment criteria identified in the units and the evidence requirements identified in the Candidate Evidence Booklets and Candidate Evidence Sheets
- ensure that assessment guidance/notes for tutors are adhered to when making assessment decisions
- identify valid and sufficient evidence (by annotating the evidence)
- ensure candidates' work is authentic (see section 5.9)
- identify gaps in evidence and ensure gaps are filled before the unit is sent to the OCR moderator

- give feedback to candidates
- liaise with other assessors in the centre to ensure assessment decisions are to the required standard
- confirm candidate achievement by completing and signing the required OCR documentation (i.e. the Candidate Evidence Booklet or Candidate Evidence Checklist) or by completing the evidence checklist and declaration in the MAPS e-portfolio
- ensure copies of candidates' work are saved before submission in case work is lost in the post. Please note we do not return work
- maintain records of candidates' achievements which would be needed in the event of any submission or results enquiries
- confirm the use of a scribe where relevant.

Centre-assessed work is submitted in the MAPS e-portfolio, submitted in a centre e-portfolio, posted or sent by email to the OCR moderator for moderation, so that we can sample it, in order to ensure that standards are met.

4.3 Centre standardisation for multiple assessors

If your centre has a number of assessors for these qualifications we recommend best practice is to carry out internal quality assurance and standardisation to ensure all work is assessed to the required standard.

If you are the only assessor in your centre for this qualification then best practice is to ensure that your assessment decisions are standardised. An example would be to ask another assessor in your centre to review a sample of your assessment decisions.

In order to maintain a consistent approach to internal standardisation, a centre co-ordinator **could** be nominated. The centre co-ordinator would then be responsible for:

- ensuring that all assessors are assessing to the required standard
- arranging regular standardisation meetings
- ensuring cross-moderation of work between assessors
- maintaining records of the outcome of cross-moderation activities
- advising centre assessors of any discrepancies in assessment
- suggesting ways in which assessment may be brought into line to meet the required standard
- confirming where internal standardisation has happened by signing the required OCR documentation in the appropriate place (e.g. the internal standardisation signatory area of the Candidate Evidence Checklist).

5 Assessment and postal moderation

5.1 Initial assessment of candidates

It is important that your centre carries out an initial assessment to identify candidates' level of competence, knowledge and understanding and any potential gaps that need to be addressed. This will help you and candidates to identify optional units which they might find most appropriate.

5.2 How these qualifications are assessed

Achievement at unit level is Pass or Fail.

Please note we use the term moderator throughout this handbook. On Interchange you will see the term examiner-moderator.

All units are centre-assessed and externally moderated by our moderator. The methods of moderation available are:

- OCR MAPS e-portfolio
- Post moderation
- Submission by email
- Centre e-portfolio.

Assessment and moderation can take place at any time.

Assessment of this qualification will be carried out in accordance with the appropriate codes of practice approved and published by the regulatory authorities.

5.2.1 Assessment and the Data Protection Act

It is the centre's responsibility to ensure that candidates comply with the Data Protection Act when producing evidence for summative assessment. More information about the candidate's responsibility is available in section 5.2.

5.3 Suitable to the needs of the candidate

We have tried to make sure that achievement of these qualifications is free from constraints outside the requirements of the units.

For candidates who have access requirements see 'Access arrangements including special consideration' (see Section 9.8).

If you think that any aspect of these qualifications unfairly restricts access and progression, please contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

5.4 Evidence

Tutors must assess the evidence for these qualifications and check that each criterion has been successfully met by the candidate before work is signed and submitted for external moderation.

Candidates must not reference another individual's personal details in any evidence produced for summative assessment. It is the candidate's responsibility to ensure that any evidence which includes another individual's personal details is anonymised to comply with the Data Protection Act.

Units include a 'Teaching Content' column to help those delivering the qualification. Where 'e.g.' has been used, these are suggestions for coverage. Where 'i.e.' has been used, these items must be covered in your teaching and in the assessment.

The whole assessment and moderation process can be carried out in MAPS. You can use MAPS to:

- setup your candidates and group them into classes
- allocate units, with the evidence booklet attached, to classes or individual candidates and set a deadline
- enable candidates to create and store their evidence in MAPS
- enable candidates to link their evidence to the allocated unit and submit it to their teacher for marking
- mark the candidate's work and provide them with feedback
- submit work for moderation within MAPS

You should only submit work to OCR for moderation once it has been marked, using the evidence checklist (e-checklist) or the Red Pen Tool in MAPS and confirming it meets all of the assessment criteria required by the unit/s being submitted.

Where permitted by the unit specification, the work of individual candidates may be informed by working with others, for example, in undertaking research, but candidates must provide an individual response as part of any task outcome.

