

OCN LONDON

QUALIFICATION GUIDE

Level 3 Qualifications in Information,
Advice or Guidance



OCN London Qualification Guide

OCNLR Level 3 Award in Information, Advice or Guidance

Qualification No: 600/9609/3

OCNLR Level 3 Certificate in Information, Advice or Guidance

Qualification No: 600/9612/3

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness.

We are proud of our long-term role and unique history in providing responsive, innovative learning solutions and qualifications for disadvantaged groups to meet the needs of learners not met by other Awarding Organisations.

At the heart of what OCN London offers is:

- A commitment to inclusive credit-based learning;
- The creative use of credit with responsive, demand-led qualification development;
- High quality service and support;
- Respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- The development of people, capacity and resources that will ensure effective business partnerships.

To navigate within this Qualification Guide

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General Information

This qualification guide contains details of everything you need to know about the OCNLR Level 3 Qualifications in Information, Advice or Guidance. It makes reference to the curriculum areas covered, identifies the learners for whom the qualification has been developed and specifies the rules of combination for achievement of the qualification. The guide also covers any important aspects of assessment and moderation that are particular to this qualification. The guide should be used by all of those involved in the delivery and assessment of the qualification.

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer this qualification. Please contact the main switchboard for the name of your CRDM if you do not already know it. If you are not yet an OCN London Approved Centre but wish to use this qualification, then please contact the administrative team at OCN London for details of the Centre Approval application process.

Qualification Overview

The OCNLR Level 3 Qualifications in Information, Advice or Guidance aim to create a career pathway for learners in information, advice or guidance and to fill the acknowledged gap in provision for those giving information, advice or guidance at this level. Research undertaken by ENTO for the Sector Qualification Strategy identified that only a small range of qualifications were available to the advice or guidance sector with little or no choice at most levels.

The qualifications are an important innovation in that they have been developed to acknowledge and underpin the practice of those who may deliver information, advice or guidance as part of their role, while not employed primarily in that capacity. They provide flexible credit-based qualifications that are responsive both to the needs of the learner (the employee) and the employer and show incrementally what a learner has achieved.

The OCNLR Level 3 Award in Information, Advice or Guidance provides learners with an opportunity to obtain a qualification which is smaller in size than previously offered.

The OCNLR Level 3 Certificate in Information, Advice or Guidance provides an opportunity for those who have completed the OCNLR Level 2 Award in Information, Advice or Guidance to progress to a qualification offering specialist pathways and a greater degree of challenge.

The qualifications will be beneficial in three key areas:

- To the learner, who will become better skilled and confident in information, advice or guidance delivery
- To the organisation, to which the learner is attached as the learner's practice becomes more informed and confident
- To the client, who will receive a higher quality service.

The qualifications were developed with:

- Education National Training Organisation (ENTO)
- Lifelong Learning UK (LLUK)
- Children's Workforce Development Council (CWDC)
- Voluntary Sector Organisations including National Citizens Advice Bureau
- Museums, Libraries and Archive Council and the local Library Service
- Private Training Providers, for example A4E
- FE Colleges
- General Advice Sector, for example Advice UK
- Careers Education Sector
- Schools and 14-19 education service providers

The OCNLR Level 3 Qualifications in Information, Advice or Guidance are accredited by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF).

Qualification levels

The OCNLR Level 3 Qualifications in Information, Advice or Guidance can be achieved as an Award or a Certificate at Level 3.

Level 3 Award

- Qualification Number: 600/9609/3
- Qualification credit value: 9
- Operational start date: 1 July 2013
- Review date: 30 September 2019
- Guided Learning Hours (GLH): 63
- Assessment requirements: Internally assessed, internally and externally moderated

Level 3 Certificate

- Qualification Number: 600/9612/3
- Qualification credit value: 24
- Operational start date: 1 July 2013
- Review date: 30 September 2019
- Guided Learning Hours (GLH):168
- Assessment requirements: Internally assessed, internally and externally moderated

Purpose of the qualification

The purpose of the qualifications is to provide the learner with an understanding of the role of an Information, Advice and Guidance worker and the skills used in this area.

In achieving the qualifications learners will have understood the contexts for the delivery of information, advice or guidance and the importance of effective communication skills in information, advice or guidance delivery.

In achieving the qualifications learners will also acquire an understanding of advice and guidance in the context of their own organisation as well as the importance of relevant policies to the Information, Advice or Guidance role.

