

Advice and Guidance Support

Level 2

Contents

1	Introduction	5
1.1	About this Centre Handbook	5
1.2	What is an NVQ?	5
2	General Information	6
2.1	Qualification profile	6
2.2	Target market	7
2.3	Qualification aims	7
2.4	Entry requirements	7
2.5	Entry restrictions	7
2.6	Progression opportunities	8
2.7	Mode of delivery	8
2.8	Assessment centre	8
2.9	Trainer	8
2.10	Assessor	9
2.11	Internal verifier	9
2.12	External verifier	9
2.13	Wider issues	9
2.14	Arrangement for candidates with particular requirements	10
2.15	Delivery in Wales and Northern Ireland	10
2.16	Funding	11
2.17	Appeals procedure	11
2.18	Centre malpractice guidance	11
3	Assessment	12
3.1	Assessment: how it works	12
3.2	Initial assessment	12
3.3	Assessment planning	12
3.4	Making assessment decisions	13
3.5	Methods of assessment	13
3.6	Observation	14
3.7	Examining the evidence	15
3.8	Questioning	15
3.9	Professional discussion	16
3.10	Witness testimonies	16
3.11	Personal statements	16
3.12	Performance evidence	16
3.13	Where evidence comes from	17
3.14	Real work	17
3.15	Simulation	17
3.16	Medium that can be used	17
3.17	Amount of evidence needed	17
3.18	Cumulative Assessment Record (CAR)	18
3.19	Verification – How it works	18
4	Assessor and Internal Verifier Requirements	21
4.1	Important	21
5	Certification	23
5.1	Certification	23

6	Qualification Structure and Units	24
6.1	Unit format	24
6.2	Units	24
	Support clients to make use of the advice and guidance service	24
	Interact with clients using a range of media	24
	Develop personal performance through delivering customer service	24
	Enable advice and guidance clients to access referral opportunities	25
	Provide and maintain information materials for use in the service	25
	Support customer service improvements	25
	Promote additional services or products to customers	25
	Process customer service information	25
	Contribute to the identification of the risk of danger to individuals and others	25
	Contribute to the effectiveness of teams	25
	Receive and pass on messages and information	25
7	Administration Arrangements	26
7.1	Centre approval	26
7.2	OCR advisory service	26
8	Recording Documentation	27
8.1	Recording assessment	27
8.2	Recording the method of assessment	27
8.3	Recording documents	27
	Evidence Record Sheet	27
	Witness List	28
	Record of Achievement	28
9	Candidate Resource	29
9.1	NVQ	29
9.2	QCA	29
9.3	Your qualification	29
9.4	Progression	30
9.5	What are the NVQ units?	30
9.6	What do the different sections of each unit describe?	31
9.7	How do I achieve my NVQ?	31
9.8	What if I have already achieved one of the units?	31
9.9	Who will assess me?	31
9.10	Can my colleagues confirm my competence?	32
9.11	How will I be assessed?	32
9.12	How much evidence do I need?	33
9.13	What happens to my evidence?	34
9.14	Where do I keep my evidence?	34
9.15	My work involves confidential information, how can I use this as evidence?	34
9.16	How do I keep track of what I've done?	35
9.17	Where do I keep all my records?	35
9.18	Helpful Hints	35
9.19	Can my evidence count towards Key Skills units?	36
9.20	What happens if I have particular assessment needs?	36
9.21	What if I cannot complete enough units to claim a full NVQ?	37
10	Key Skills Signposting	38
11	Other Related OCR Qualifications	39
11.1	General qualifications	39
11.2	Vocational qualifications	39

12	Further Support and Information	40
12.1	General enquiries	40
12.2	Centre Approval, Candidate Registration and Certification	40
12.3	Customer feedback	40
12.4	OCR Training Events	41
12.5	OCR Publications	41
12.6	Publications (related to this qualification)	41

1 Introduction

1.1 About this Centre Handbook

This centre handbook contains important information for anyone working towards or involved in assessing or verifying the following qualification:

OCR Level 2 NVQ in Advice and Guidance Support

Scheme code: 05715

1.2 What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification that assesses someone's competence (that is the skills, knowledge and understanding they have) within a work situation. NVQs are based on the national occupational standards that describe the level and breadth of performance expected of individuals whose work involves Advice and Guidance practices. This NVQ is based on the national occupational standards developed by the Employment NTO (ENTO). They are the government approved bodies who set the standards for the Advice and Guidance sector.

The awarding body for this NVQ is Oxford Cambridge and RSA Examinations (OCR) and the regulatory body is the Qualifications and Curriculum Authority (QCA).

2 General Information

2.1 Qualification profile

Title	OCR Level 2 NVQ in Advice and Guidance Support	
OCR code	05715	
Level	This qualification has been accredited onto the National Qualifications Framework (NQF) at Level 2 .	
QAN	Level 2 100/6097/2 (Qualification Accreditation Number)	
These qualifications are suitable for	People who work in roles where they provide an administrative support function to practitioners and also customer service to clients.	
Entry requirements	There are no formal entry requirements for this qualification.	
Qualification structures	To achieve this qualification, candidates must achieve six units made up of three mandatory units and three optional units.	
Assessment and grading	Like all NVQs, this qualification is competence-based . This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.	
Funding	This qualification has been accredited to the National Qualifications Framework (NQF) and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above.	
National occupational standards	This qualification relates to national occupational standards for Advice and Guidance Support at Level 2.	
Key Skills	Signposting to Key Skills is provided	
Last registration date*	31 July 2010	Revised date:
Last certification date*	31 July 2012	Revised date:

*OCR will inform centres of changes to these dates, and they are published on our website. All centre records must be updated accordingly.

2.2 Target market

This NVQ is designed to reflect the work of candidates who undertake Advice and Guidance Support activities at Level 2, working with practitioners to provide an administrative support function and also customer service to clients.

2.3 Qualification aims

The aim of this qualification is to recognise the skills and competences of candidates in the workplace.

The qualification is primarily aimed at candidates who operate and undertake support systems, processes and services and recognises that employment in the advice and guidance sectors involves a diverse range of functions, tasks and activities that are constantly developing in the light of changing client needs.

It is suitable for candidates:

- who have particular customer service and administrative job roles
- who are working in designated advice or guidance organisations
- whose role is to provide service to customers and support to practitioners.

The award is particularly suited to those candidates who may wish to progress to become practitioners.

This NVQ will allow for progression to and from OCR's existing portfolio of Advice and Guidance qualifications and will complement other vocational qualifications.

