OCN London | Regulated

Back to contents

Qualification Guide

OCNLR Level 3 Award in Information, Advice or Guidance

OCN London Qualification Guide

OCNLR Level 3 Award in Information, Advice or Guidance
Qualification No: 600/9609/3

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 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

To locate a section in this electronic guide, click on the heading in the table of contents, on page 4. To return to the contents page, click again on any major heading within the document. Users can of course also scroll through pages in the usual way.

Contents

	Page
General Information	6
Qualification Overview	7
Qualification details	8
Purpose of the qualification	8
Who the qualification is for	8
Entry guidance	9
Additional information	9
Progression and related qualifications	10
Structure of the qualifications	11
Rules of Combination	11
Qualification units	11
Assessment and Moderation	13
Assessment process	13
Devising assessments	13
Marking assessment activities	13
Standardisation	14
Learning with particular requirements	14
Requirements for tutor/assessors	14
Assessment Guidance and Ofqual Level Descriptors	16

General Information

This qualification guide contains details of everything you need to know about the OCNLR Level 3 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 3 Award in Information, Advice or Guidance 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 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.

This qualification is an important innovation in that it has 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. The qualification is a flexible credit-based qualification that is 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 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.

This qualification was 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 Award in Information, Advice or Guidance is regulated by Ofqual, the qualifications regulator for England, and is registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

Qualification details

This Qualification is also available at level 2.

Level 3 Award

- Qualification Number: 600/9609/3
- Qualification credit value: 9
- Operational start date: 1st July 2013
- Review date: 28th November 2027
- Total Qualification Time (TQT): 90
- Guided Learning Hours (GLH): 63
- Assessment requirements: internally assessed, internally and externally moderated.

Purpose of the qualification

The purpose of the OCNLR Level 3 Award in Information, Advice or Guidance 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 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 Award in Information, Advice or Guidance 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 qualification gives support to those working as advice or guidance providers to be able to guide those they are supporting to make informed choices.

The qualification is 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

This qualification is suitable for learners aged 19+.

Additional information

Restrictions on Learner Entry

The demands and nature of the qualification 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.

Relationship with National Occupational Standards and Matrix Standards

The OCNLR Level 3 Award in Information, Advice or Guidance qualification is related to the National Occupational Standards (NOS) for Advice and Guidance (2006) developed by ENTO. The qualification also provides 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

This qualification provides continuing professional development for employment, further learning opportunities within employment, or further study.

The qualification at this level demonstrates 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:

- Level 3 competence qualification in Information, Advice or 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 qualification comprises mandatory units. Learners must achieve 9 credits in total.

- 9 credits must be taken from the mandatory units

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Mandatory Units					
J/502/7994	PS3/3/LQ/002	Applying Interaction Skills for Information, Advice or Guidance	6	3	42
A/502/8950	PS3/3/LQ/001	Information, Advice or Guidance - Principles and Practice	3	3	21
Optional Units					
D/502/7547	PS3/3/LQ/008	Developing Interview Skills for Advice Work - Benefits	1	3	7
H/502/7548	PS3/3/LQ/005	Developing Interview Skills for Advice Work - Debt	1	3	7
K/502/7549	PS3/3/LQ/006	Developing Interview Skills for Advice Work - Employment	1	3	7
D/502/7550	PS3/3/LQ/007	Developing Interview Skills for Advice Work - Housing	1	3	7
H/502/7551	PS3/3/LQ/009	Developing Interview Skills for Advice Work - Refugees, Immigrants or Asylum Seekers	1	3	7
L/502/7995	PS3/3/LQ/010	Information, Advice or Guidance Work with Groups	3	3	21
R/502/7996	PS3/3/LQ/011	Managing Statistical Information to Support Information, Advice or Guidance Practice	3	3	21

Y/502/7997	PS3/3/LQ/013	Managing, Accessing and Creating Information Resources in Information, Advice or Guidance	3	3	21
H/502/7999	PS3/3/LQ/004	Operating within Networks to Support Information, Advice or Guidance	3	3	21
J/502/8000	PS3/3/LQ/014	Organising and Administering Job Brokerage	3	3	21
F/502/7993	PS3/3/LQ/015	Providing Information to Clients	3	3	21
A/502/7555	PS3/3/LQ/016	Providing Information, Advice and Referral to Support Learner Progression	1	3	7
L/502/8001	PS3/3/LQ/017	Referral in Information, Advice or Guidance Practice	3	3	21
R/502/8002	PS3/3/LQ/018	Reflecting on Own Practice in Information, Advice or Guidance	3	3	21
F/502/7556	PS3/3/LQ/013	Understand Career-related Interviewing Skills to Enable Learner Progression	3	3	21
T/502/7750	PS3/3/LQ/019	Understanding Learner Progression Opportunities	1	3	7
Y/502/8003	PS3/3/LQ/003	Working with Employers in Job Brokerage	3	3	21
D/502/8004	PS3/3/LQ/020	Working with Job Seekers in Job Brokerage	3	3	21
H/502/8005	PS3/3/LQ/021	Working within Information, Advice or Guidance Operational Standards and Frameworks	3	3	21

For unit content please click the Ofqual Unit Reference Number

Assessment and Moderation

Assessment process

The assessment process for theis 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 3 Assessment Guidance and Ofqual's Level Descriptors

OCN London

OCN London

70 Gracechurch Street, London, EC3V 0HR

www.ocnlondon.org.uk

enquiries@ocnlondon.org.uk

020 7278 5511