When you are satisfied that the candidate has met all of the requirements for the unit, you must confirm the assessment process is complete:

- for paper submission – by signing the candidate evidence booklet or the candidate evidence checklist for the unit
- for submission by email - inserting the tutor's name on the candidate evidence booklet or the candidate evidence checklist
- for submission by centre e-portfolio - inserting the tutor's name on the candidate evidence booklet or the candidate evidence checklist
- for submission in MAPS - the tutor must make a centre declaration at the point of making the submission and does not need to submit the candidate evidence booklet or the candidate evidence checklist. See section 5.8 Evidence checklists in MAPS.

5.5 Witness statements / Tutor observation

The witness must not be an individual related to the candidate and must be in a position to make valid comments about their performance, e.g. tutors, assessors or workplace supervisors.

It is not acceptable for the candidate to produce written witness statements for witnesses to sign.

A witness statement, available as part of the evidence booklet, is used to support work or to support evidence sourced from confidential or sensitive material e.g. data protection. It should not be used to evidence achievement of a whole unit.

Witness statements can be made verbally to the centre assessor, transcribed or recorded and submitted as evidence.

It is not appropriate for a witness statement to contain a list of the skills to which it relates. Witnesses must direct the information in the statements to describing what the candidate did. The centre assessor will then judge whether the candidate's activities demonstrate they meet the standards.

Witness statements must include the following:

- the candidate's name
- the date, time and venue of the activity
- a description of the activities performed by the candidate
- the date the statement was written
- a description of their relationship to the candidate
- the witness' signature and job title
- the witness' contact details (such as telephone number).

5.6 Simulation activities

If learners are unable to carry out a task in a live situation, it may be possible to carry out the activity as a role-play in a simulated environment. Participants and props in the role-play must demonstrate realistic characteristics, For example whilst role-play purchasing an item from a shop, it would be necessary to have realistic amounts i.e. 1p, 2p, 5p, 10p, 20p, 50p, £1, £2 coins and £5, £10, £20 notes in 'toy' money available for the task.

5.7 Candidate evidence booklets

We have created evidence booklets for each unit and they are available to download from the qualification page of our [website](#). This can be fully completed by the candidate, assessed and submitted to show that all the assessment criteria have been met. This should be submitted with the candidate's unit evidence to show that all assessment criteria have been met. The use of this document is optional.

If you don't use the evidence booklets you must use the candidate evidence checklists which have been designed to cover all assessment criteria and evidence requirements contained within the units. As such, if these are fully completed no further evidence is required.

The evidence booklets are attached to the units in MAPS so when you allocate units to classes or individual candidates you are providing them with an electronic version of the evidence booklet. This can be worked on by the candidate and saved in their portfolio in MAPS. Once complete it can be handed in for marking to the teacher and then be submitted for moderation in MAPS.

5.8 Evidence checklist in MAPS

If MAPS is used to support the assessment process then an evidence checklist within MAPS is used to show that all assessment criteria have been met and where the appropriate evidence can be found. This replaces the use of the candidate evidence record sheet.

5.9 Amount of evidence needed

It is difficult to give detailed guidance regarding the amount of evidence needed, as it depends on the type of evidence collected and the judgement of the tutor.

The quality and breadth of evidence presented should enable the tutor to confirm the candidate has the required knowledge, understanding, skills and satisfies all the assessment criteria and evidence requirements.

It is anticipated that your centre will create programmes of learning for candidates to enable the completion of these units. This may generate additional items of evidence. Your centre is free to do this but should only include the specific evidence required for each unit submitted for moderation.

5.10 Authentication

Tutors/Assessors must be confident that the work they mark is the candidate's own. This does not mean that a candidate must be supervised throughout the completion of all work but the tutor/assessor must exercise sufficient supervision, or introduce sufficient checks, to be in a position to judge the authenticity of the candidate's work.

Wherever possible, the tutor/assessor should discuss work-in-progress with candidates. This will not only ensure that work is underway in a planned and timely manner but will also provide opportunities for tutors/assessors to check authenticity of the work and provide general feedback.

Candidates must not plagiarise. Plagiarism is the submission of another's work as one's own and/or failure to acknowledge a source correctly. Plagiarism is considered to be malpractice and could lead to the candidate being disqualified. Plagiarism sometimes occurs innocently when candidates are unaware of the need to reference or acknowledge their sources. It is therefore important that you ensure candidates understand:

- the work they submit must be their own
- the meaning of plagiarism and what penalties may be applied.

Candidates may refer to research, quotations or evidence but they must list their sources.

Please note: You must confirm to us that the evidence produced by candidates is authentic. This is either by signing the candidate evidence booklet/checklist (see section 5.7) or the Centre Authentication Form which includes a declaration for assessors to sign and is available from our [website](#) and [Interchange](#)

Scribed work **must** be annotated with the scribe's initials. If candidates require a scribe, further guidance can be found in the JCQ document: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013*. The application form for reasonable adjustments is available to download from the JCQ website: <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms/form-vq-ia>.

