Mentorship Programme
Day 4 NVQs
The participants should gain an understanding of the assessment of NVQ health and social care occupational standards.

NB
If the participant has selected a NVQ candidate as their designated learner, whom they intend to mentor to meet the requirements of the Mentorship Programme, the participant should obtain some or all of the portfolio evidence required for the TDLB D32 and 33 awards.

The participant should liaise with their NVQ centre, at his or her workplace, to obtain the award through assessment and verification of their Training and Development Lead Body (TDLB) D32/33 portfolio.
Brief history of NVQ

• Created in the 1980’s to increase the quality and quantity of vocational qualifications.
• The National Occupational Standards were compiled by nurses.
• NVQs were introduced as an assessment strategy only and there is no set curriculum or specified programmes although centres may provide training.
• It was intended that NVQ candidates would do all their training in the workplace.

Brief history of NVQ
Created in the 1980’s to increase the quality and quantity of vocational qualifications in this country without the need for further FE training programmes. The National Occupational Standards were compiled by nurses and have been updated since their first introduction in 1980. NVQs are an assessment strategy only. There is no set curriculum or specified programmes and NVQ centres are validated upon the quality of their assessment strategy only. Therefore as there is no requirement for a training programme for NVQ candidates can do all their training in the workplace. This can prove to be problematic as candidates have been generally found to need a preparation programme to understand the documentation and gain the underpinning knowledge.
NVQs in Health & Social Care

• NVQs relevant to nursing are the NVQs in Health and Social Care.
• NVQs are made up of units – like modules and candidates can be awarded certificates of competence of each unit.
• To gain the full award of a NVQ in Care a candidates must complete a number of compulsory or core units and a selection of other units of their choice.

What are NVQs?

• NVQs are for a wide range of occupations and those relevant to nursing are the NVQs in Health and Social care. However, there are no specific branches such as mental health. Candidates select units of competence, which are like modules, which relate to the work that they do rather than a client group.
• Candidates, to achieve the whole award, have to complete a number of compulsory or core units and a selection of other units of their choice, related to their area of practice, to obtain the whole qualification. They can get individual certificates for each unit.
• To pass a NVQ unit the candidate is assessed against set standards called the National Occupational Standards in Health and Social Care.
Advantages of NVQs

- Candidates require no formal entry qualifications - except must be over 16.
- Provide workers with a vocational qualification
- Flexible delivery
- Can aid improvement of standards
- Provide opportunities for candidates to progress into Further /Higher Education

Candidates require no formal entry qualifications – However, in reality candidates must be able to read and write English to understand the National Occupational standards and provide evidence of competence.

Provides workers with a vocational qualification – it is important to remember that Health Care Assistants (HCA) may find working with professionals, who are highly qualified, intimidating. Achieving a NVQ means that a HCA, although not a qualified nurse, is a qualified HCA as they have a recognised qualification.

Flexible delivery – Candidates can progress at their own pace.

NVQ may aid the improvement of standards – as the National Occupational standards state exactly what staff should be doing when delivering care.

Provide opportunities for candidates to progress into Further /Higher Education. However, for candidates with limited academic skills NVQs may not provide sufficient preparation for studying at Diploma level and if a person is intending to enter nurse training the Access route may be preferable.
Disadvantages of NVQs

- With no set time to complete candidates may lose interest.
- Candidates may not be used to the idea of self-directed study or studying at all.
- Candidates may not receive any financial incentive to complete.
- The assessment process and documentation is very time consuming.

With no set time to complete candidates may lose interest. Candidates need to be highly motivated and although some organisations may make gaining the NVQ a requirement this can be very hard to enforce.

Candidates may not be used to the idea of self-directed study or studying at all. They may not be committed to working in their own time.

Candidates may not receive any financial incentive to complete. This can be done with fixed term contracts but with the current staffing crisis this is not likely.

The assessment process and documentation is very time consuming. Assessors have to be very committed.
Obtaining a NVQ Award

• To pass a NVQ unit the candidate is assessed against the National Occupational Standards in Health and Social Care.
• There are National Occupational Standards in Health and Social Care at levels 2 – 3 (level 1 has now been discontinued).
• A full NVQ in Care at Level 3 is required for entry to nurse training programmes.