2.4 Entry requirements

This NVQ is a work-orientated qualification and is suitable for those who undertake Advice and Guidance practices in their work. This 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.

There should be equality of access for candidates regardless of work setting and patterns of work. Candidates must be enabled and supported to undertake this qualification.

All centre staff involved in the assessment or delivery of this qualification should understand their requirements and match them to the needs and capabilities of individuals before entering them as candidates for this qualification, through initial assessment.

2.5 Entry restrictions

Where a candidate has registered for a qualification, they should not enter with another awarding body for a qualification at the same level with the same title.

2.6 Progression opportunities

This qualification has also been designed to develop the skills, knowledge and understanding required to enable progression to and from qualifications along the vertical and horizontal planes in the National Qualifications Framework.

For example, a candidate achieving an OCR Level 2 NVQ in Advice and Guidance Support may:

- progress to the OCR Level 3 NVQ in Advice and Guidance or
- widen their specialist skills and undertake other OCR work-based qualifications.

OCR offers a range of related qualifications in this vocational area. (Further details can be found in the section **Other related OCR qualifications**)

2.7 Mode of delivery

This qualification is **competence-based**, linking a person's ability to competently perform a range of tasks connected with their work. This means that a person's skills, knowledge and competences are assessed in a practical way. (See **Assessment and verification** section for further information.)

To gain this NVQ a candidate must achieve the level of competence described in the NVQ units of competence. The units of competence contain the national occupational standards for Advice and Guidance Support at Level 2.

2.8 Assessment centre

Any organisation, whether it is a place of employment, college or private training organisation can be approved to offer this qualification, as long as it meets the criteria set out in the OCR publication *The Administrative Guide to Verified Qualifications* (reference code L526). This includes being able to provide suitable assessors and internal verifiers. (For more information on how to become an OCR-approved assessment centre see section **Further support and information**)

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

2.9 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.

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.

2.10 Assessor

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

The criteria for appointing assessors are set out in the section **Assessor and internal verifier requirements**. 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.

2.11 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 criteria for appointing internal verifiers are set in the section '**Assessor and internal verifier requirements**'. 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 qualification requirements.

2.12 External verifier

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

2.13 Wider issues

This qualification provides the potential for centres to develop candidates' understanding of spiritual, moral, ethical, social and cultural issues and heighten candidates' awareness of environmental issues, health and safety considerations and European developments.

Social

All of the units within the qualification focus on the individual and key people in the individual's life being able to promote, as much as they are able, their own independence. The units focus on the social aspects of people's lives as they are based on empowering and using active support to

enable individuals to be as independent as is possible. Within the units communication is a critical aspect, this again contributes to demonstrating the social aspects underpinning the qualification.

Legislation

Legislation is covered in all units through the knowledge section on legislation and organisational policy and procedures and within relevant criteria, for example:

Unit 2, element 2.2, performance criteria 8 requires candidates to comply with all relevant legislation, codes of practice, guidelines and ethical requirements.

Economic

Economic aspects of the qualification will be found when reference is made to resources, facilities and services and for health and safety issues.

Health and Safety

Health and safety is an important element of all of the units, either relating to health and safety issues generally (equipment/materials etc) or through the identification, assessment and management of risk of danger, harm and abuse (including self-harm and abuse) to individuals, key people, other associated people (eg people within networks or the community where the individual is), other people with whom the candidate works and the candidate. This is usually explicitly stated within the knowledge and performance or the knowledge alone. In some instances the need to take account of risk is implicit within the unit.

European developments

Within the qualification the European dimensions are embedded in the knowledge and related to legislation.

2.14 Arrangements for candidates with particular requirements

Centres should ensure that all candidates are given equal opportunity to demonstrate their competence for the NVQ against specified criteria. All of the specified criteria must be met by all candidates independently and may not be reworded or omitted in any circumstances. However, candidates may use mechanical, electronic and other aids in order to demonstrate competence so long as the aids are generally commercially available and can feasibly be used on employers' premises. OCR's publication *Access to Assessment: NVQs, Vocationally-Related Qualifications (VRQs) and Other Vocational Qualifications. Regulations and Guidance Relating to Candidates with Particular Requirements* (reference code L16) provides further advice on assessment arrangements for candidates with special assessment needs.

2.15 Delivery in Wales and Northern Ireland

The specification for these qualifications has been approved by DELLS for use by centres in Wales and by CCEA for use by centres in Northern Ireland.

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

the terms used have been selected as neutral, so that candidates may apply whatever is appropriate to their own situation.

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

Further information concerning the provision of assessment materials in Welsh and Irish may be obtained from the OCR Customer Contact Centre (telephone 024 76 851509).

2.16 Funding

This qualification is accredited at Level 2 of the National Qualifications Framework and is eligible for funding. Should you require any more information please contact your appropriate funding body.

2.17 Appeals procedure

In exceptional circumstances, if a centre disagrees with a decision made by an OCR external verifier, systems auditor or evaluator the centre has the right to appeal.

Equally, if a candidate disagrees with the assessment decision, the candidate has the right to appeal.

You can get more information on the OCR appeals procedure in our publication *Administrative Guide to Verified Qualifications* (reference code L526). This publication is also available on the OCR website www.ocr.org.uk.

2.18 Centre malpractice guidance

It is the responsibility of the Head of Centre* to report (in writing) all cases of suspected malpractice involving centre staff or candidates, to the OCR Quality and Standards division.

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

Further information is contained in the publication *Guidelines for Dealing with Cases of Malpractice* (reference code R322) which is available from the OCR Customer Contact Centre (telephone 024 76 851509).

* The Head of Centre is defined as the most senior officer in the organisation directly responsible for the delivery of OCR qualifications, eg 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.

3 Assessment

3.1 Assessment: How it works

It is the assessor's role to satisfy themselves that evidence is available for all performance, knowledge and evidence requirements before they can decide that a candidate has finished a unit. Where performance and knowledge requirements allow evidence to be generated by other methods, for example by questioning the candidate, assessors must be satisfied that the candidate will be competent under these conditions or in these types of situations in the workplace in the future.

Candidates may claim accreditation of prior achievement for any of the units, as long as the evidence fully meets the criteria and the candidate can prove that it is all their own work. It is also important that assessors are convinced that the competence claimed is still current. If the assessors have some doubts, they should take steps to assess the candidate's competence directly. An initial assessment of candidates is recommended (see **Initial assessment**).

When assessors are satisfied that the candidate has met all of the requirements for a unit, they must confirm this by signing the evidence record sheet for that unit to show that the assessment process is complete.