Please note, where a candidate has to complete evidence themselves in order to achieve the assessment criteria, for example by the completion of an application form, a scribe will not be permitted.

When submitting evidence for moderation in MAPS you will be required to make a centre declaration confirming the authenticity of the candidate's work. For this reason your centre should **also** hold a signed candidate authentication statement for all candidates submitting work in MAPS (available from our [website](#). However you don't need to use the candidate evidence record sheet or submission cover sheet if using MAPS.

5.11 Submitting claims

There are no specific deadlines for making certification claims; however, it is important only to make claims when you are confident that the requirements for the unit have been met.

Claims should not be made unless, in the final opinion of your centre, the evidence meets the requirements for certification.

When using MAPS all electronic evidence is submitted directly within the system for moderation. See the user guides and video tutorials available in MAPS.

If you are not using MAPS and candidate portfolios contain electronic evidence that is greater than 10MB, e.g. digital recordings or other digital information, video footage, sound recordings, this **must** be submitted as a DVD and posted to the moderator. (If your centre uses e-portfolios, and you are prepared to provide log on details to our moderator, we can moderate the candidates' e-portfolios remotely.)

5.12 Postal submissions

When sending the work through the post you **must** include:

- a printout of the full claim from Interchange and
- a submission cover sheet for each candidate which can be downloaded from our qualification page
- all relevant evidence.

Your centre should clarify any assessment queries with OCR before submitting claims for centre-assessed work. **The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.**

Centre assessed units should not be submitted to the moderator unless your assessor is satisfied that all the necessary criteria for an award of the unit have been met by the candidate.

Do not submit evidence in folders or plastic pockets but staple together evidence sheets in an appropriate order.

You **must** send the work to the moderator within 24 hours of submitting the claim via Interchange. (Certificates will normally be issued 21 working days after correctly submitting your candidate work to the moderator.)

You should make sure that work for each claim is packaged separately: do not submit work for more than one claim in the same package. We recommend that you use a secure form of delivery to send the candidates' portfolios to your allocated moderator.

Please note we:

- cannot take responsibility for any work lost in transit
- are unable to return candidate work to your centre, so we strongly recommend that you take a copy before submitting evidence
- will not return originals or copies of portfolios and they will be destroyed after six months.

5.13 Electronic submissions (email)

When sending the work electronically you **must** include:

- a copy of the full claim from Interchange and
- a submission cover sheet for each candidate which can be downloaded from the [qualification page](#)
- evidence of assessment
- all relevant evidence.

You should clarify any assessment queries with OCR before making claims for centre-assessed work. **The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.**

Centre assessed units should not be submitted to the moderator unless your centre assessor is satisfied that all the necessary criteria for an award of the unit have been met by the candidate.

You **must** make the work electronically accessible to the moderator within 24 hours of submitting the claim via Interchange. (Certificates will normally be issued 21 working days after correctly submitting your candidate work to the moderator.)

Electronic submissions (email) - step-by-step guide

To submit work electronically to the moderator you need the 4 digit OCR mailbox address e.g. ocremxxx@ocr.org.uk. When you make entries for the qualification, see section 7.3, we will send a letter to your centre's named contact (usually your exams officer) with the name, postal address and OCR mailbox address of your assessor. If you are unable to locate this information please contact our customer contact centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

Candidate evidence can be emailed direct to this address, as soon as the unit(s) are claimed on Interchange.

The subject heading should include the **centre number, scheme/entry code and claim number** as indicated on Interchange. Each email should only contain the evidence of one claim number (see point 12 overleaf about size limitations).

Follow these guidelines:

1. You need to include a copy of the whole claim from Interchange.
2. Create one folder for each candidate and include :
 - the Submission Cover Sheet
 - the Evidence Checklist ,where required
 - the relevant evidence files.
3. If you are submitting more than one unit, create a sub-folder for each unit and include the Submission Cover Sheet in the main folder. The Evidence Checklist, where required, should also be included in the sub-folder for each unit.
4. Ensure all files show evidence of the assessor's marking. If there are no errors on a print, tick or mark as 'no errors'.
5. Evidence can be scanned to show marking or a tracking/marketing spreadsheet can be used.

6. If evidence is scanned, scan all pages the correct way (it is difficult to view pages on screen if they are scanned upside down). Also, scan prints in the correct sequence. Hyperlinks can be incorporated into the Evidence Checklists in order to make it easier for the moderator to find which part of the evidence maps to the assessment criteria. Ensure that the links are relative, not absolute.
7. We cannot accept accounts software files.
8. We accept any pdf, rar, zip, MS Office files (any version).
9. Size should be restricted to 10mb per email. If it is any larger, it should be split between emails and clearly labelled e.g. **email 1 of 2**, **email 2 of 2**, etc.

