INFORMATION SHEET

OCR Level 3 Certificate in Policing (Police Community Support Officers) (03358)

Main features of the qualification

- This qualification operates to the NVQ model for Centre approval, candidate registration and assessment
- All units are based on the National Occupational Standards for policing
- Candidates have the opportunity for both full qualification and unit certification
- All units have been assigned a level and a credit value
- The qualification is accredited onto the Qualifications and Credit Framework

Introduction

The OCR Level 3 Certificate in Policing (Police Community Support Officers) is a work-related, credit based qualification, suitable for those who have current real work experience in a police force. It is 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.

It is designed to reflect the work of serving Police Community Support Officers (PCSO) from their training to full work role. It will also be useful as they gain experience and proficiency.

The units that make up this qualification have been developed from the National Occupational Standards for policing. They describe the level and breadth of performance expected of every officer in the core of basic PCSO duties and will provide a nationally accredited focus for PCSO training and individual officer's personal development activity.

The qualification has been nationally accredited into the Qualifications and Credit Framework (QCF).

Target Audience

The OCR Level 3 Diploma in Policing has been designed for the Police Community Support Officer during the initial period of service. Police Community Support Officers will have the opportunity to work towards it when they commence training. It covers basic PCSO duties but more experienced PCSO's may also find it useful as a focus for development activity and the opportunity to demonstrate personal competence in the basic duty arena.

Qualification content

To achieve a full OCR Level 3 Certificate in Policing (Police Community Support Officers), candidates must gain 18 credits from the achievement of six mandatory units, as shown in the following table.

If a candidate has achieved any credits in these units through another Awarding Body, OCR will accept the unit certificates issued by that body. Candidates should supply their original unit certificates, showing the credit achieved to claim a full qualification. Only credit from units with the same accreditation reference number can be accepted towards these qualifications.

Unit number	Accreditation code	Title	Unit level	Unit Credit value
AB1	F/601/2422	Communicate effectively with people maintaining the security of information	3	3
BE2	R/502/5732	Provide initial support to victims and witnesses	3	3
CB1	D/502/5734	Gather and submit information to support law enforcement objectives	3	2
CD1	H/601/4793	Provide an initial response to incidents	2	3
CD3	D/601/4842	Prepare for, and participate in, planned enforcement operations	3	4
GC10	L/502/5731	Manage Conflict in a policing context	3	3

Assessment

The OCR Level 3 Certificate in Policing (Police Community Support Officers)is competence-based. This means that it is used to assess an officer's ability to competently perform a range of tasks connected with their work. To gain this qualification the candidate must demonstrate their competence to the level described in the units.

Assessment of candidate competence will be carried out in the workplace by trained assessors and the quality of this assessment is confirmed by trained internal verifiers. OCR will monitor the quality of each centre's operations during visits from the policing external verification team.

To achieve this qualification each candidate must prove that they can consistently and competently meet the Assessment Criteria listed for each Learning Outcome and meet all Assessment Requirements.

Knowledge Elements for many of the units should normally be demonstrated in a learning and development environment prior to application in the workplace. Each unit contains specific requirements for the assessment of competence in the workplace.

Progression Opportunities

Police Community Support Officers who become Police Officers may progress to the OCR level 3 Diploma in Policing. Credit from some of the units they have already achieved in the OCR Level 3 Certificate in Policing (Police Community Support Officers) may be used towards the Diploma where identical units are contained in both qualifications.

OCR also offers a range of other qualifications relevant to Policing Operations. The other qualification areas where OCR qualifications may be of interest include:

> Administration
> Customer Service
> Contact Centres
> Information Technology
> Team Leading
> Management
> Learning Skills
> Teaching/Training

Full details of the available qualifications in each of these areas may be found on the OCR website www.ocr.org.uk.

Certification

There will be opportunities for candidates to claim both full award and unit certification. The full award certificate will show the qualification title and regulatory accreditation details. The unit certificate will show the full unit information, including accreditation number and credit value of the unit achieved.

Qualification Support

OCR's website, www.ocr.org.uk, will contain an area dedicated to this qualification. During the early months of 2010 the support material will also be available in the resources area of the OCR Policing e-community. The Centre Handbook components, including guidance on the assessment, the units and functional skills signposting can be downloaded from this area.

If you need clarification on any aspect of the assessment or administration of these qualifications, please contact OCR's Customer Contact Centre on 024 76 851509.

OCR runs a regular programme of training workshops for tutors, assessors and verifiers. For more details, please contact OCR's Training and Customer Support Team on 024 76 496398.

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**