3.2 Initial assessment

It is important for centres to carry out some form of initial assessment that identifies what competence and knowledge a candidate already has and the gaps that they need to look at. This will help plan the assessment because it allows assessors to help candidates understand the best place to start collecting evidence. It will also identify units which candidates might have difficulty finishing. This is important at the initial assessment stage to ensure that candidates commence a programme leading to the appropriate NVQ at the appropriate level.

3.3 Assessment planning

Assessors must take responsibility for assessment planning with candidates. This will involve agreeing a number of issues with candidates including:

- finding the best source of evidence to use for particular units
- finding the best way of assessing the candidate
- confirming the best times, dates and places for the assessments to take place.

Assessors must make a note of their assessment planning and regularly give feedback to candidates. To help support this template forms are available within the *OCR NVQ Toolbox* (reference code L391).

3.4 Making assessment decisions

It is not necessary for candidates to meet all the criteria every time they carry out an activity but they must consistently provide enough evidence for assessors to believe that the candidate is competent in their working environment. All criteria must be completed before the assessor can sign the unit off as complete.

In line with the Learning and Development standard A1, assessors should:

- plan with the candidates
- assess candidate performance, knowledge and understanding
- look at the evidence
- question and give feedback to the candidate working towards this qualification.

They should also be satisfied that the candidate has demonstrated competence over a reasonable period of time and they can reliably demonstrate it in the future.

Assessors should be careful to deal with the criteria as a whole when assessing a candidate's work. They cannot assess individual criteria separately, without recognising how all the units are connected to one another.

You can get more information on assessment in our publication, *Administrative Guide to Verified Qualifications* (reference code L526).

3.5 Methods of assessment

It is the assessor's responsibility to agree the best method of assessing a candidate in relation to their individual circumstances. The methods agreed must be:

- valid
- reliable
- safe and manageable
- suitable to the needs of the candidate.

Valid

A valid assessment method is one that is capable of measuring the knowledge or skills in question. For example, a written test cannot measure a candidate's practical skills or their ability to work well with others.

Validity can also be compromised if a candidate does not understand what is required of them. For example, one valid method of assessing a candidate's knowledge and understanding is to question them. If the questions posed are difficult for the candidate to understand (not in terms of the content but the way they are phrased, for example), the validity of the assessment method is questionable.

As well as assessment methods being valid, the evidence presented must also be valid. For example, it would not be appropriate to present an organisation's policy document on legislation, codes of practice and ethnic requirements, as evidence towards Element 4.1 Performance Criterion 8 '**comply with all relevant legislation, codes of practice, guidelines, and ethical requirements**' as it would not allow valid assessment of that criteria. It would be more appropriate

for the candidate and assessor to have a discussion about the policy and for the candidate to explain how it is relevant, illustrated with examples of their compliance to the requirements. This discussion could then be assessed by the assessor and recorded as evidence.

Reliable

A reliable method of assessment will produce consistent results for different assessors on each assessment occasion. Internal verifiers must make sure that all assessors' decisions are consistent.

Safe and manageable

Assessors and internal verifiers must make sure that the assessment methods are safe and manageable and do not put unnecessary demands on the candidate and/or the organisation they work for.

Suitable to the needs of the candidate

OCR has tried to make sure that achievement of this NVQ is free from constraints outside the requirements of the candidate's job role.

Assessment arrangements can be changed, where the standards allow. The type of any special arrangement will depend on a candidate's personal circumstances, their job role, and the requirements of the particular unit (see **Arrangements for candidates with particular requirements**).

If centre staff think that any aspect of this NVQ unfairly restricts access and progression, they should talk to their OCR external verifier about this.

OCR in partnership with the Employment NTO (ENTO) and other awarding bodies have identified the following main assessment methods which are suitable for this NVQ:

- **direct observation** of practice by a qualified assessor
- **examining the evidence** by an assessor
- **questioning** the candidate or witness by an assessor.

In some situations, the assessor can speak to the candidate to provide evidence of the candidate's performance and knowledge (see **Professional discussion**).

3.6 Observation

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may carry out observations for the assessment of this qualification.

The assessor and candidate should plan observations together but it is the assessor's responsibility to record the observation properly.

After the observation has taken place, the assessor needs to record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

3.7 Examining the evidence

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may examine the evidence for the assessment of this qualification.

Evidence can reflect how the candidate carried out the process or it can be the product of a candidate's work or a product relating to the candidate's competence.

For example:

The process that the candidate carries out could be recorded in a personal statement or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the NVQ.

The product of a candidate's work could be letters to or from clients, or e-mail messages to or from colleagues. Products relating to a candidate's competence could be minutes of meetings or questionnaires returned from clients and other agencies.

After the assessor has examined the evidence, the assessor must record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

3.8 Questioning

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may verbally question a candidate or witness for the assessment of this qualification.

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

- test a candidate's knowledge of facts and procedures
- check if a candidate understands principles and theories
- collect information on the type and purpose of the processes a candidate has gone through.

Assessors should ask open questions, for example questions where the candidate has to give an answer (other than 'yes' or 'no'). They should also be careful to avoid complicated questions which may confuse the candidate.

It is important that assessors record assessment decisions after they have questioned the candidate. They must record enough information to justify the decisions they make. This does not mean that assessors must record, word for word, the questions put to the candidate and the answers the candidate gives. However, assessors must record enough information about what they asked and how the candidate replied to allow the assessment to be verified.

Questioning witnesses is normally an ongoing part of validating written witness statements. However, questioning witnesses should not just be used for this purpose. Assessors should be able to speak to witnesses and record, in whatever way is suitable, the verbal statements of these witnesses. A record of verbal statement is a form of witness statement and could provide valuable evidence to confirm a candidate's competence over a period of time.

3.9 Professional discussion

Professional discussion is between a candidate and an assessor. The discussion focuses on one or more case histories. The assessor asks the candidate a series of questions about the case histories and records the discussion (in writing, on audio tape, or on video tape). The assessor will need the candidate to prove how they are able to confirm their verbal testimony (and case history) in other ways, for example, product evidence and witness testimonies.

3.10 Witness testimonies

Witness testimonies can be used as evidence of a candidate's performance. Such testimonies could be made verbally to the assessor or could be written in a short note.

If a witness provides a written statement they should include the following:

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

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

3.11 Personal statements

This is a candidate's own account of what they did, backed up by reference to evidence or witnesses. Candidates can also produce logs or diaries or reflective accounts, but someone who can authenticate them as a true account of what took place must countersign these.

