

Leadership and Management for Care Services Award

Level 4 (04639)

What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification that is achieved through the assessment of competence (that is the skills, knowledge and understanding that a person has) in a work situation. NVQs are based on National Occupational Standards (NOS). These standards describe the level and breadth of performance that is expected of all those carrying out the duties that the NVQ covers. These NVQs are based on the national occupational standards developed by the Sector Skills Council, Skills for Care and Development (SFC&D).

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

Who is this NVQ for?

This NVQ is aimed at candidates who are leaders and managers of care services (adults and children and young people). It is suitable for candidates who:

- Develop, lead and manage a diverse provision and workforce in the context of continual change
- Lead, manage and develop good practice and continuous improvement in service provision that promotes the well being of people and enables them to reach their full potential
- Lead and manage provision which is healthy, safe, manages risks and safeguards and protects people from all forms of abuse
- Promote collaborative, joint working and decision making that achieves successful outcomes for people
- Manage the strategy, policy, finances and operations of the provision

datasheet

What is its purpose?

This NVQ aims to accredit the skills of candidates who are leaders and managers of care services (adults and children and young people) against the National Occupational Standards (NOS) developed by the Sector Skills Council. It will provide a nationally accredited focus for training and individual personal development activity.

What are the benefits of this NVQ?

The National Occupational Standards provide the way towards an improved understanding of the role of a leader and manager of care services (adults and children and young people) and a benchmark for good practice and personal development.

The results will be seen in:

- Improved organisational image
- Increased motivation
- Raised standards
- Recognition of personal competence
- Nationally recognised qualifications

What is the structure of this NVQ?

The table in this datasheet shows how the qualification is constructed.

Who is involved in the delivery of this NVQ?

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 '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** may register candidates for the NVQ and allocate each candidate an **assessor** or **assessors**.

Assessor

The assessor is the key to the assessment process. All assessors must:

- be occupationally competent. This means that each assessor must be capable of carrying out the functions covered by the units they are assessing to the standard described within them, according to current sector practice. This experience should be credible and maintained through clearly demonstrable continuing learning and development. In due course, the implementation of regulatory requirements may mean that assessors will need to hold appropriate care/health and/or management qualifications gained within a care setting. Awarding bodies will be notified of any changes in regulatory requirements for assessors by the appropriate regulatory bodies.
- have knowledge and experience of management within health and social care settings, the regulation, legislation and codes of practice for the service (where applicable), and the requirements of national standards at the time any assessment is taking place.
- hold or be working towards, an appropriate assessor qualification. Achievement of the qualification will need to be within appropriate timescales
- be able to assess holistically the values contained and embedded in the values section of the National Occupational Standards
- take the lead role in the assessment of observed candidate performance. Assessors are expected to take on this role in relation to at least the core units of the award.

Assessors who are working towards the A Unit and have the necessary occupational competence and experience, can be supported by an appropriately qualified assessor who does not necessarily have the occupational expertise or experience, but must have:

- occupational competence across some units
- a relevant occupational background
- an appropriate assessor qualification

The Awarding Body/SSC forum will develop further advice on these issues.

If more than one assessor is required, assessment needs to be coordinated. A named lead assessor must be identified and will draw together all assessment decisions made by specialist assessors and the contributions from expert witnesses across the whole qualification.

Internal Verifiers

The internal verifier is key to the quality assurance and verification of the assessment of performance evidence in the workplace.

Internal verifiers must:

- be occupationally competent in the area they are verifying. It is crucial that internal verifiers understand

the nature and context of the assessors' work and that of their candidates, due to the critical nature of the work and the legal and other implications of the assessment process

- have working knowledge of management within health and social care settings, the regulation, legislation and codes of practice for the service (where applicable), and the requirements of national standards at the time any assessment is taking place
- occupy a position that gives them authority and resources to co-ordinate the work of assessors, provide authoritative advice, call meetings as appropriate, visit and observe assessments and carry out all the other internal verification roles as defined by the relevant national occupational standard (i.e. V1).
- hold, or be working towards, the appropriate IV qualification. Achievement of the qualification must be within appropriate timescales.

Internal verifiers who do not yet hold the appropriate verifier awards but have the necessary occupational competence and experience, can be supported by a qualified internal verifier who does not necessarily have the particular occupational expertise or experience. However, the supporting internal verifier must have relevant occupational expertise as a manager or trainer. This can also be used as a method of supporting the accreditation of trainee internal verifiers.

Expert Witnesses

The use of Expert Witnesses is encouraged as a means of contributing to the evidence presented for assessment of the candidate's competence, where there are no occupationally competent assessors for occupationally specific units.

The expert witness must:

- have a working knowledge of NOS for the units on which their expertise is based
- be occupationally competent in their area of expertise.
- have either any qualification in assessment of workplace performance, such as L20 from the Learning and Development suite, Support Competence Achieved in the Workplace, OR a professional work role which involves evaluating the everyday practice of staff.

External Verifiers

The external verifier is the key link for awarding bodies in the quality assurance and verification of the assessment of candidates' performance in the workplace.

External verifiers must:

- be occupationally knowledgeable and have gained their knowledge through working within the sector or appropriate professional/occupational area and

demonstrate updating through regular and recent CPD activities

- hold, or be working towards, the appropriate EV qualification. Achievement of the qualification must be within appropriate timescales
- have a working knowledge of management within health and social care settings, the regulation, legislation and codes of practice (where applicable) for the service, and the requirements of national standards at the time any assessment is taking place.