Who the qualification is for

The OCNLR Level 3 Qualifications in Information, Advice or Guidance have been developed for learners working in this field to share good practice and build confidence in their ability to fulfil their role as providers of advice at this level in a range of contexts. The qualifications give support to those working as advice or guidance providers to be able to guide those they are supporting to make informed choices.

The qualifications are particularly suitable for those who:

Deliver information, advice or guidance and who want recognition for the work that they do

Have an interest and/or some involvement in information, advice or guidance delivery but not as their primary role, for example:

- First line staff – receptionists, secretaries, learner support workers, mentors
- People working in voluntary organisations in a paid or unpaid capacity
- People working with further, adult or community groups – full time or part time tutors, outreach workers
- Members of staff working formally or informally with young people in Integrated Youth Support Services including Young People's Services, Connexions, Children's Workforce Development Council and Adults Advancement and Careers Service.

Entry guidance

The minimum age for access to the qualification is 19 years.

Additional information

Restrictions on Learner Entry

The demands and nature of the qualifications and the assessment requirements are such that learners will need to have literacy skills which are at least Level 2 of the National Standards for Adult Literacy or be working towards this standard. To meet this requirement learners may have achieved or be working towards Functional Skills at Level 2 in English, which aligns with the Level 2 adult literacy standards.

The learner will need to be able to:

- Read and interpret given tasks
- Provide answers that are clear, logical and understandable
- Organise relevant information clearly and coherently.

Learners will also need to have a minimum level of experience in the delivery of information, advice or guidance.

Progression and related qualifications

The OCNLR Level 3 Qualifications in Information, Advice or Guidance enable progression to employment, further learning opportunities within employment, or further study.

The qualifications at this level demonstrate how OCNLR accreditation offers a range of routes to vocational competence and the opportunity for learners to choose a flexible route into either employment or training, which allows them start at a point from which they feel confident.

Learners who have successfully completed the OCNLR Level 3 Award in Information, Advice or Guidance will be able to progress to:

- OCNLR Level 3 Certificate in Information, Advice or Guidance
- Level 3 competence qualification in Information, Advice or Guidance.

- Other appropriate Level 3 provision, for example teaching adults, facilitating group learning or mentoring.

Learners who have successfully completed the OCNLR Level 3 Certificate in Information, Advice or Guidance will be able to progress to:

Level 3 competence qualification in Information, Advice Guidance

Other appropriate Level 3 provision, for example teaching adults, facilitating group learning or mentoring.

Structure of the Qualification

Rules of combination for achievement

The OCNLR Level 3 Award in Information, Advice or Guidance comprises of 2 mandatory units. In order to gain the Award the learner must achieve 9 credits.

OCNLR Unit Code	Ofqual Unit Reference Number	Unit Title	Mandatory or Optional	Credit Value	Level	GLH
PS3/3/LQ/002	J/502/7994	Applying Interaction Skills for Information, Advice or Guidance	Mandatory	6	3	42
PS3/3/LQ/001	A/502/8950	Information, Advice or Guidance in Practice	Mandatory	3	3	21

The OCNLR Level 3 Certificate in Information, Advice or Guidance comprises of 2 mandatory units and 19 optional units. In order to gain the Certificate the learner must achieve 15 credits from the Optional units.

OCNLR Unit Code	Ofqual Unit Reference Number	Unit Title	Mandatory or Optional	Credit Value	Level	GLH
PS3/3/LQ/002	J/502/7994	Applying Interaction Skills for Information, Advice or Guidance	Mandatory	6	3	42
PS3/3/LQ/001	A/502/8950	Information, Advice or Guidance - Principles and Practice	Mandatory	3	3	21
PS3/3/LQ/008	D/502/7547	Developing Interview Skills for Advice Work - Benefits	Optional	1	3	7