3.12 Performance evidence

Performance evidence provides proof of what a candidate can do. Sometimes, performance evidence can also provide evidence of what a candidate knows. Performance evidence can take the form of the following:

- products or outcomes of the candidate's work (for example, things that the candidate produced or worked on). The evidence presented for assessment may be the actual product or a record of the product. If group work is used as evidence, the candidate's contribution must be identified clearly. Other products (for example, company policies) may have been reproduced by someone else but relate to the candidate and their competence

- proof of the way the candidate carried out their work (that is, the process they went through). An assessor's observation of a candidate or a witness' testimony both provide performance evidence and would be suitable for this NVQ.

3.13 Where evidence comes from

Evidence may come from a number of different sources, for example:

- performance evidence may come from a candidate carrying out workplace activities
- knowledge evidence may come from a candidate carrying out workplace activities or from the candidate answering the assessor's questions.

3.14 Real work

The qualification requires that all assessment of a candidate's performance must take place within the workplace, and that observation should be of naturally occurring practice within the candidate's work role. This will include the demonstration of the application of knowledge. This principle will apply to all units.

3.15 Simulation

Simulation is not allowed for any unit within this qualification.

3.16 Medium that can be used

Evidence can take many forms, for example, photographs, videos, audio tapes, CD-ROMs, floppy disks and paper-based or digitally formatted documents. Information relating to practice information must comply with legal requirements and best practice in the sector in relation to confidentiality of information.

3.17 Amount of evidence needed

It is difficult to give a detailed answer to this question as it depends on the type of evidence collected and the judgement of assessors.

For a candidate to be judged competent in a unit, the evidence presented must satisfy:

- all the performance criteria/you must be able to/you will need to show
- all knowledge and understanding/you must know
- range, where applicable (the units will identify specific requirements)
- everything in the evidence requirements.

The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

OCR may accept some evidence from candidates who have been assessed in a language other than English, Welsh or Irish as long as there is enough evidence to show that candidates are competent in English, Welsh or Irish to the standard required for competent performance throughout the UK.

3.18 Cumulative assessment record (CAR)

As well as collecting evidence, candidates must record all their assessed evidence in their personal **cumulative assessment record (CAR)**. The CAR is the candidate's record of what evidence has been accepted as proof of competence and where that evidence can be found. It can also be used to record progress towards, and achievement of units of competence.

To build a CAR that a candidate will need to complete, please refer to their candidate resource pack.

Filling in the CAR is an ongoing process involving discussion and agreement between the candidate and their assessor. The candidate should fill in and keep the CAR while working towards their NVQ. An assessor may help the candidate complete the CAR if necessary.

Centres can design their own recording documents if they want to. You should talk about any document you want to use with your external verifier before you use them. OCR's publication *Administrative Guide to Verified Qualifications* (reference code L526) includes information and criteria for designing recording documents.

We have provided other forms and recording documents which assessors and candidates might want to use for this NVQ (see **Recording documents**).

3.19 Verification – how it works

Internal verification

It is the centre's responsibility to appoint an internal verifier to manage the internal verification process. The purpose of internal verification is to make sure and show that assessment is valid and consistent, through monitoring and sampling assessment decisions.

The role of the internal verifier is more fully explained in the *Administrative Guide to Verified Qualifications* (reference code L526).

External verification

We will appoint and train an external verifier who will visit the centre regularly to monitor the quality of assessments and internal verification.

External verifiers will want to interview candidates, assessors and internal verifiers during their visits. Assessment records and evidence for all candidates must also be available for verifiers to view if required. It is the assessor's (and not the internal or external verifiers') responsibility to 'sign off' each unit of competence.

Centres should have the following available for each external verification visit:

- a list of candidates registered for this qualification, together with their achievements to date plus certification records
- access to evidence (for example, up-to-date portfolios) and CARs
- completed Certification Record Forms (CRFs) and Certification Summary Forms (UB99s) for those candidates claiming certification
- relevant assessors and selected candidates as requested by the external verifier (EV), including those whose certificates have been claimed through Direct Claims Status (DCS)
- all portfolios (access to evidence) relating to certificates claimed through DCS
- a copy of the external verifier's last visit report
- a sample signature list for all assessors and internal verifiers
- curriculum vitae and D/A unit certificates of new members of the assessment team
- all **centre records** (see **Centre records – assessment and verification** for more details)
- evidence of achieving action points since the last external verifier visit and systems audit report
- notes of any action carried out due to particular points mentioned by a systems auditor or external verifier in any correspondence since their last visit
- tutor qualification candidate matrix
- recommendations to the external verifier
- if professional discussion is used, ensure all tapes and appropriate equipment (eg video recorders) are available.

Centre records – assessment and verification

A centre must make sure that assessment and verification records are available for external verification purposes. Assessment and/or internal verification records must record the following minimum information:

- candidate's name
- the title and level of the NVQ they are taking
- candidate's start date on the programme and confirmation of registration with OCR
- name of the assessor
- name of the internal verifier
- date and outcome of the initial assessment of the candidate
- dates and details of candidate reviews and feedback sessions
- dates of all assessments and their outcomes (that is, the decision whether the candidate has met the requirements or not) cross-referenced to the unit
- enough detail of the assessment to justify the decision made
- an indication of the use of simulation, if used
- dates and outcomes of internal verification

- action resulting from internal verification
- certification.

Records should show formative assessment decisions (ongoing decision making), summative assessment decisions and feedback to the candidate.

4 Assessor and Internal Verifier Requirements

4.1 Important:

Assessors

All assessors must:

- be occupationally competent. This means being actively engaged in relevant work-based activities. Each assessor must be competent in the functions covered by the units they are assessing, to the standard described within them and according to current sector practice. They must be able to interpret and make judgements on current working practices and technologies within the area of work
- have current experience within their occupational roles. This means having held a post for a minimum of one year within the past two years which involved performing the activities defined in the National Occupational Standards as an experienced practitioner or trainer
- have sufficient time to carry out the role in accordance with the requirements of the accrediting body (QCA) and awarding body (OCR)
- actively engage in continuing professional development in accordance with the requirements of accrediting body (QCA) and awarding body (OCR) which may include those offered by the OCR, ENTO, sector networks or standardisation meetings held by other relevant providers in the sector to keep up to date with developments in the sector
- hold or be working towards the appropriate assessor qualification. Achievement of the qualification must be within the timescales laid down and in accordance with the requirements of the accrediting body (QCA) and awarding body (OCR).

New assessors should have a clear action plan for achieving A1 within 18 months of beginning assessment.