External Verifiers who do not yet hold the appropriate assessor or verifier awards but have the necessary occupational competence and experience, can be supported by a qualified external verifier who does not necessarily have the occupational expertise or experience. This can also be used as a method of supporting the qualification of trainee external verifiers.

How is this NVQ assessed?

This NVQ is **competence-based**. This means that it is linked to a candidate's ability to competently perform a range of tasks connected with their work.

To gain this NVQ a candidate must demonstrate the level of competence described in the NVQ units. The units of competence contain the national occupational standards.

Each unit contains:

- an overview describing what the unit is about and a list of the elements contained within the unit
- knowledge and understanding which describes what the candidate must know and understand
- evidence requirements giving details about the type of evidence the candidate must provide and guidance to gather that evidence. **This section is important for assessors as it specifies what performance evidence is needed.**

Each element contains:

- performance criteria against which assessors will assess candidates' competence
- range, which identifies the variety of situations in which the candidate must demonstrate competence.

To achieve each of these NVQs each candidate must:

- prove that they can consistently and competently meet the performance criteria listed for each element across the range specified
- provide evidence as specified in the evidence requirements
- prove that they have the necessary knowledge and understanding to support their demonstration of competence.

Qualification structure

To achieve the full OCR Level 4 NVQ in Leadership and Management for Care Services, candidates must achieve the required number of units, as shown in the following tables:

Unit No.	Unit Title	Imported Unit source	Level 4 NVQ in Leadership and Management for Care Services
	Total Mandatory Units		4
	Total Optional Units		4
	Total Units for full NVQ		8
A1	Manage and develop yourself and your workforce within care services		Mandatory
B1	Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people		Mandatory
C1	Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements		Mandatory
E1	Lead and manage effective communication that promotes positive outcomes for people within care services		Mandatory
A2	Facilitate and manage change within care services through reflective, motivating and flexible leadership		Option
A3	Actively engage in the safe selection and recruitment of workers and their retention in care services		Option
A4	Manage a dispersed workforce to meet the needs and preferences of individuals at home	HSC 446	Option
A5	Allocate and monitor the progress and quality of work in your area of responsibility	MSC D6	Option
B2	Lead and manage provision of care services that promotes the well being of people		Option
B3	Manage provision of care services that deals effectively with transitions and significant life events		Option
B4	Manage provision of care services that supports parents, families, carers and significant others to achieve positive outcomes		Option
B5	Manage and evaluate systems, procedures and practices for assessments, plans and reviews within care services		Option
B6	Lead and manage provision of care services that promotes the development of children and young people		Option
B7	Lead and manage group living provision within care services		Option
B8	Lead and manage provision of care services that promotes positive behaviour		Option
C2	Develop risk management plans to support individual's independence and daily living within their home	HSC 450	Option
D1	Lead and manage work for care services with networks, communities, other professionals and organisations		Option
D2	Manage workers within care services who are based in external multi-disciplinary teams		Option
D3	Lead and manage inter-professional teams within care services		Option
E2	Identify, implement and evaluate systems, procedures and practice within care services that measure performance		Option
E3	Monitor and manage the quality of the provision of care services		Option
E4	Lead and manage provision of care services that promotes opportunities, identifies constraints and manages risk		Option
E5*	Plan operations and manage resources to meet current and future demands on the provision of care services		Option
E6	Contribute to the strategic policies of care services		Option
E7*	Develop, implement and review business plans and planning for the provision of care services		Option
E8	Manage finance for your area of responsibility	MSC E2	Option
E9	Manage procedures within care services for making, responding to and learning from comments and complaints		Option
E10	Ensure policies, procedures and practice for the conduct of workers within care services are adhered to		Option
E11	Manage a project	MSC F1	Option
E12	Manage a programme of complementary projects	MSC F2	Option
E13	Market, cost and contract to ensure the viability of the provision of care services		Option

* LMC E5 and LMC E7 are a barred combination

A unit is the smallest part of an NVQ for which a candidate can be awarded a certificate.

If a candidate has achieved **any** of the units in this NVQ through another awarding body, OCR will accept the unit certificates issued by that body. Candidates should supply their **original** unit certificates with their portfolio of evidence to claim a full NVQ. Only units with the same QCA reference number can be accepted towards these NVQs.

Where do Key Skill units fit in?

This NVQ has been signposted to Key Skills specifications which are available as individual units. Signposting has been provided and is designed to help candidates to identify opportunities to:

- develop Key Skills within the context of developing occupational competence
- collect evidence of achievement of Key Skills along with evidence for the NVQ being assessed.

For more information on Key Skills visit the OCR website at www.ocr.org.uk or contact the OCR Customer Contact Centre on 024 7685 1509, email vocational.qualifications@ocr.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

Full details of how to apply are given in the Administrative Guide to Vocational Qualifications (L526) which is available to download from the OCR website at www.ocr.org.uk.

What other OCR qualifications are available?

Other qualifications offered by OCR which may be of interest to you include:

- Health and Social Care NVQs Levels 2, 3 and 4
- Learning, Development and Support Services for Children, Young People and Those Who Care for Them NVQs Levels 3 and 4
- Business and Administration NVQs Levels 1, 2, 3 and 4
- Customer Service NVQs Levels 1, 2, 3 and 4
- Information Technology Practitioners NVQs Level 1 and 2
- Information Technology professionals NVQs Levels 3 and 4
- Team Leading NVQ Level 2
- Management NVQs Levels 3, 4 and 5
- Learning and Development NVQs Levels 3, 4 and 5

www.ocr.org.uk

OCR customer contact centre

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