PS3/3/LQ/005	H/502/7548	Developing Interview Skills for Advice Work - Debt	Optional	1	3	7
PS3/3/LQ/006	K/502/7549	Developing Interview Skills for Advice Work - Employment	Optional	1	3	7
PS3/3/LQ/007	D/502/7550	Developing Interview Skills for Advice Work - Housing	Optional	1	3	7
PS3/3/LQ/009	H/502/7551	Developing Interview Skills for Advice Work - Refugees, Immigrants or Asylum Seekers	Optional	1	3	7
PS3/3/LQ/010	L/502/7995	Information, Advice or Guidance Work with Groups	Optional	3	3	21
PS3/3/LQ/011	R/502/7996	Managing Statistical Information to Support Information, Advice or Guidance Practice	Optional	3	3	21
PS3/3/LQ/012	Y/502/7997	Managing, Accessing and Creating Information Resources in Information, Advice or Guidance	Optional	3	3	21
PS3/3/LQ/013	H/502/7999	Operating within Networks to Support Information, Advice or Guidance	Optional	3	3	21
PS3/3/LQ/004	J/502/8000	Organising and Administering Job Brokerage	Optional	3	3	21
PS3/3/LQ/014	F/502/7993	Providing Information to Clients	Optional	3	3	21
PS3/3/LQ/015	A/502/7555	Providing Information, Advice and Referral to Support Learner Progression	Optional	1	3	7
PS3/3/LQ/016	L/502/8001	Referral in Information, Advice or Guidance	Optional	3	3	21

		Practice				
PS3/3/LQ/017	R/502/8002	Reflecting on Own Practice in Information, Advice or Guidance	Optional	3	3	21
PS3/3/LQ/018	F/502/7556	Understand Career-related Interviewing Skills to Enable Learner Progression	Optional	3	3	21
PS3/3/LQ/019	T/502/7750	Understanding Learner Progression Opportunities	Optional	1	3	7
PS3/3/LQ/003	Y/502/8003	Working with Employers in Job Brokerage	Optional	3	3	21
PS3/3/LQ/020	D/502/8004	Working with Job Seekers in Job Brokerage	Optional	3	3	21
PS3/3/LQ/021	H/502/8005	Working within Information, Advice or Guidance Operational Standards and Frameworks	Optional	3	3	21

Assessment and Moderation

Assessment process

The assessment process for this qualification is as follows:

- The learners are assessed through activities that are internally set by tutor assessors;
- The activities must be designed to enable learners to meet the assessment criteria of the unit;
- Learners' portfolios of assessed evidence must be internally moderated at the Centre;
- The portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for this qualification.

Devising assessments

Each unit has a supplementary page with information on the types of assessment activities that *can* (indicated as 'Optional' or 'O') and/or *must* (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in this qualification is in the 'OCNLR Assessment Guidance and Ofqual Level Descriptors' section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Assessors need to ensure that the work in a learner's portfolio is:

- Authentic – it is the result of the learner's own performance or activity;
- Sufficient – enabling the assessor to make a consistent and reliable judgement;
- Adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All of the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards, it:

- Establishes statements on the standard of evidence required to meet assessment criteria for units in OCN London qualifications;
- Identifies good practice in assessment;
- Makes recommendations on assessment practice.

It is a requirement of the Centre Approval process that each Centre offering the units from the qualification must contribute assessment materials and learners' evidence for standardisation if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor feedback may be collected by External Moderators.

Learners with particular requirements

If learners have particular requirements the Centre should refer to the 'Access to Fair Assessment Policy and Procedure' which can be found on our website at: [Access to Fair Assessment Policy and Procedure](#) and gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

Requirements for assessors

Assessors of the qualification are expected to be:

Sufficiently competent

In addition to being qualified to make assessment decisions, each assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the assessor.

Sufficiently knowledgeable

Each assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

OCNLR Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptor relevant to this qualification, please click on the link below.

[Level 3 Assessment Guidance and Ofqual's Level Descriptor](#)

About OCN London

OCN London is a well-established national awarding organisation with over 25 years' experience in accrediting learning. We are a not-for-profit organisation with charitable status, dedicated to widening participation in learning and training, social inclusion and employability. We are also a market leader in the recognition of achievement through credit-based units and qualifications. Based in London we work with Centres both across the UK and abroad, offering national qualifications and accredited programmes.

Our mission is to provide opportunities for people from across society to benefit from learning, particularly those from disadvantaged backgrounds.

Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with Centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you get the best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money. Just ask the people we work with.
- We are committed to the belief that learning can change lives.

OCN London is regulated by Ofqual and the Quality Assurance Agency for Higher Education.

If you would like to deliver any of these qualifications please contact our Curriculum Development Team on **020 7689 5867**.

For further information call 020 7278 5511. E: enquiries@ocnlondon.org.uk

Or visit our website: www.ocnlondon.org.uk



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