Assessment decisions by assessors who are still working towards certification of A1 must be supported by someone who has gained these units. Support for trainee assessors' decisions should be recorded by the qualified assessor. This can be achieved by counter-signing assessment decisions (in CARs or in the centre's internal assessment and verification records).

Internal Verifiers

Internal verifiers must:

- be occupationally competent in respect of the units they are going to verify prior to commencing the role. Internal verifiers must understand the nature and context of the assessors work and that of their candidates
- understand the content, structure and assessment requirements for the National Occupational Standards and the awards they are verifying
- actively engage in continuing professional development activities, which may include those offered by OCR, ENTO, sector networks or standardisation meetings held by other relevant providers in the sector to keep up to date with developments in the sector

- hold, or be working towards, the appropriate internal verifier qualification as specified by the regulatory authorities within the timescales laid down and in accordance with the requirements of the accrediting body (QCA) and awarding body (OCR).

New internal verifiers should have a clear action plan for achieving Unit V1 within 18 months of beginning internal verification.

Verification carried out by internal verifiers who are still working towards certification of V1 must be supported by someone who has gained V1. Support for trainee IV decisions should be recorded by the qualified IV. This can be achieved by counter-signing verification decisions (in CARs or in the centre's internal verification records).

Without a suitably qualified internal verifier, the approved assessment centre cannot submit claims for certification to OCR. (See OCR's *Administrative Guide to Verified Qualifications*, reference code L526.)

5 Certification

5.1 Certification

Claiming certificates

The internal verifier must fill in a Certification Record Form (CRF) when a candidate has finished as much of the qualification as they want to at that time. This form can be requested from Operations, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ.

- You can only submit units that the candidate has finished.
- The candidate's assessor must have accepted and signed off the units.

If the candidate is claiming the full qualification, then we will issue two certificates:

- a certificate listing the units
- a certificate giving the full qualification title **OCR Level 2 NVQ in Advice and Guidance Support**.

Candidates achieving one or more units of competence but who do not meet the requirements for a full certificate will receive a certificate listing the units they have achieved.

Ten-week rule

Candidates must be registered with us for the NVQ for at least ten weeks before they claim for certification for a full award.

6 Qualification Structure and Units

6.1 Unit format

The Folder '**Units**' on this CD-ROM detail the National Occupational Standards (Units) approved for the Advice and Guidance Level 2 qualification. Some of these units may appear in different formats, but each unit will contain:

- **Performance criteria/what you will need to do or show**, this details what tasks and activities the candidate must demonstrate their performance against
- **Knowledge and understanding**, what the candidate needs to know and understand.

The folder also contains the agreed **assessment** and **evidence requirements** needed to show competence. This has been produced by the awarding bodies in partnership with the standards setting body for each unit of this qualification.

6.2 Units

OCR Level 2 NVQ in Advice and Guidance Support

(Qualification Accreditation Number 100/6097/2)

To achieve this qualification, candidates must achieve **six** units made up of **three** mandatory units and **three** optional units.

Mandatory units

**AG 2 Support clients to make use of the advice and guidance service
(QCA Unit Number H/103/7259)**

- AG 2.1 Enable clients to decide whether to use the service
- AG 2.2 Agree with clients their use of the service
- AG 2.3 Identify and provide the information required by clients

**AG 4 Interact with clients using a range of media
(QCA Unit Number Y/103/7260)**

- AG 4.1 Establish interactions with clients using a range of media
- AG 4.2 Sustain interactions with clients using a range of media
- AG 4.3 Conclude interactions with clients using a range of media

**ICS 38 Develop personal performance through delivering customer service
(QCA Unit Number A/103/6795)**

- ICS 38.1 Review performance in your customer service role
- ICS 38.2 Prepare a personal development plan and keep it up to date
- ICS 38.3 Undertake development activities and obtain feedback on your customer service performance

Optional units

- AG 13 Enable advice and guidance clients to access referral opportunities (QCA Unit Number D/103/7261)**
 AG 13.1 Identify options for referral
 AG 13.2 Enable clients to take up referral opportunities
- AG 21 Provide and maintain information materials for use in the service (QCA Unit Number H/103/7262)**
 AG 21.1 Identify the requirements for information materials in the service
 AG 21.2 Obtain information materials for use in the service
 AG 21.3 Maintain and improve the use of information materials in the service
- ICS 37 Support customer service improvements (QCA Unit Number T/103/6794)**
 ICS 37.1 Use feedback to identify potential customer service improvements
 ICS 37.2 Implement changes in customer service
- ICS 10 Promote additional services or products to customers (QCA Unit Number K/103/6274)**
 ICS 10.1 Identify additional services or products that are available
 ICS 10.2 Inform customers about additional services or products
 ICS 10.3 Gain customer commitment to using additional services or products
- ICS 11 Process customer service information (QCA Unit Number M/103/6275)**
 ICS 11.1 Collect customer service information
 ICS 11.2 Select and retrieve customer service information
 ICS 11.3 Supply customer service information
- HSC240 Contribute to the identification of the risk of danger to individuals and others (QCA Unit Number D102/8706)**
 HSC240a Contribute to recognising risks of harm and abuse
 HSC240b Take action to deal with risks of harm and abuse
 HSC240c Contribute to reviewing the effectiveness of actions taken to deal with risks of harm and abuse
- HSC241 Contribute to the effectiveness of teams (QCA Unit Number H/102/8707)**
 HSC241a Agree and carry out your role and responsibilities within the team
 HSC241b Participate effectively as a team member
- HSC242 Receive and pass on messages and information (QCA Unit Number K/102/8708)**
 HSC242a Receive, process and record messages
 HSC242b Pass on messages
 HSC242c Respond to requests for information

The units for this qualification can be found in the Units folder on this CD-ROM.

7 Administration Arrangements

7.1 Centre approval

To seek approval to offer this qualification, centres must complete an application form. Centres who are new to OCR must complete an 'Application for Approval as an OCR Centre for NVQs (VQ1)'. Centres who already offer NVQs with OCR must complete an 'Application for Approval to Run Additional NVQs (VQ1a)'.

Once the application and supporting documentation has been submitted to OCR, the centre can expect to be contacted with a view to setting up an evaluation visit.

Before submitting the application form, centres are advised to read the OCR booklet *Administrative Guide to Verified Qualifications* (reference code L526) for more details on all aspects covered in this introduction, including full details of the approval process and criteria.

These forms are available from Operations, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ - Telephone 024 7647 0033, Fax 024 7646 8080.