5.14 Submissions using e-portfolios

To submit work electronically to the moderator you need the 4 digit OCR mailbox address e.g. ocrexxxx@ocr.org.uk. When you make entries for the qualification, see section 7.3, we will send a letter to your centre's named contact (usually your exams officer) with the name, postal address and OCR mailbox address of your assessor. If you are unable to locate this information please contact our customer contact centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

If your centre is using an e-portfolio to organise the candidate's work, you can email your-moderator's OCR mailbox, giving them login details and instructions on how to navigate around the site. It is important to send the moderator this information each time you make a claim. The login details will also be required to make access available to other individuals, as advised by us, for quality assurance purposes. You **must** ensure that the work in the portfolio is accessible for a minimum of six months for quality assurance and in the event of a results enquiry. After this time the portfolios can be removed.

Follow these guidelines:

- Ensure that the Submission Cover Sheet and the Evidence Checklist are included in the portfolio.
- Your centres may use your own documentation for candidate feedback; however, this cannot replace our documentation as detailed above.
- Ensure that final candidate evidence is easy to find. Moderators will not have time to read through practice tasks in order to identify the final version.
- Ensure that all candidate evidence for each unit is contained within the same folder.

Please follow points 4 in the section on Electronic Submissions:

- Feedback/marketing of candidate work can be submitted on a separate document.
- Size should be restricted to 10mb per file as otherwise it takes too long for the moderator to download.

N.B. The moderator's OCR mailbox can only be used to send candidate evidence or to advise about e-portfolio login and navigation. It must not be used to ask questions, or enter into any other dialogue. Supplementary information or explanations to the moderator must not be provided in the email.

For enquiries relating to these qualifications, contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

5.15 Submissions using MAPS

You use MAPS for the assessment process and to submit your candidates' work for moderation electronically. However, you should only submit work for moderation once it has been marked, using the evidence checklist (e-checklist) or the Red Pen Tool in MAPS and confirming it meets all of the assessment criteria required by the unit/s being submitted.

When you are ready to submit work for moderation in MAPS you will also need to make a claim. Each claim has a unique number that links the claim in Interchange with the work submitted in MAPS so both **must** contain the same combination of candidates and unit/s. In MAPS unit/s can only be submitted for the same level at the same time, e.g. level 2 **or** level 3 but not both. Therefore any claim created in Interchange should be for unit/s at the same level **only**.

You **don't** need to use the Candidate Evidence Record Sheets or the Submission Cover Sheets when submitting work in MAPS.

You **do** need to complete and retain a signed candidate authentication statement for each candidate submitting work in MAPS.

If you want to use **unnamed** unit or qualification entries the claim in Interchange can be completed directly from MAPS. If you want to use **named** unit or qualification entries the claim has to be completed in Interchange first before submitting work in MAPS.

In either scenario (**unnamed** or **named** unit or qualification entries) emails are sent from both Interchange and MAPS to your allocated moderator to inform them that there is a claim to be processed in Interchange and work to be moderated in MAPS. It is important that if using **named** unit or qualification entries the work is submitted in MAPS immediately after the claim has been created in Interchange and that they contain the same combination of candidates and unit/s.

5.16 External moderation – how it works

Candidate work is submitted to the allocated OCR moderator who will moderate your centre assessment decisions in order to ensure that standards are being met. This is achieved through systematic sampling and the assessment decisions of each centre assessor submitting work will be sampled.

The moderation works on a process of sampling where any errors found in your assessment are subsequently checked for all candidates. This system is well established as a highly accurate method of moderation. If however, substantial errors are found in your assessment, the accuracy of the sampling procedure may become questionable, in which case we extend the sample and will potentially moderate all evidence within the batch.

A sanction will be applied where the work submitted does not meet the required standard. Any units which have not met the standards will be withdrawn.

The moderator will complete a Centre Feedback Report Form (eNQF6) for the claim; this will be available to view on Interchange, unless the whole claim is withdrawn in which case the report will be sent directly to your centre. If your centre assessment is satisfactory, arrangements will be made for certification.

If a moderator is unable to process a unit because work is missing, or it has not been claimed on Interchange, or the documentation is incorrect, a Centre Request Letter is forwarded to your centre by OCR Operations. You should provide the information on receipt of this letter so that moderation can take place. If you do not respond promptly it may result in withdrawal of all or part of the claim.

A delayed response may also result in certificates not being received within the published timescales.

