

# Health and Social Care

Level 4

Scheme Code 05548

Scheme Code 05549

## What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification, which assesses someone's competence (that is the skills, knowledge and understanding they have) in a work situation. NVQs are based on national occupational standards, that describe the level and breadth of performance that is expected of individuals whose work involves Health and Social Care practices. These NVQs are based on the national occupational standards developed by Skills for Health, Skills for Care (TOPSS), Care Council for Wales and the Northern Ireland Social Care Council. They are the government-approved standards setting bodies (SSB) for the Health and Social Care sector.

The awarding body for these NVQs is OCR (Oxford Cambridge and RSA Examinations) and the regulatory authority is QCA (Qualifications and Curriculum Authority)

These qualifications have been accepted by the QCA for inclusion in the National Qualifications Framework (NQF).

## Who are these NVQs for?

The OCR Level 4 in NVQ in Health and Social Care (Adults) and OCR Level 4 in NVQ in Health and Social Care (Children and Young People) are designed to reflect the work of candidates who deliver Health and Social Care to clients/service users, Adults or Children and Young People.

The qualifications are about the management and delivery of physical, emotional or enabling care to clients/service users. The candidate will be managing and delivering care in support of others, and will be accountable in the area of practice. Candidates will be working without direct supervision or on their own, such as in a client's/service users own home. Candidates will have autonomy, and will be required to make decisions within boundaries and limits agreed with their team.

datasheet

These NVQs are work-oriented qualifications and are aimed at those who have a lot of current real work experience. They are open to candidates of any age, of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning.

## What are the benefits of these NVQs?

Employees will benefit from:

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills
- The recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to services users
- The opportunity to ensure levels of care are to national standard

## What is the structure of these NVQs?

To achieve a full OCR Level 4 NVQ in Health and Social Care, candidates must achieve 8 units made up of 4 Core units (including the choice of specialist route) and 4 Optional units.

There are two qualification routes:

- The OCR Level 4 in NVQ in Health and Social Care (Adults)
- The OCR Level 4 in NVQ in Health and Social Care (Children and Young People)

Candidates can also undertake additional units, although these are not required to complete the qualification.

### Core Units

- UNIT 41 Use and develop methods and systems to communicate record and report
- UNIT 42 Contribute to the development and maintenance of healthy and safe practices in the working environment
- UNIT 43 Take responsibility for the continuing professional development of self and others

### Two Qualification Routes

*Either*

#### Children and Young People Route

- UNIT 44 Develop practice which promotes the involvement, well-being and protection of children and young people

*Or*

#### Adults Route

- UNIT 45 Develop practices which promote choice, well-being and protection of all individuals

#### Optional units: Select 4 units from any of the optional groups

##### Children and Young People Route Optional Units

- UNIT 46 Independently represent and advocate with, and on behalf of, children and young people
- UNIT 47 Help parents and carers to acquire and use skills to protect and take care of children and young people
- UNIT 48 Demonstrate a style of leadership that ensures and organisational culture of open and participatory management and practice
- UNIT 49 Develop and maintain an environment which safeguards and protects children and young people

##### Adult Route Optional Units

- UNIT 410 Advocate with and on behalf of, individuals, families, carers, groups and communities
- UNIT 411 Manage a service which achieves the best possible outcomes for the individual
- UNIT 412 Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions

##### Generic Optional Units

- UNIT 413 Manage requests for health and care services
- UNIT 414 Assess individual needs and preferences
- UNIT 415 Produce, evaluate and amend service delivery plans to meet individual needs and preferences
- UNIT 416 Develop, implement and review care plans with individuals
- UNIT 417 Assess individuals' mental health and related needs
- UNIT 418 Work with individuals' with mental health needs to negotiate and agree plans for addressing those needs
- UNIT 419 Provide advice and information to those who enquire about mental health needs and related services
- UNIT 420 Promote leisure opportunities and activities for individuals
- UNIT 421 Promote employment, training and education opportunities for individuals
- UNIT 422 Promote housing opportunities for individuals
- UNIT 423 Assist individuals at formal hearings
- UNIT 424 Supervise methadone consumption
- UNIT 425 Support people who are providing homes for individuals and/or children and young people
- UNIT 426 Empower families, carers and others to support individuals

