

## Section A: Business & Organisational Development

# A1 Assessor Award

### Qualification

A1 Assessor Award  
(Replaced D32/33)

Awarding Body  
OCR

### Programme Overview

By the end of the programme participants will be able to:

- Identify the roles of mentor, assessor, and internal and external verifier in support of NVQ candidates.
- Apply A1 standards to the assessment of NVQ candidates.
- Provide constructive feedback to candidates.
- Complete assessment paperwork to meet the requirements of the Awarding Body.
- Generate evidence that meets the requirements for A1.

### Programme Structure

The commitment involved in gaining this award will equate to attending two full day workshops. It is recommended that **at least** half a day a month is spent working on producing work/evidence outside the workshops and candidates will also spend time with their assessor.

In advance of the second workshop, participants will be asked to carry out an assessment by observation of an NVQ candidate in their workplace. An additional activity will also be completed with reference to the course workbook.

To gain this award, candidates will then be assessed by observation while giving feedback to their NVQ candidate. A1 candidates will also engage in professional discussion with their assessor. It takes up to 12 months to complete this qualification.

**NB:** This unit is taken from NVQ Level 3 Learning & Development

### Target Group

The A1 Assessor Award is suitable for people who are actively involved in assessing NVQ candidates by observation and who also assess them with reference to other forms of evidence.

### Entry Requirements

To qualify for this programme, you should be able to answer **yes** to the following statements:

- I am planning assessments with candidates and reviewing their progress in achieving their NVQ;
- I am assessing NVQ candidates by observation (i.e. watching them perform in a work role situation, assessing their performance and giving feedback);
- I am assessing NVQ candidates' portfolios (i.e. reading and checking written evidence and giving feedback);
- I am attending assessor and quality assurance meetings to ensure I am up to date with assessment practice and in order to make consistent assessment decisions in line with other assessors.



# Section A: Business & Organisational Development

# GMOCN Front Line Service Delivery

## Qualification

1 x Open College Level 2 Unit

## Awarding Body

Open College Network

## Programme Overview

The programme aims to provide candidates, working as the first point of contact in an information, advice and/or guidance agency, with the skills and abilities to provide an effective service to clients. The course will promote the provision of dependable customer service via effective interaction with clients, referral to other agencies and the provision and maintenance of information.

## Programme Structure

The programme will be delivered through two workshops. The first will cover the underpinning knowledge and skills as well as providing an overview of the requirements of the unit.

Candidates will then be expected to build a portfolio of evidence with reference to a workbook. This contains exercises and activities to help structure learning in the workplace. The programme will also include:

- A workplace assessment involving an observation with two customers;
- Completion of projects detailed in the course workbook.

After 6-8 weeks, the second workshop will help candidates to put together their portfolio ready for assessment.

For accreditation, 30 hours must be invested. Workshops will contribute 12 hours - the remaining 18 hours will then be spent in the workplace. It will take up to 3 months to complete this qualification.

## Target Group

The programme is aimed at people working as a first point of contact within an information, advice and/or guidance organisation - referring/signposting clients to other services within and outside the organisation.

This course will provide an introduction to customer service provision and will prepare candidates for the NVQ Level 2 Advice & Guidance Support or Customer Service.

## Entry Requirements

Candidates should have some responsibility for providing and maintaining information. Providing a consistent level of customer service should be an important aspect of their work. They may be employed or work as a volunteer.

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## Section A: Business & Organisational Development

# L20 Support Competence Achieved in the Workplace

### Qualification

1 x Unit  
(NVQ Level 3 Learning & Development)

### Awarding Body

OCR

### Programme Overview

This unit is an assessor qualification for candidates who assess staff against standards other than NVQs. The programme will enable candidates to assess performance in the workplace against agreed standards and give staff members support and feedback on their performance, ensuring good practice.

On completion of the unit, candidates will be able to identify and interpret how to use standards to assess an individual's performance, understand how to carry out assessment activities through observation and questioning, identify how to make clear assessment decisions and give clear and constructive feedback to individuals following an assessment.

### Programme Structure

The commitment involved in achieving this unit will equate to attending workshops held over 1½ days. You will also spend half a day with an assessor who will observe you assessing and discussing your evidence. It is recommended that you spend **at least** 3 hours per month working on producing work/evidence outside workshop time.

To achieve this unit you must be involved in assessing at least two members of staff. You will be assessed by observation, assessing one member of staff and giving them feedback. This unit takes up to 4 months to complete.

### Target Group

Unit L20 is suitable for people who are actively involved in assessing the performance of members of staff in the workplace against agreed standards.

### Entry Requirements

To meet the requirements for this unit, you should be able to answer **yes** to the following questions:

- I will be planning assessments with members of staff and reviewing their progress in achieving competence;
- I will be assessing members of staff by observing their performance in the workplace against standards such as Matrix or other specific organisational standards;
- I will make a judgement on competence, give feedback to members of staff and I will complete appropriate assessment paperwork.



## Section A: Business & Organisational Development

# NVQ Level 2 Administration

### Qualification

NVQ Level 2

### Awarding Body

OCR

### Programme Overview

This qualification is very flexible to enable an organisation and individual to choose the optional units that best suit their situation and job role. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

### Programme Structure

To achieve the full award, candidates must complete eight units, including five mandatory and three optional units.

Mandatory units include:

- Ensure your own actions reduce risks to health and safety;
- Support the work of your own team;
- Plan, organise and improve your work;
- Communicate information using telephone and fax;
- Prepare and print documents using a computer.

Optional units are then offered in a range of areas including recording, storing and supplying information using a paper-based filing system; entering, retrieving and printing data in a database; as well as providing effective customer service; maintaining and issuing stock items; co-ordinating mail services and contributing to the arrangement of events.