If the unit is withdrawn a new claim will need to be made when the evidence is re-submitted. **Please note we will not return originals or copies of portfolios. They will be retained for six months for quality assurance and in the event of a results enquiry. After this time the portfolios will be destroyed.**

Moderators are not permitted to enter into direct contact with your centre. In no circumstances must your centre attempt to contact your moderator in any way other than through posting or emailing candidate work to the address provided to them by OCR. Any queries concerning the units or assessment must be directed to vocational.qualifications@ocr.org.uk or contact us by phone on 024 76 851509.

5.17 Centre feedback reports (eNQF6)

Once moderation is complete, the moderator will produce a centre feedback report (eNQF6) for each batch of work submitted. This form is a multi-purpose document which is used to:

- record any adjustments to your centre's assessment or administration
- provide feedback to your centre on possible issues with your centre's assessment or administration.

To view the report, log in to Interchange. Hover over 'Centre information' and then click on 'examiner-moderator reports'.

The content of this report is intended to be a constructive and essential part of the standardisation process designed to ensure consistent assessment nationally. This report will detail any changes to the results awarded by your centre, giving reasons and examples where appropriate for all units. If your centre assessment is satisfactory, arrangements will be made for certification.

Where several claims have been submitted for the same scheme code, on the same day, a single report may cover all claims.

5.18 Centre malpractice guidance

It is the responsibility of the Head of Centre¹ to report (in writing) all cases of suspected malpractice involving centre staff or candidates. A JCQ Report of Suspected Malpractice form (JCQ/M1), which is available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly and report the outcomes to OCR.

Further information is contained in the publication: [OCR Malpractice Procedures - A Guide for Centres](#) and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from www.jcq.org.uk.

¹ The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, e.g. the Principal of a College, the Head Teacher of a school, the Managing Director of a Private Training Provider or the Group Training Manager of a major company.

6 Support

6.1 Free resources

The following materials are available on our website:

- Entry Level, Level 1 and 2 Award and Certificate in Employability Skills centre handbook
- Assessment documents:
 - Evidence checklists
 - Candidate evidence booklets, includes witness statement
 - Submission cover sheet
- Support documents:
 - Assessment guidance
 - Tutor support sheets, glossary, FAQs
- MAPS documents (available in the Help section in MAPS when you login):
 - Student and teacher user guides
 - Video tutorials.

The evidence checklists and evidence booklets are available to download from our website. Candidates can use these sheets to record their evidence and link it to the assessment criteria. You **must** use this sheet or you can develop your own suitable alternative to allow the OCR to see that each assessment criterion has been met.

6.2 Interchange

Interchange has been designed to help you to carry out day-to-day administration functions online, quickly and easily. The site allows you to buy candidate entries, make claims, see the progress of your claims and read centre feedback. In addition, you will have immediate and free access to candidate information. Sign up at www.ocr.org.uk/ocr-for/exams-officers/interchange/.

6.3 Professional Development Programme

We are constantly looking for ways in which we can improve the support we offer to tutors and to make our professional development programme more accessible and convenient to all.

To find out more about our Professional Development Programme, please visit our website at <http://www.ocr.org.uk/i-want-to/find/professional-development/>.

6.4 Documents referred to in this handbook

Our publications

[*Admin guide: Vocational Qualifications*](#)

[*Making entries for vocational qualifications via Interchange*](#)

[*Making online claims for vocational qualifications*](#)

JCQ publications:

