Qualification Guide

OCNLR Level 2 Award in Information, Advice or Guidance

OCN London Qualification Guide

OCNLR Level 2 Award in Information, Advice or Guidance
Qualification No: 600/9607/X

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 innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

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 2 Award in Information, Advice or Guidance.** It makes reference to the curriculum areas covered and identifies the learners for whom the qualification has been developed. The guide also covers important aspects of assessment and moderation that are particular to the qualification. The guide should be used by all involved in the delivery and assessment of the qualification. The Account Manager for your Centre will provide support and advice on how to seek approval to offer the qualification.

If you are not yet an OCN London Approved Centre but wish to use this qualification, then please contact us on **enquiries@ocnlondon.org.uk** for details of the Centre Approval application process.

Qualification Overview

The **OCNLR Level 2 Award in Information, Advice or Guidance** qualification has been developed 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 Strategy1 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 2 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 2 Award in Information, Advice or Guidance** qualification is regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

The qualification 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 qualification were developed with:

- Employment 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

Qualification details

This Qualification is available at this level only.

Level 2 Award

- Qualification Number: 600/9607/X
- Qualification credit value: 6
- Operational start date: 1st July 2013
- Review date: 30th April 2029
- Guided Learning Hours (GLH): 48
- Assessment requirements: internally assessed, internally and externally moderated

Purpose of the qualification

The purpose of the **OCNLR Level 2 Award in Information, Advice or Guidance** qualification 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 qualification 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 qualification learners will 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 2 Award in Information, Advice or Guidance** qualification is suitable 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 are:

- Involved in giving advice, information or guidance
- 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.

Entry Requirements

We would expect learners to have attained at least a Level 1 qualification.
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.

The **OCNLR Level 2 Award in Information, Advice or Guidance** qualifications are related to the National Occupational Standards (NOS) for Advice and Guidance (2006) developed by ENTO. The qualifications also provide a significant amount of knowledge, understanding and skills development that underpins occupational competence in information, advice or guidance as identified in the Matrix Standards.

Progression and related qualifications

The OCNLR Level 2 Award in Information, Advice or Guidance and the OCNLR Level 2 Certificate in Information, Advice or Guidance qualifications 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.

The OCNLR Level 2 Award in Information, Advice or Guidance relate academically to GCSE subjects such as sociology, psychology, English language and citizenship, in so far as the units focus on aspects of social interaction, general communication skills and equal opportunities.
Learners who have successfully completed the OCNLR Level 2 Award in Information, Advice or Guidance will be able to progress to:

- OCNLR Level 2 Certificate in Information, Advice or Guidance

- OCNLR Level 3 Award in Information, Advice or Guidance
- OCNLR Level 3 Certificate in Information, Advice or Guidance
- Level 3 competence in Information, Advice or Guidance.
- Other appropriate Level 2 or Level 3 provision, for example teaching adults, facilitating group learning or mentoring.

Structure of the qualification

Rules of combination for achievement

The **OCNLR Level 2 Award in Information, Advice or Guidance qualification** comprises two mandatory units. Learners must achieve 6 credits in total.

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Mandatory					
Y/502/7983	PS3/2/LQ/002	Developing Interaction Skills for Information, Advice or Guidance	2	3	24
D/502/7984	PS3/2/LQ/001	Information, Advice or Guidance in Practice	2	3	24

For Unit Content click on the Ofqual Unit Reference Number

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 in relation to assessment. It:

- compares assessment judgements from different tutor/assessors;
- promotes consistent judgements by different tutor/assessors;
- identifies good practice in assessment;
- promotes the sharing of good practice in assessment between centre staff.

Standardisation events should be held periodically within centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering units from this 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 tutor/assessors

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.

To be 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.

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 2 Assessment Guidance and Ofqual's Level Descriptors

OCN London

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