The commitment involved to achieve this NVQ equates to attending up to 5 workshops and it is recommended that candidates spend **at least** 3 hours per week working on producing evidence outside of this workshop time. This qualification is quite flexible however, and can be delivered on a one-to-one basis and through a variety of models not necessarily involving workshops. It will take approximately 6 months to complete this qualification.

### Target Group

Level 2 is intended for individuals carrying out a broad range of administrative activities, requiring a limited amount of supervision and working with some autonomy. The individual will be working as part of a team ensuring the provision of information and resources to others.

### Entry Requirements

To meet the requirements for this NVQ, a candidate must do **all** of the following activities in their day-to-day role:

- Work within health and safety policies, identifying any associated risks and passing suggestions to the relevant people or putting right those risks within the scope of their job role;
- Liaise with team members to undertake tasks and identify/suggest improvements to work;
- Plan work around other responsibilities and priorities;
- Secure resources necessary to complete work tasks;
- Gather feedback on work produced;
- Agree targets to improve work and review progress in achieving targets;
- Communicate using the telephone;
- Use a fax machine;
- Prepare, format and print documents using IT.



# Section A: Business & Organisational Development

# NVQ Level 3 Administration

**Qualification**  
NVQ Level 3

**Awarding Body**  
OCR

## Programme Overview

Level 3 is a comprehensive qualification for experienced administrators. Topics to be explored will include maintaining effective working relationships, managing work and personal development, the co-ordination of administrative services and researching, preparing and presenting information.

## Programme Structure

The qualification consists of nine units. These are drawn from five mandatory units and then, four extra optional units. The qualification is very flexibly structured to enable an organisation and individual to choose the optional units that best suit their work situation and job role.

The commitment involved to achieve this NVQ will equate to attending up to seven workshops and it is recommended that a candidate spends **at least** 3 hours per week working on producing evidence outside workshop time. This qualification is quite flexible however, and can be delivered on a one-to-one basis and through a variety of models not necessarily involving workshops. This qualification will take up to 9 months to complete.

## Target Group

Level 3 is for individuals carrying out administrative duties with a considerable amount of responsibility and autonomy. The candidate will be contributing to co-ordinating administrative services, using IT to research, process and present information, developing effective services for customers and dealing with financial information.

## Entry Requirements

To meet the requirements for this NVQ, a candidate must do **all** of the following activities in their day-to-day job:

- Work effectively with other people and support team members;
- Plan and carry out work with other people;
- Organise the work area to help efficient work, being aware of health and safety procedures;
- Use and maintain office equipment;
- Plan and set/reprioritise objectives independently;
- Identify areas of work that need development and agree with the appropriate people how to develop work;
- Identify services or systems that could be developed/enhanced;
- Plan how to improve services or systems and implement changes;
- Check that administrative systems/services are appropriate and used correctly by all relevant people;
- Research, prepare and present information from a variety of sources.

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# Section A: Business & Organisational Development

## NVQ Level 4 Administration

### Qualification

NVQ Level 4

### Awarding Body

OCR

### Programme Overview

This NVQ is aimed at administrators working at a senior level with considerable responsibility for management of systems and resources, working with an extensive degree of autonomy.

The NVQ is competence based, assessing the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role. To gain this NVQ, a candidate will be assessed by observation within the workplace. The Level 4 can take between 12 to 18 months to complete.

### Programme Structure

The commitment involved to achieve this NVQ will equate to attending up to 10 workshops and it is recommended that candidates spend **at least** 3 hours per week working on producing evidence outside this workshop time. This qualification is quite flexible however, and can be delivered on a one-to-one basis and through a variety of models not necessarily involving workshops.

To achieve the full award, candidates must complete nine units, including six mandatory and three optional units. Mandatory units include:

- Maintain effective working relationships;
- Develop administrative services;
- Implement, monitor and maintain administrative services;
- Prepare and co-ordinate operational plans;
- Manage and continuously develop your own practice;
- Provide information to support decision-making.

Optional units cover a range of skills including negotiating and managing agreements with suppliers; contributing to planning and application of resources; facilitating meetings; maintaining financial records and preparing reports and returns.

### Target Group

An individual's role will involve developing and monitoring facilities and resources to maintain an administrative service within an organisation.

### Entry Requirements

To meet the requirements for this NVQ, a candidate must do **all** of the following activities in their day-to-day role:

- Work effectively with other people and support team members;
- Develop administrative services;
- Implement, monitor and maintain administrative services;
- Prepare and co-ordinate operational plans;
- Manage and continuously develop own practice;
- Provide information to support decision-making.

Quality training  
**at work**



## Section A: Business & Organisational Development

# V1 Internal Verifier Award

### Qualification

Internal Verifier Award  
(Replaces D34)

### Awarding Body

OCR

### Programme Overview

On completion of this award, which is taken from NVQ Level 3 Learning & Development, candidates will be able to internally verify the NVQ assessment process.

By the end of the programme participants will be able to:

- Explain the process of registration through to the award of an NVQ and the role of the internal verifier;
- Set up and maintain procedures to meet NVQ Awarding Body requirements;
- Verify NVQ assessments;
- Build a portfolio of evidence, which meets V1 national standards.

### Programme Structure

The commitment involved to achieve this award will equate to attending two full day workshops. It is recommended that **at least** half a day a month is spent working on producing work/evidence outside of the workshops and candidates will also spend time with their assessor.

To gain this award, candidates will be assessed by observation while giving feedback to an assessor. They will also engage in professional discussion with their assessor. It will take 12 months to complete this qualification.

### Target Group

The V1 qualification is suitable for people who are responsible for developing and managing assessment and verification strategies within an organisation.

### Entry Requirements

The V1 Internal Verifier Award is suitable for people who play a major role in their organisation's management of NVQ candidates.

