

# Advice and Guidance Support

Level 2

Scheme Code 05715

## 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 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 ENTO (The Employment National Training Organisation). 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 authority is the Qualifications and Curriculum Development Authority (QCDA)

This qualification has been accepted by the QCDA for inclusion in the National Qualifications Framework (NQF).

## Who is this NVQ for?

**The OCR Advice and Guidance Support NVQ Level 2 (05715)** is designed to reflect the activities and responsibilities of candidates who are in work roles where they provide an administrative support function to practitioners and also customer service to clients.

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.

The NVQ is a work-orientated qualification and is suitable for those who have current real work experience. 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.

datasheet

## What is its purpose?

The objective of this qualification is to provide a statement of competence that testifies to the ability of candidates to work with and support practitioners and clients to achieve clients' objectives. It covers 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 supports the recognised need that individuals and employers must be responsible for gaining the skills needed to meet ever changing objectives which will in turn lead to improvements in efficiency and effectiveness throughout the organisation and with clients.

This NVQ assesses a candidate's competence against the national occupational standards for Advice and Guidance Support at Level 2. Candidates must prove they are competent in a wide range of activities.

## What are the benefits of this NVQ?

Employees will benefit from:

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

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to services users
- The opportunity to ensure levels of care are to national standard
- Improvements in the quality and service provided
- New ideas for future development Centres

## What is the structure of the NVQ?

To achieve a full **OCR Level 2 NVQ in Advice and Guidance Support**, candidates must achieve **six** units made up of **three** mandatory units and **three** optional units

### NVQ units of competence

#### Mandatory units

AG2	Support clients to make use of the advice and guidance service
AG4	Interact with clients using a range of media
ICS38	Develop personal performance through delivering customer service

#### Optional units

AG13	Enable advice and guidance clients to access referral opportunities
AG21	Provide and maintain information materials for use in the service
ICS37	Support customer service improvements
ICS10	Promote additional services or products to customers
ICS11	Process customer service information
HSC240	Contribute to the identification of the risk of danger to individuals and others
HSC241	Contribute to the effectiveness of teams
HSC242	Receive and pass on messages and information

## 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 '*Administrative Guide to Verified Qualifications*' (reference code L526). This includes being able to provide suitably occupationally competent assessors and internal verifiers.

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

### Trainer

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

Trainers will:

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

### Assessor

The assessor will judge the evidence of a candidate's performance, knowledge and understanding against the units of competence in order to decide whether the candidate has demonstrated competence. The assessor will have suitable and reliable experience and be trained and qualified as an NVQ assessor. 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. The roles of assessor and trainer must be separate and preferably, where an individual has advised on a candidate's development they should not be that candidate's only assessor.

### Internal verifier

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 out in the section **assessor and internal verifier requirements**. The internal verifier checks and standardises assessment decisions made by the assessors in the centre.

### External verifier

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

## How is this NVQ assessed?

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.

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 NVQ Level 2.

## What are the important assessment requirements for this NVQ?

The following criteria have been developed by the National Training Organisation/Standards Setting Body and should be viewed as minimum requirements.

### 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 and Awarding Bodies
- actively engage in continuing professional development in accordance with the requirements of the Accrediting and Awarding Bodies which may include those offered by the awarding body, 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 and Awarding Bodies

### 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 the awarding body, 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 and awarding bodies.

## Where do Key Skill units fit in?

The evidence produced for the Advice and Guidance Support NVQ may also prove the skills required for the Key Skills units up to Level 4.

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

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

**For more information on Key Skills contact the OCR Customer Contact Centre on (024) 7685 1509, e-mail [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)**

## Is a Modern Apprenticeship Framework Available?

For information on Apprenticeships in this area contact:

ENTO  
Telephone: 0141 887 4706  
Website: [www.ento.co.uk](http://www.ento.co.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](mailto: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](http://www.ocr.org.uk)**

- A centre handbook containing the standards and guidance on implementation of the NVQ will be available to purchase, from OCR Publications (0870 870 6622).
- The leaflet *Becoming an NVQ Centre: Steps to Implementation (N61)* will be useful to organisations considering applying to OCR to become a centre.
- Full details of how to apply are given in 'Administrative Guide to Verified Qualifications' (reference code L526) which is included in the Centre Approval Pack, which is available from Operations in Coventry.
- The NVQ Toolbox (P351). This is support material to assist an NVQ Centre in setting up systems and procedures is available to purchase from OCR Publication (0870 870 6622)

## What other related OCR qualifications are available?

OCR offers a range of qualifications relevant to Advice and Guidance Support NVQs:

OCR Level 3 NVQs in Management  
OCR Level 3 NVQ in Learning Development and Support Services  
OCR Level 2 NVQ in Health and Social Care  
OCR Level 1, 2, 3 and 4 NVQs in Business and Administration  
OCR Level 2 and 3 NVQs in Customer Service  
OCR Level 2 NVQ in Team Leading

Further details and Data Sheets are available from the OCR Customer Contact Centre.

**[www.ocr.org.uk](http://www.ocr.org.uk)**

OCR customer contact centre

### Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

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

### General qualifications

Telephone 01223 553998

Facsimile 01223 552627

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

### OCR

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377



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

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