<http://www.icq.org.uk>

Access Arrangements, Reasonable Adjustments and Special Consideration

Instructions for Conducting Examinations

Suspected Malpractice in Examinations and Assessments

Ofqual

<http://ofqual.gov.uk/how-we-regulate/regulatory-requirements/>

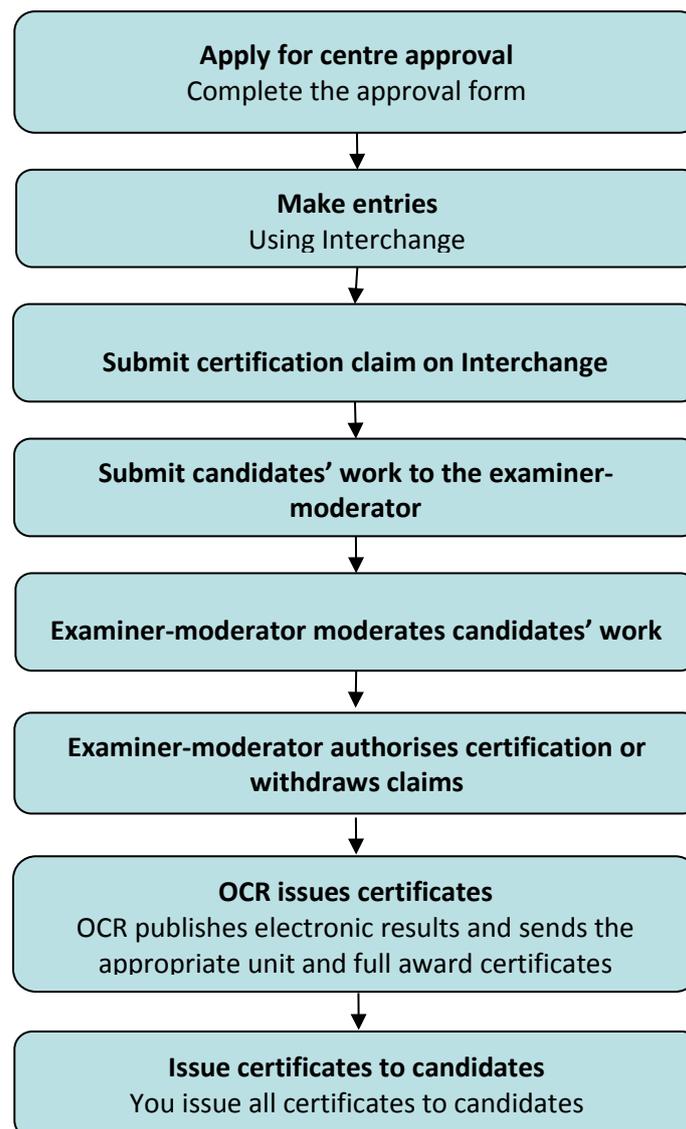
7 Administration

7.1 Overview of full process

The flow chart below provides a brief summary of the administration process for these qualifications.

For detailed information refer to our [Admin guide: Vocational Qualifications](#).

7.1.1 Administration flowchart for moderated qualifications



7.2 How to apply for centre approval

Your centre can either complete and submit the electronic [Centre Approval Form](#) available on our website or download the form and return the paper version to OCR Operations.

If you have any queries about centre approval contact our Customer Contact Centre on 024 7685 1509.

7.3 Making entries

7.3.1 Qualification or unit entries

Centres must have been approved to offer these qualifications in order to make entries. We recommend your centre applies to become an approved centre well in advance of making their first entries.

Entries must be made via Interchange - OCR's secure extranet facility. For full details of the process see [Making entries for vocational qualifications via Interchange](#).

Centres must have made an entry for a qualification or a unit in order for us to provide the appropriate assessment material and assessor details.

Candidates should be entered either for the full award **or** individual units; they should not be entered for both.

Options for candidate entry:

- Full award entry – Where candidates intend to complete the whole qualification, rather than just individual units, they can be entered for the full award. This is often a more cost-effective way of making entries. However if the candidate does not complete the full award, the remaining units cannot be transferred to another candidate. Following qualification achievement, if a candidate wishes to progress to the next size of qualification e.g. from an Award to a Certificate, you could buy additional units or a full award entry. Please see the [fees list](#) for qualification and unit fees.
- Unit entry – Candidates can build their qualification unit by unit. This entry route may be useful if your centre is unsure whether a candidate is intending to complete the full qualification.

Route for making entries:

- Named entry – You provide specific candidate information (e.g. name and date of birth) for each qualification. The advantage of named entry is that any materials we supply are personalised, requiring less manual work later.
- Unnamed entry – This allows you to order a number of units or qualifications in bulk, without specifying who will be taking them. Although this increases the flexibility of the administration, it may increase the administrative burden later in the process unless you are using MAPS. (When you create a claim in MAPS the candidates' details will automatically be imported into Interchange.)

7.3.2 Entry codes

You can enter candidates for the full qualification or by individual unit using the following qualification entry codes:

OCR entry code	Title	Qualification Number
10345	OCR Entry Level Award in Employability Skills	601/0668/2
10347	OCR Level 1 Award in Employability Skills	601/0670/0
10349	OCR Level 2 Award in Employability Skills	601/0672/4
10346	OCR Entry Level Certificate in Employability Skills	601/0669/4
10348	OCR Level 1 Certificate in Employability Skills	601/0671/2
10350	OCR Level 2 Certificate in Employability Skills	601/0673/6

The units and any supporting documentation for these qualifications can be found on our [website](#).

7.4 Unique Learner Numbers (ULN) and the Personal Learning Record (PLR)

Ofqual require Awarding Bodies to capture the Unique Learner Number (ULN) for all candidates who have claimed certification for any of these qualifications. It is also a condition of funding that all candidates that claim certification for publically funded qualifications must have a valid ULN.

The Personal Learning Record (PLR) is a permanent, online record of a candidate's qualifications and achievements and supports Credit Accumulation and Transfer (CAT). Each unit and qualification in the Qualifications and Credit Framework (QCF) has a credit value. The PLR enables learners to accumulate a record of their achievements within one place and supports the transfer of credit for these units between learning providers and awarding bodies, therefore supporting learners to gain full qualifications.

Learners over the age of 14 in UK education or training can access the PLR using their ULN. Learners keep the same ULN to access their PLR throughout their lives and whatever their level of learning.