- UNIT 427 Assess the needs of carers and families
- UNIT 428 Develop, implement and review programmes of support for carers and families
- UNIT 429 Work with groups to promote individual growth, development and independence
- UNIT 430 Support the protection of individuals, key people and others
- UNIT 431 Support individuals where abuse has been disclosed
- UNIT 432 Enable families to address issues with individuals' behaviour
- UNIT 433 Develop joint working agreements and practices and review their effectiveness
- UNIT 434 Maintain and manage records and reports
- UNIT 435 Manage the development and direction of the provision
- UNIT 436 Promote and manage a quality provision
- UNIT 437 Promote your organisation and its services to stakeholders
- UNIT 438 Develop and disseminate information and advice about substance use, health and social well-being
- UNIT 439 Contribute to the development of organisational policy and practice
- UNIT 440 Support effective governance
- UNIT 441 Invite tenders and award contracts
- UNIT 442 Monitor and evaluate the quality, outcomes and cost-effectiveness of substance misuse services
- UNIT 443 Procure services for individuals
- UNIT 444 Contribute to the selection, recruitment and retention of staff to develop a quality service
- UNIT 445 Recruit and place volunteers
- UNIT 446 Manage a dispersed workforce to meet the needs and preferences of individuals at home
- UNIT 447 Represent the agency in courts and formal hearings
- UNIT 448 Provide and obtain information at courts and formal hearings
- UNIT 449 Represent one's own agency at other agencies meetings
- UNIT 450 Develop risk management plans to support individual's independence and daily living within their home
- UNIT 451 Lead teams to support a quality provision

#### **Additional Unit for both routes**

- UNIT 452 Contribute to the development, maintenance and evaluation of systems to promote the rights, responsibilities, equality and diversity of individuals

## **Who is involved in the delivery of NVQs?**

### **Assessment Centre**

Any organisation, whether it is a place of employment, college or private training organisation can be approved to offer these qualifications, as long as it meets the criteria set out in the OCR publication 'National Vocational Qualifications and Other Verified Qualifications - Centre Guidance' (reference code L526). This includes being able to provide suitable assessors and internal verifiers.

Once approved, an **assessment centre** will register candidates for the NVQ and allocate each candidate an **assessor** or **assessors**.

### **Trainer**

The trainer will develop a candidate's knowledge, understanding and skills in relation to the NVQ that is being undertaken.

Trainers will:

- provide opportunities for learning
- provide ongoing mentoring to the candidate, including review and feedback on learning experiences and development of competence
- provide opportunities for a candidate to practice what they have learnt in a realistic, but safe and protected, working environment or, where this is not appropriate, in a simulated environment.

Please note that learning, and practising the learning, does not indicate competence in the workplace. The application of the learning will need to be assessed for competence to be decided.

### **Expert witnesses**

Expert witnesses can be drawn from a wide range of people who can attest performance in the workplace, including line managers and experienced colleagues from inside the candidate's organisation or from other organisations such as customers or clients, where there are no occupationally competent assessors for occupationally specific units.

### **Assessor**

Assessors will be appointed by approved centres to assess candidate performance and judge the validity of work place assessments.

The assessor will be responsible for making assessment judgements including the units where evidence relies extensively on expert witness testimony. The assessor will make use of appropriate expert witness testimony as part of the overall assessment of the candidate. In addition, the assessor must ensure that witness testimony clearly matches the level and breadth of performance described in the units, and this may be done, for example, by the assessor questioning the witness against the knowledge and skills specified in the units. **The assessor must have suitable and**

**reliable occupational experience and be trained and qualified as an NVQ assessor.**

An assessor may be a candidate's line manager, a tutor at college, or someone specially appointed to this role. Assessments may also be carried out by a team of assessors.