The Occupational Standards contain explicit statements which indicate what a candidate should be able to do in a care situation and what underpinning knowledge they should have.

• There are Occupational Standards and in Health and Social Care are at levels 2 – 3 (there is no longer a level 1 in health and social care).
• There are some standards at level 4 for management of care.
• Level 3 is required for entry to nurse training programmes. This can fit with the widening of the entry gate but NVQs may not prepare students for study at Diploma level.

Foundation programmes should allow students to gain evidence for a NVQ portfolio in situations where the student does not wish to or is unable to progress to the branch programme.
### NVQ Levels 2 and 3

<table>
<thead>
<tr>
<th>Level 2</th>
<th>Level 3</th>
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<tr>
<td>Competence in a significant range of varied work activities performed in a variety of contexts. Some of the activities are complex or non routine and there is some individual responsibility or autonomy. Collaboration with others, perhaps through membership of a work group or team could be often a requirement.</td>
<td>Competence in a broad range of varied work activities performed in a variety of contexts and most of which are complex or non routine. There is considerable responsibility or autonomy and control of others is often required.</td>
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Candidates should aim to progress from level 2 to level 3 however, they can commence at level 3 if their job description is appropriate.

However, this may lead to some candidates wanting to start at level 3 in the hope of entering Nurse Ed programmes before they are ready.

As some units are common to both levels a candidate may be advised to undertake this first to determine how much they are able to do and this can help in selecting the appropriate level.
Units are not grouped according to client groups and the core units can be applied to all areas. Candidates should select to undertake the units directly linked with their workplace.

This slide can be used in conjunction with exercise 1 (next slide) and Handout 3 (green) overview of the awards.
Exercise 1

- Using handout 3 (green) identify which units from the optional lists a and b which units would be appropriate for -
  - a candidate at level 2
  - a candidate at level 3
  In your clinical area.
Awarding bodies

- NVQ centres, such as a health care trust, are validated by an awarding body such as City and Guilds.
- Candidates register with the awarding body for 3 years.
- The awarding bodies have set quality assurance and equal opportunity requirements that must be met by the centre offering the NVQ.
- Centres wishing to offer NVQs must be able to provide the infrastructure for delivery of NVQs.

Awarding bodies

- NVQ centres are validated by an awarding body and the main one for Health and Social care is The City and Guilds Institute.
- Candidates register with the awarding body through their centre but they can move to other centres without having to re-register.
- Candidates are registered for 3 years and this requires a fee. Some centres may not register a candidate until he or she has completed either some or all of the units of competence. This avoids wasting money if the candidate drops out.
- The awarding bodies have set quality assurance and equal opportunity requirements that must be met by the centre and the candidates’ work is inspected at regular visits which occur subsequent to the initial validation.
- Each centre must appoint a Local Examinations Secretary who is responsible for co-coordinating all requests for certificates and maintains accurate records. Therefore centres, such as a health care trust, wishing to offer NVQs to health care assistants must be able to provide the infrastructure for delivery of NVQ’s and this requires a significant investment of resources.
Assessing NVQ awards

- Candidates for NVQ must be able to demonstrate competence, to the National Occupational Standards in the workplace.
- Candidates are assessed by an assessor who is work-based and who holds the TDLB Assessor awards D32 and D33.
- Assessors must be occupationally competent.
- The assessor may be working towards obtaining the D32/3 under supervision.

Obtaining NVQs
Candidates for NVQ must be able to demonstrate competence, to the National Occupational Standards in Health and Social Care, in the workplace.

Candidates are assessed by an assessor who is work-based and who holds the Training Development Lead Body (TDLB) Assessor awards D32 and D33. Assessors must be occupationally competent. The assessor who does not hold the TDLB D32/3 must be working towards obtaining the D32/3 under supervision. The award is obtained when the assessor has completed a portfolio demonstrating competence at assessing to the National Occupational Standards.
NVQ Centre Infrastructure

- Assessors - who are work-based and has TDLB D32/33.
- Internal verifier/s – has TDLB D34.
- Advisor of Prior Achievements –has TDLB D36.
- Local Exam Secretary who maintains candidates records and requests certificates.
- External verifier- has TDLB D35 – appointed by the Awarding Body. who validates the centre assessment strategy and visits regularly to check the standard of the assessment documents.