Where a candidate has a ULN, you must enter their ten digit number in the ULN field when making entries via Interchange. For candidates who do not have a ULN, a claim will still be accepted if you leave this field blank, but OCR will not be able to send these achievements to the PLR.

When making entries via Interchange, for candidates with a ULN, you should enter the ten digit number in the ULN field.

Further information about this can be found in the [Admin guide: Vocational Qualifications](#) and at the [Learner Records Service](#).

7.5 How to make certificate claims

All claims should be carried out via OCR Interchange. For full details of the process see [Making online claims for vocational qualifications](#).

Please note that for postally moderated qualifications the work must be sent to the examiner-moderator within 24 hours of the claim being made on Interchange.

Where candidates achieve the qualifications/units we will issue certificates 21 working days after you submit your candidate work to the examiner moderator

7.6 Enquiries about results

Please refer to the [Admin guide: Vocational Qualifications](#).

8 Certification

Candidates who achieve the full qualification will receive:

- a unit certificate listing the unit or units achieved, with their related credit value and the unit reference number(s), and
- a certificate stating the full qualification title and the qualification number.

Candidates who achieve one or more units but who do not meet the credit requirements for a full qualification will receive a certificate listing the units they have achieved along with their credit value.

8.1 Claiming certificates

Certificates will be issued directly to your centre for successful candidates. In order to ensure that these are automatically issued, you must ensure that the OCR candidate number is **always** used where a candidate has already achieved one or more units. See the [Admin guide: Vocational Qualifications](#) for full details.

For details on how to make online claims for QCF qualifications see the step-by-step guide; [Making online claims for vocational qualifications](#).

8.2 Multiple certificates recognising candidate achievement

Your centre may receive certificates for qualifications that are part of a suite the candidate has not been entered for. For example, a candidate entered for and achieving a Certificate qualification, will also receive the Award as they achieve the required units.

As your centre claims units for one of these qualifications, our system will, for each candidate, validate the combination of units matching the rule of combination for this qualification.

In the process we will also check against the OCR candidate number:

- for OCR qualifications/units already claimed and if these contribute to this qualification
- to identify if this claim contributes to the achievement of the rule of combination for other OCR qualifications.

If this is the case certificates will be automatically generated to recognise the candidate's achievement.

8.3 Replacement certificates

For details on replacement certificates see the [Admin guide: Vocational Qualifications](#).

9 Other information

9.1 Functional skills signposting

Work undertaken for these qualifications may help to prepare candidates for functional skills assessment and these opportunities have been signposted in the unit specifications available on the OCR website. It is likely however that further training would be needed to fully prepare candidates for functional skills assessment.

9.2 Avoidance of bias

We have taken great care in the preparation of these qualifications to avoid bias of any kind. Special focus is given to the 9 strands of the Equality Act with the aim of ensuring both direct and indirect discrimination is avoided.

9.3 Regulatory requirements

These qualifications comply with Ofqual's *General Conditions of Recognition* and Ofqual's *Regulatory Arrangements for the Qualifications and Credit Framework (Ofqual, August 2008)*.

9.4 Language

These qualifications and any associated assessment materials are in English only. Only answers provided in English will be assessed.

9.5 Mode of delivery

You are free to deliver these qualifications using any mode of delivery that meets the needs of your candidates. Whatever mode of delivery is used, you must ensure that candidates have appropriate access to the resources identified in this handbook and units.

You should consider the candidates' complete learning experience when designing learning programmes. This is particularly important where candidates are studying part time alongside work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by your staff.

We do not specify the mode of study or a time limit for the achievement of these qualifications other than the last entry/last certification dates. We will notify you at least 6 months before the qualification closes for entries and this information will be available on Ofqual's register of accredited qualifications and our [last entry/certification notification](#).

9.6 Delivery in Wales and Northern Ireland

Ofqual regulates qualifications, examinations and assessments in England and vocational qualifications in Northern Ireland. They do not regulate degrees.

CCEA regulates non-vocational qualifications in Northern Ireland.

The Welsh Government regulates qualifications, examinations and assessments in Wales. They do not regulate degrees.

These qualifications have been regulated by Ofqual for delivery in England and Northern Ireland during the life of the qualifications and approved by the Welsh Government for use by centres in Wales.

Candidates in Wales or Northern Ireland should not be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur neutral terms have been used so that candidates may apply whatever is appropriate to their own situation.

We will provide handbooks, assessments and supporting documentation in English.

Further information about the provision of assessment materials in Welsh and Irish may be obtained from our Customer Contact Centre: 024 76 851509.