7.2 OCR's advisory service

Centres considering seeking approval to offer this qualification (or any other qualification we offer) might be interested to know that OCR staff are available to help with any aspect of setting up an assessment centre. Through an advisory telephone call or visit, centres can benefit from experience gained in existing centres. Many centres ask for help in the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels both in terms of staff and equipment
- the documents needed, both for the benefit of future candidates and to ensure a smooth-running operation
- help in filling in centre approval forms.

More information about our advisory service can be requested from the OCR Customer Contact Centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ Telephone 024 7685 1509 or email vocational.qualifications@ocr.org.uk

(Please note that as part of our quality assurance programme, your call may be recorded or monitored for training purposes.)

8 Recording Documentation

8.1 Recording assessment

OCR has provided a master evidence record sheet. When evidence is recorded on the evidence record sheet, assessors will be advised to identify the method that has been used to assess the evidence. OCR external verifiers will look for this information when verifying the NVQ.

8.2 Recording the method of assessment

The master evidence record sheet includes a box in which you must record the method of assessment. The following list shows the individual codes you should use when filling in these record sheets:

Method of assessment used	Code to be inserted on evidence reference sheet
Observation of the candidate by the assessor	O
Examination of the evidence by the assessor: Examination of a product Examination of the witness testimony Examination of a case history Examination of a personal statement Examination of written answers to questions	EP EWT ECH EPS EWQ
Questioning of the candidate or witness by the assessor Questioning of the candidate Questioning of the witness	QC QW
Professional Discussion	PD

8.3 Recording documents

The following recording documents are included:

- Evidence Record Sheet
- Witness List
- Record of Achievement.

Evidence record sheet

This form (or a suitable alternative) is mandatory for candidates' Cumulative Assessment Record (CAR). It is the vehicle for linking evidence to the 'all the performance criteria/you must be able to/you will need to show' and 'knowledge and understanding/you must know' and range, where applicable (the units will identify specific requirements). The evidence for the unit should be listed (as it is collected) down the left-hand side. The assessment method should be indicated and then

the relevant 'performance criteria' and 'knowledge and understanding' that the candidate is claiming should be written in the appropriate column. The evidence record sheet, where possible, should be filled in by the candidate with the help of an assessor if necessary.

Witness List

This form is designed to capture all the necessary information about witnesses who have contributed to a candidate's evidence of competence. The use of this form is **optional**.

Record of achievement

This form is designed to record a candidate's progress through the qualification. It will show, at a glance, which units the assessor considers the candidate to have finished and met all the requirements for.

The recording documents for OCR Level 2 NVQ in Advice and Guidance Support can be located in the folder 'Recording documents' on this CD-ROM.

9 Candidate Resource

Welcome to the OCR Level 2 NVQ in Advice and Guidance Support. This resource contains important information about your qualification along with forms and charts for you to use as you identify evidence from your work that demonstrate your competences.

9.1 NVQ

An **NVQ** (National Vocational Qualification) is a qualification that assesses someone's competence (that is the skills, knowledge and understanding they have) principally in a work situation. NVQs are based on the national occupational standards that describe the level and breadth of performance expected of individuals whose work involves Advice and Guidance practices. This NVQ is based on the national occupational standards developed by the Employment NTO (ENTO). They are the government approved body who set the standards for the Advice and Guidance sector.

Both the structure of this NVQ and the standards (units) from which it has been designed have been approved by the Qualification and Curriculum Authority (QCA). Your awarding body for this NVQ is Oxford Cambridge and RSA Examinations Board (OCR). QCA has accredited this NVQ and the accreditation number is shown below:

OCR Level 2 NVQ in Advice and Guidance Support 100/6097/2 (QCA accreditation number).

Scheme code: 05715

9.2 QCA

More information about QCA is available on their website at www.qca.org.uk whilst the OCR website www.ocr.org.uk provides a range of information about this qualification, how we operate and other qualifications that may interest you.

9.3 Your qualification

The aim of this qualification is to recognise your skills and competences in the workplace.

The qualification is about operating and undertaking support systems, processes and services and recognises that in advice and guidance you have a diverse range of functions, tasks and activities that are constantly developing in the light of changing client needs.

It is suitable for you if:

- you have particular customer service and administrative job roles
- you are working in designated advice or guidance organisations
- your role is to provide service to customers and support to practitioners.

The qualification is particularly suited to you if you wish to progress to becoming a practitioner.

9.4 Progression

This NVQ will allow for progression to and from OCR's existing portfolio of Advice and Guidance qualifications and will complement other vocational qualifications.

It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of any age, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

It has also been designed to develop the skills and knowledge you need to allow **progression** to and from other qualifications in the National Qualifications Framework, at all levels.

OCR offers a range of related qualifications in this vocational area.

Visit our website at www.ocr.org.uk to see the full range.

9.5 What are the NVQ units?

To achieve this qualification, candidates must achieve **six** units made up of **three** mandatory units and **three** optional units.

Mandatory units

- AG 2** **Support clients to make use of the advice and guidance service**
(QCA Unit Number H/103/7259)
- AG 4** **Interact with clients using a range of media**
(QCA Unit Number Y/103/7260)
- ICS 38** **Develop personal performance through delivering customer service**
(QCA Unit Number A/103/6795)

Optional units

- AG 13** **Enable advice and guidance clients to access referral opportunities**
(QCA Unit Number D/103/7261)
- AG 21** **Provide and maintain information materials for use in the service**
(QCA Unit Number H/103/7262)
- ICS 37** **Support customer service improvements**
(QCA Unit Number T/103/6794)
- ICS 10** **Promote additional services or products to customers**
(QCA Unit Number K/103/6274)
- ICS 11** **Process customer service information**
(QCA Unit Number M/103/6275)
- HSC240** **Contribute to the identification of the risk of danger to individuals and others**
(QCA Unit Number D/102/8706)

HSC241 Contribute to the effectiveness of teams
(QCA Unit Number H/102/8707)

HSC242 Receive and pass on messages and information
(QCA Unit Number K/102/8708)

9.6 What do the different sections of each unit describe?

The folder '**Units**' on this CD-ROM details the National Occupational Standards (Units) approved for the Advice and Guidance Level 2 qualification. Some of these units may appear in different formats, but each unit will contain:

- **Performance criteria/what you will need to do or show**, this details what tasks and activities you must demonstrate your performance against
- **Knowledge and understanding**, what you need to know and understand.

The folder also contains the agreed **assessment** and **evidence requirements** needed to show your competence. This has been produced by the awarding bodies in partnership with the standards setting body for each unit of this qualification.