Assessors who are work-based and must hold the TDLB D32/33 or be working towards this award.

Internal verifiers who check all completed units and countersign these – must hold the TDLB D34 internal verifier award or be working towards this under the supervision of a D34 holder.

Advisor of Prior Achievement (APA) officer – must have or be working towards the TDLB D36 APA award.

Local Exam Secretary who maintains candidates records and requests certificates.

External verifier must have or is working towards the TDLB D35 external verifier award. This person is appointed by the Awarding Body. who validates the centre assessment strategy and visits regularly to check the standard of the assessment documents. Generally Internal and External verifiers should be occupationally competent although this is not an absolute requirement.
This slide should be used with unit CUI to identify each aspect of the unit.

- Handout 4

Page 1 title page
Page 2,3,4 elements of competence
Page 5 &6 knowledge and understanding
Pages 7 Evidence requirements for the unit
Page 8-11 assessment records
Page 12 knowledge assessment records and overall assessment record
Page 13 unit summary sheet

Elements are dealt with in more detail on the next slide.

Knowledge and understanding is assessed for the whole unit.
Elements are denoted by small case letters.

Each element has performance criteria (items that candidates should perform to demonstrate the skill of the element title.

Range statements indicate the different range of situations that the candidate should be able to demonstrate in relation to the title of the element.

Most units have between 2- 4 elements.

Performance criteria should normally be assessed by direct observation.
NVQ Assessment methods

- Direct observation – the assessor must observe the candidate for some part of the assessment of the unit.
- Work products – such as reports or charts.
- Questioning – may be oral or written.
- Third Party – witness statements.
- Assignments, projects and case studies.
- Simulations.

Other staff may provide accounts of the candidates work or the candidate may ask a witness to sign an account. Candidates own accounts should be either signed by a witness or by the assessor.

There should not be copies of patients notes included in the candidate's portfolio.

If written assignments are used these must be marked by the assessor and generally this method should be used carefully.

Candidates may use evidence if it is relevant for more than one unit.
Exercise 2

• Group work – examine the examples of evidence from those given with handout 5 (blue) which is the elements from unit Z1 (Contribute to the protection of individuals from abuse).

• Indicate which performance criteria have been demonstrated by the candidates actions. Note the relevant performance criteria in column c. The first one is done as an example.

Example 5 can be discussed after the feedback as it does not demonstrate that the candidate can meet any of the performance criteria and therefore is inappropriate evidence. Candidates may make the mistake of writing about what has happened to clients when they should focus on their own actions.
Evidence Requirements

- For each unit there are specific evidence requirements which indicate where direct observation of the candidate’s performance by the assessor is required
- Evidence must relate to the candidates own work.
- Evidence must also meet the knowledge requirements.

Candidates must be assessed performing the skills in the workplace.

There should be clear records of the performance evidence which should be signed by the assessor and the candidate.

Where this is not possible the alternatives are identified in the evidence requirements page - see handout 4 page 7.
Slide 19

NVQ Assessment strategy

- The candidate should be advised with regard to the evidence required to complete a unit.
- When ready for assessment the candidate should be assessed against the standards.
- If the candidate meets all the evidence requirements they have passed.
- If the candidate is not competent further training should be given.
- NVQ candidates never ‘fail’ they are only referred.

When the candidate wishes to be assessed this should be negotiated with the assessor. Candidates should be generally advised to complete optional units first then finish with core units as they may acquire evidence that can be used more than once.

Candidates can appeal if they feel that they have not been fairly assessed.

This should be dealt with by the internal verifier in the first instance.

The centre must have a formal appeals procedure which assessors must be aware of.
Introduction to TDLB D32/33

- TDLB D32/33 are used to assess NVQs from all occupational groups.
- The awards are achieved when an assessor has completed a portfolio of actual assessments of NVQ candidates.
- The portfolio is assessed and verified in the same way that NVQ units are assessed and certificates are then issued by the awarding body such as City and Guilds.