9.7 Recognition of Prior Learning (RPL)

Within the QCF, recognition of prior learning (RPL) is defined as 'A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.' ([Regulatory arrangements for the Qualifications and Credit Framework Ofqual/08/3726](#)). We encourage the use of RPL and your centre should advise their learners that they can bring forward any relevant learning (gained either informally or formally) so that it can be assessed against the assessment criteria specified in the unit, or units, the learner aims to complete. It is important that your centre make it clear to their learners that the RPL process is concerned with how the learner has acquired the knowledge, understanding or skills, it does not mean the learner is exempt from the assessment.

The currency of knowledge and ability is often important when recognising skills and competences. Where assessment is devolved to centres through assignments or portfolio-building, centre staff must judge the relevance of prior learning in all its aspects (including currency) to the qualification being assessed, before we will quality assure and authorise certification.

9.8 Access arrangements and special consideration

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates.

It is important, therefore, that your centre identifies as early as possible whether candidates have disabilities or particular difficulties that will put them at a disadvantage in the assessment situation and select an appropriate qualification or adjustment that will allow them to demonstrate attainment.

The responsibility for providing adjustments to assessment is one which is shared between OCR and your centre. Centre staff should consult the Joint Council of Qualifications' (JCQ) booklet *Access Arrangements, Reasonable Adjustments and Special Consideration* www.jcq.org.uk.

You should also refer to this document for candidates who require a post-examination adjustment (special consideration) to reflect temporary illness, indisposition or injury at the time the assessment was taken.

For further guidance on access arrangements and special consideration refer to the [Admin guide: Vocational Qualifications](#).

Scribed work **must** be annotated with the scribe's initials. If candidates require a scribe, further guidance can be found in the JCQ document: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013*. The application form for reasonable adjustments is available to download from the JCQ website: <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms/form-vq-ia>.

Please note, where a candidate has to complete evidence themselves in order to achieve the assessment criteria, for example by the completion of an application form, a scribe will not be permitted.

9.9 Wider issues

These qualifications provide opportunities for you to develop candidates' understanding of wider issues: spiritual, moral, ethical, social, legislative, economic and cultural issues as well as an awareness of sustainable development, health and safety considerations and European developments consistent with international agreements.

9.9.1 Spiritual, moral, ethical, social, legislative, economic and cultural issues

Tutors delivering a programme of learning leading towards these qualifications will have opportunities to develop candidates' understanding, for example through:

- Units 2 / 10 / 15: candidates will be expected to understand issues surrounding debt, and the impact of debt. They will have the opportunity to consider the moral, legal and social consequences of getting into debt.
- Units 13 / 18: candidates will explore the behaviours expected within the workplace, including consideration for colleagues, their attitude to time keeping, and working safely and sensibly.
- Units 3 / 11 / 16: candidates will be encouraged to think about how they portray themselves in an interview situation, and some of the various skills and techniques of social interaction which are used in this formal situation.
- Units 5 / 12 / 17: candidates have the opportunity to explore the different methods of providing personal information, and the various contexts in which it is required – including when the disclosure of information might not be appropriate.
- Unit 7: candidates will be expected to understand that in their interaction with others in the workplace, they will need to demonstrate qualities and values such as respect for others and good customer service, and that some behaviours such as bullying, discrimination, and drug and alcohol abuse.

9.9.2 Sustainable development, health and safety considerations and European developments, consistent with international agreements

Tutors delivering a programme of learning leading towards these qualifications will have opportunities to develop candidates' understanding, for example through:

- Units 13 / 18: candidates have the opportunity to consider various methods of travel to a work placement, and could include consideration of the environmental impact of their choice.
- Unit 7: candidates explore employer and employee rights and responsibilities and these can include the Health and Safety at Work Act, and legal implications such as the minimum wage. There is also strong emphasis on the importance of safe working practices
- Unit 8: candidates are expected to consider different types of work in their local area, and the main employers, and this could include a consideration of the nature of such employment and its impact on the local environment, and whether this type of activity is sustainable.

10 Contacting us

10.1 Enquiries

For enquiries about any of our vocational qualifications, please contact the Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 421944
Email: vocational.qualifications@ocr.org.uk

Alternatively, you could visit our website at www.ocr.org.uk for further information about our qualifications.

10.2 Customer feedback

We welcome feedback from customers on all aspects of our provision. Comments relating to this documentation should be sent to:

OCR Qualification Manager
Employability Skills Suite
Customers, Curriculum and Qualifications
Coventry Office
Westwood Way
Coventry
CV4 8JQ

10.3 Complaints

All complaints will be handled sensitively and speedily and used to inform how we can improve our service to customers.

If you are not satisfied with a product or service we have provided please follow the process set out in our [complaints policy](#).

You can contact us:

by post –write to:
OCR Director of Standards
1 Hills Road
Cambridge
CB1 2EU

by email – send your email to complaints@ocr.org.uk

by phone/fax contact our Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 421944