9.7 How do I achieve my NVQ?

To achieve your NVQ you must prove that you have the **skills and knowledge** detailed in the NVQ units. Your assessor will judge, from your evidence, whether you have demonstrated the skills and knowledge to the necessary standard. You do not have to pass a written exam or have any **previous qualifications**, learning or experience to be able to take this NVQ.

9.8 What if I have already achieved one of the units?

If you have already achieved a unit (or units) from this NVQ through another awarding body, please tell your assessor and they will arrange for this to count towards your full NVQ. You will need to give your assessor your unit certificate from your previous awarding body as evidence of your **prior achievement**.

9.9 Who will assess me?

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation to help you decide if it's the **right NVQ for you**.

9.10 Can my colleagues confirm my competence?

Yes. Statements written by colleagues or other people are called **witness testimonies** and they must be signed and dated by the person making the statement.

9.11 How will I be assessed?

Assessor

It is the **assessor's** role to be sure that you have provided and shown evidence for all performance, knowledge and evidence requirements, before they can decide that you have finished a unit.

In addition you may claim accreditation of prior achievement for any of the elements or units of competence, as long as the evidence fully meets the criteria and you can prove that it is all your own work. It is important also that assessors are convinced that the competence you are claiming is still current. If they have any doubts, they will assess your competence directly.

Evidence Record Sheet

When assessors are satisfied that you have met all of the requirements for a unit, they will confirm this by signing the **evidence record sheet** for that unit to show that the assessment process is complete.

Your assessor will need to agree a number of issues with you including:

- finding the best source of evidence to use for particular units
- finding the best way of assessing you
- confirming the best times, dates and places for your assessments to take place.

Assessment planning

Your assessor will record their **assessment planning** and regularly give you feedback.

Your evidence

Evidence is your proof that you meet the requirements for this NVQ.

Evidence could be:

- your practice – including the record of the observation of your performance
- your reflective account/practice journal
- products of your own work and contributions you have made, such as: case notes, reports, project reports, etc
- case studies
- witness testimony
- answers to oral and written questions
- written assignments and projects
- previous experience and learning
- role play.

Performance evidence should be gathered wherever possible from naturally occurring evidence collected in the workplace. Knowledge to support performance should be based on practice evidence and reflection.

Your assessor can also supply evidence (through their records of assessment, for example observations they have carried out and/or your responses to questions they have asked you).

Evidence can be anything that proves:

- what you can do
- how well you do it
- the level of knowledge you have in relation to what you do
- the level of understanding you have about what you do, how you do it, and why you do it.

Assessor's report

Your assessor will provide evidence to prove your skills, knowledge and understanding, by observing you carrying out your duties in the workplace and writing a report on what they have observed. After your assessor has observed you, they will ask you questions to confirm what you know and understand. This assessor's report (one piece of evidence) could be enough evidence to fulfil a number of requirements of this NVQ.

9.12 How much evidence do I need?

You do not have to produce a separate piece of evidence for each performance criteria and each knowledge requirement. Try to match each piece of evidence to as many performance criteria and knowledge requirements as you can, **across as many units** as you can.

Quality and quantity

Remember the minimum requirements for the **quality and quantity** of evidence you must provide are included with each unit and are called evidence requirements.

9.13 What happens to my evidence?

The evidence you provide will be assessed (checked by your assessor against the NVQ requirements). Your assessor will want you to continue providing evidence until they are satisfied that there is enough consistent proof that you are competent. To be accepted as proof of your competence, your evidence must:

- come from work you have carried out in a real work situation
- be your own work or relate to you
- reflect what you can do now, not what you could do a few years ago or what you wish to do in the future.

9.14 Where do I keep my evidence?

You may decide to keep some of your evidence in a file (a **portfolio** of evidence) or you may want to record what the evidence is and where it can be found. Your **portfolio** can be paper-based or in an electronic format. For example, if you keep client notes and action plans on a spreadsheet or in a database you may want to print a section from this record as evidence to be stored in your portfolio. However, you may decide to make a note of what records you have entered and where they can be found. This is called **signposting** evidence. The important thing to remember about evidence is that it must be available for your assessor to assess and for other people (called internal and external verifiers) to have access to in the future.

9.15 My work involves confidential information, how can I use this as evidence?

In some situations, the work that you are involved with may include **confidential information** relating to your organisation's service users. It may not be appropriate to include this information in your portfolio of evidence.

If the evidence contains, for example, confidential client information, this information could be removed from the document before it is submitted as evidence. If the evidence takes the form of a document which is reporting on confidentially sensitive details throughout, you could either:

- **signpost** the evidence within your portfolio (as long as it would be available for your assessor, internal verifier and external verifier to see) or
- your assessor could provide an **observation report** of what they have seen and how it shows that you are competent. This observation report would then form part of the evidence in your portfolio.

Evidence can take many forms, for example, photographs, videos, audio tapes, CD-ROMs, floppy disks and paper-based or digitally formatted documents. Information relating to practice information must comply with **legal requirements** and best practice in the sector in relation to confidentiality of information.

9.16 How do I keep track of what I've done?

We have designed a **Record of Achievement** form for you to keep track of your achievements. We have provided a blank form for you to use if you want to.

We have also designed an **Evidence Record Sheet** for you to record your evidence and where it is located.

The evidence record sheet (or a suitable alternative) will allow you, your assessor and the internal and external verifiers to see what each piece of evidence refers to.

The evidence record sheet (or a suitable alternative) is mandatory – you must keep a record of what has been assessed and where it can be found.

Your assessor may give you alternative forms to use. This is acceptable as long as they include all the information needed.

The recording documents for OCR Level 2 NVQ in Advice and Guidance Support can be located in the folder 'Recording documents' on this CD-ROM.

9.17 Where do I keep all my records?

You must keep your evidence record sheets (or alternatives that your assessor may give you) together in a file. This is your **Cumulative** (that is, an ongoing) **Assessment Record**, or **CAR** for short.

Your CAR belongs to you. It is your record of which evidence has been assessed and accepted by your assessor as proof of your competence and it details where it can be found. Your assessor will help you prepare your CAR.

9.18 Helpful Hints

When collecting evidence, the following will help you:

- 1 **Start by thinking about what activities you do in your current role** and match these to the units of competence specified for the NVQ.
- 2 **Identify evidence that you could gather naturally** while carrying out your everyday work and cross reference these to as many performance criteria and knowledge requirements as possible (either within the same unit or across other units). Apply a single piece of evidence to as many units as possible. This is not only economical in terms of collecting evidence, but it also gives a more holistic, or rounded, picture of your competence.
- 3 **Go for quality rather than quantity.** Well chosen pieces of evidence can count for much more than a vast amount of evidence which only loosely applies.