If an assessor is working towards D32 and D33 copies of assessment documents and accounts of the assessment process.
D32 is about assessing using mainly observation of performance and questioning.

Go through the assessment requirements.
1 assessment plan covering at least 3 elements.
1 list of questions,
1 example of judging evidence and providing feedback on assessment decision. (PAGE 23- ACTIVITY AND EVIDENCE)
D33 is where a wider range of assessment methods is required and the assessment of this unit requires that 3 or more different methods are used to assess the candidates.

Go through the assessment requirements. - 3 assessment plans covering at least 2 elements each and using at least 3 different assessment methods with each plan, judge evidence and provide feedback on assessment decision. (PAGE 31, ACTIVITY AND EVIDENCE)
Exercise 3

Group work

1. Devise an assessment plan to meet the requirements of either D 321 and or D 331. Use handout 7 (pink) sample and blank assessment sheets, and unit CU1, (purple) for a candidate working in your area.

2. Devise a set of oral questions to meet the requirements of D 323, using unit CU1, for a candidate working in your area.

Use the samples to distinguish between D32 and D33. There are also some areas of overlap.

One of the plans required for D33.1 if it contains observation and questioning can be used for D 32.1

Therefore it is sometimes easier to work backwards and do D33 first! This is similar the NVQ in that the students should aim to do the core units last as they often have evidence that can be used twice.
Making Judgements

- Candidates can only achieve competence based awards if they present you with evidence of their performance which meets the required standard.

Evidence must be -

- 1 Sufficient.
- 2 Relevant
- 3 Valid

There must be sufficient evidence to meet the requirements as stated in the units. The evidence must demonstrate competence. It must be valid.

Reflective accounts of judgements of assessment decisions should be made by assessors preparing for D32/3 and these should be in the TDLB portfolios.
Giving Feedback

- Start and end on positive notes.
- State how the candidate can improve in a supportive and realistic way.
- Encourage candidates to self-assess.
- Give clear information regarding candidates achievements.
- Provide the candidate with written feedback for their portfolio.

Feedback must be motivational but clear and honest.

Candidates may not be used to receiving feedback and they should also be helped to self assess.

The centre may provide feedback forms or those in the candidates nvq folders can be used.
NVQ Assessment issues

- Candidates with special needs.
- Those inexperienced at presenting evidence.
- Those experienced at presenting evidence.
- Candidates requiring Assessment of Prior Achievement.
- Candidates presenting inappropriate evidence
- Candidates who disagree with an assessment decision.

Candidates with special needs may be dyslexic or second language English speakers.

For candidates being assessed for the first time this may be extremely daunting. It may be useful to say to candidates that they can have a practice assessment and that they are not going to fail.

Experienced candidates are those who have already completed NVQ units and they may not need quite the same level of preparation prior to assessments.

Candidates who have undertaken competence qualifications before can if they have appropriate evidence of this be accredited.

If a candidate presents evidence that is inappropriate and fails to demonstrate their own competence this should be clearly explained to the candidate or the assessor should seek the verifiers advice.

The verifier should also deal with appeals.
Completing NVQ assessment documents

- The summary sheet at the back of the NVQ unit must be completed by the assessor.
- Candidate and centre number details can be added by the Local Exam Secretary.
- The completed unit should go to the Internal Verifier for verification.
- Candidates should always keep a copy of assessment record and summary sheet.

Certificates can only be issued if the documentation is correctly completed.

Copies of completed documents are required for an assessors TDLB portfolios.
NVQ Portfolios

- This should contain completed units with evidence of candidates performance.
- There should not be copies of patients documents.
- Avoid ‘padding’ with photocopied articles or policy documents.
- The portfolio should be carefully indexed with all items of evidence accurately numbered for inspection by the External Verifier.

The portfolio must be available for inspection by the External Verifier who will select names at random from the completion lists. Normally only 10 % of portfolios are examined by the External Verifier.