The roles of trainer and assessor are inextricably linked and may be carried out by the same person, however, training activities must be clearly separated from assessment and only assessed evidence of competence should be presented as evidence towards the NVQ.

#### **Internal verifier**

Internal verifiers will be appointed by approved centres to ensure the quality and consistency of assessments within the centre.

Each assessor's work must be checked and confirmed by an **internal verifier** who is also a member of the staff of the assessment centre. The internal verifier checks and standardises assessment decisions made by the assessors in the centre.

The Internal Verifier will observe assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of 'the qualifications' requirements.

#### **External verifier**

The **external verifier** checks the assessment and internal verification decisions and processes made in the centre and authorises the claims for certificates. The external verifier is appointed by OCR.

## **How are these NVQs assessed?**

Like all NVQs, these qualifications are **competence-based**. This means that they are linked to a person's ability to competently perform a range of tasks connected with their work.

To gain these NVQs a candidate must achieve the level of competence described in the NVQ units of competence.

## **What are the important assessment requirements for these NVQs?**

Simulation is only allowed for specific performance evidence in these qualifications, in other words all performance evidence must come from real work, unless clearly identified at unit level.

Expert Witnesses, Assessors and Internal Verifiers must be able to prove they have the experience and qualifications as indicated in the requirements, located within the Centre Handbook.

## **Where do Key Skill units fit in?**

The evidence produced for the Health and Social Care NVQs may also prove the skills required for the Key Skills units up to Level 4.

Individual Key Skills units are available in the following six areas:

- Communication
- Application of Number
- Information Technology
- Personal skills – working with others
- Personal skills – improving own learning and performance
- Problem solving

## **Is an Apprenticeship Framework Available?**

For information on Apprenticeships in this area contact:

TOPSS England/Skills for Care

Telephone: 0113 245 1716

Website: [www.topss.org.uk](http://www.topss.org.uk)

Care Council for Wales

Telephone: 029 2022 6257

Website: [www.ccwales.org.uk](http://www.ccwales.org.uk)

NISCC (Northern Ireland Social Care Council)

Telephone: 028 9041 7600

Website: [www.niscc.info](http://www.niscc.info)

Skills for Health

Telephone: 0117 922 1155

Website; [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

## **What to do next?**

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: **vocational.qualifications@ocr.org.uk**; or in writing: **OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.**

A summary of how the approval process works is provided in our **Admin Guide for Vocational Qualifications** (publication ref. code: A850). Our **Fees List** contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website **www.ocr.org.uk**

## What other related OCR qualifications are available?

OCR offers a range of qualifications that are related and relevant to the requirements of Health and Social Care:

- OCR Levels 3 and 4 NVQs in Health and Social Care (Adults)
- OCR Levels 3 and 4 NVQs in Health and Social Care (Children and Young People)
- OCR Level 4 NVQ in Registered Managers
- OCR Levels 1, 2, 3 and 4 NVQs in Administration
- OCR Levels 2 and 3 NVQs in Customer Service
- OCR Level 2 NVQ in Team Leading
- OCR Health and Social Care Advanced VCE
- OCR Health and Social Care Advanced Subsidiary VCE
- OCR Health and Social Care Advanced VCE (double award)
- OCR Health and Social Care Intermediate GNVQ
- OCR Health and Social Care Advanced Vocational (double award) GCSE
- OCR National in Health and Social Care Levels 2 and 3

These qualifications complement and support the activities undertaken with Level 4 NVQ in Health and Social Care.

---

**www.ocr.org.uk**

OCR customer contact centre

**Vocational qualifications**

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

**General qualifications**

Telephone 01223 553998

Facsimile 01223 552627

Email [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

**OCR**

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377



FS 27093

*For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.*

© OCR 2009 Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England.  
Registered office 1 Hills Road, Cambridge CB1 2EU. Registered company number 3484466. OCR is an exempt charity.

N111/0907