- 4 **Mix the types of evidence you offer.** A good mixture containing some observation of practice, some products of your work, some witness reports and so on, leads to a more streamlined, better-balanced approach which is more convincing to your assessor.
- 5 **Choose evidence which reflects your current competence.** Evidence can come from things you did in the past but your assessor must be convinced that the evidence you offer reflects your current competence.
- 6 **Do not treat reference materials** (such as company policies and training materials) as evidence, because they do not demonstrate your competence, unless you can demonstrate that you produced them or how you have used them in your everyday work.
- 7 **You can also use your assessor's records of your assessment as evidence.**
- 8 **You do not have to keep all evidence in a paper portfolio.** If you keep evidence somewhere else, for example, in a filing cabinet, or on a computer disk, record what the evidence is and where the evidence is located. The location of evidence needs to be clearly signposted on your evidence record sheet.
- 9 **The NVQ units of competence** do not form part of your evidence. You will probably want to keep the units alongside your evidence for reference but we do not need you to include a copy of the units with your evidence for assessment or verification.
- 10 Although not compulsory, you may find it useful to include a copy of your **curriculum vitae (CV)** with your evidence to show your previous qualifications and work history.
- 11 **Confidential and unavailable evidence.** Your assessor should have access to this type of evidence to assess your competence. However, in some cases your assessor's description of the evidence they have seen will be more suitable, depending on the type of evidence.
- 12 **Show your evidence to your assessor regularly.**

Unit certificate

Once your assessor has decided that you have provided enough evidence to prove your competence in a unit, they will sign the unit off, and you will not need to collect any more evidence for that unit. A **unit certificate** can be claimed from OCR at this point. If you want to do this you should discuss it with your assessor.

9.19 Can my evidence count towards Key Skills units?

The evidence you produce for your qualification may prove you have the skills required for the **Key Skills** units. Signposting to Key Skills and further guidance should be requested from your Centre. You may also visit the OCR website www.ocr.org.uk for further details.

9.20 What happens if I have particular assessment needs?

We have tried to make sure that no unnecessary **access** restrictions will slow down your progress. You must have the same chances as everyone else to prove your competence and collect evidence. If you need mechanical, electronic or other aids to show your competence, please talk to your assessor about this. You can use aids as long as they are generally commercially available and it is practical to use them during your normal work.

We do not think that you will ever have to use our **appeals** procedure, but if you do, the process is described in the OCR publication *Administrative Guide to Verified Qualifications* - (reference code L526), which can be downloaded from the OCR website www.ocr.org.uk. Select exams officers on the home page and follow the link to verified qualifications.

9.21 What if I cannot complete enough units to claim a full NVQ?

NVQs are very flexible and allow you to achieve recognition for what you have achieved even if you don't finish the whole qualification.

To gain a **full NVQ certificate** you must collect enough evidence to prove you are competent in all the required units. If you cannot finish all of the units for the full qualification, you may claim a **unit certificate** that lists the unit or units that have been signed off by your assessor. You may do more than the necessary number of units in which case the additional units will be shown on your unit certificate.

You should have the opportunity to claim unit certificates as you progress if you want to, rather than waiting until everything is completed. If you want to do this you should discuss it with your assessor.

You cannot fail an NVQ, and we do not grade your results. You are either competent or not yet competent.

10 Key Skills Signposting

Some candidates may want to put forward evidence from this NVQ towards their achievement of the individual Key Skills units. To show where evidence from this NVQ may also provide evidence opportunities for Key Skills, OCR have provided details of signposting of the national occupational standards to the Key Skills specification.

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

- Communication
- Application of Number
- Information Technology
- Working with Others
- Improving Own Learning and Performance
- Problem Solving

Signposting can only identify the possibility that a piece of evidence put forward for the NVQ may also meet the requirements of the Key Skills. Each piece of evidence must be assessed against the Key Skills specifications to see if it is suitable.

The Key Skills signposting for these qualifications can be found in the Key Skills signposting folder on this CD-ROM.

11 Other Related OCR Qualifications

OCR offers a wide range of qualifications that are related to the requirements of Advice and Guidance.

11.1 General Qualifications

OCR Health and Social Care Advanced Subsidiary VCE

OCR Health and Social Care Advanced VCE (Double Award)

OCR Health and Social Care Vocational (Double Award) GCSE

11.2 Vocational Qualifications

OCR Level 3 NVQ in Learning Development and Support Services for Children, Young People and those who care for them

OCR Level 3 NVQ in Advice and Guidance

OCR Level 3 NVQ in Management

OCR Level 2 and 3 NVQs in Health and Social Care

OCR Level 2 and 3 NVQs in Administration

OCR Level 2 and 3 NVQs in Customer Service

These qualifications complement and support the activities undertaken with the Level 2 NVQ in Advice and Guidance Support

12 Further Support and Information

12.1 General enquiries

For general enquiries relating to any of OCR's vocational qualifications, please contact the OCR Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 851633
Email: vocational.qualifications@ocr.org.uk

Alternatively, you could visit OCR's website at www.ocr.org.uk, for further information on OCR qualifications and 'Interchange', OCR's secure extranet.

12.2 Centre Approval, Candidate Registration and Certification

Operations Customer Support on 024 76 470033 or:

Operations
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

12.3 Customer feedback

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

The Professional Officer
Advice and Guidance NVQs
Public Services Team
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

12.4 OCR Training Events

Information on OCR's training events for centres can be found on the OCR website by going to www.ocr.org.uk, or by contacting:

OCR Training
Mill Wharf
Mill Street
Birmingham
B6 4BU

Telephone: 0121 628 2950
Fax: 0121 628 2940
Email: training@ocr.org.uk

12.5 OCR Publications

OCR's *Publications Catalogue* (reference code A410) lists all the qualifications that OCR offers, and contains more detail on how to order publications. It is available to download from the OCR website at www.ocr.org.uk, or to order from the OCR Customer Contact Centre by telephoning 024 76 851509.

If you would like to order any OCR publications, please contact:

OCR Publications
PO Box 5050
Annesley
Nottingham
NG15 0DL

Telephone: 0870 770 6622
Fax: 0870 770 6621
Email: publications@ocr.org.uk

12.6 Publications (related to this qualification)

The NVQ Toolbox (reference code L391)

Administrative Guide to Verified Qualifications (reference code L526)

Access to Assessment: NVQs, Vocationally-Related Qualifications (VRQs) and Other Vocational Qualifications. Regulations and Guidance Relating to Candidates with Particular Requirements (reference code L16)