



PART OF **nocn** GROUP

QUALIFICATION SPECIFICATION

NOCN Level 2 Award in Information, Advice or Guidance

Qualification No: 600/1021/6

Operational Start Date

1 March 2011

Version

5.1 – January 2023

To know more about NOCN:

Visit the NOCN website: www.nocn.org.uk

Call the Customer Service Team: 0300 999 1177

www.nocn.org.uk

Introduction

NOCN is a market-leading awarding organisation that has been providing qualifications for a wide range of centres, including FE colleges and training providers, for 30 years both in the UK and internationally.

We work with centres to deliver a high quality and flexible service for learners to underpin our passionate belief in the power of education and its impact on communities and individuals.

We offer all the advantages of being a national awarding organisation with a diverse portfolio of qualifications, alongside providing a personalised, bespoke, service to our centres and learners.

As an accredited Leader in Diversity, we are proud of our reputation as a provider of fully accessible trusted and flexible qualifications.

About NOCN Group

NOCN is part of NOCN Group, a progressive educational charity whose core aims are to help learners reach their potential and organisations thrive. The group includes business units specialising in regulated UK and international qualifications, end point assessment, endorsed programmes and assured short courses, Smart job cards, assessment services, consultancy, and research.

NOCN Group shares a joint purpose to offer learners, training providers, employers, and FE Colleges a fully integrated range of learning and skills development products and services.

Information about all our courses and qualifications is available from our website:

<https://www.nocn.org.uk/>

Summary of changes

This section summarises the changes to the qualification specification since the last version (version 4.2 September 2022).

Version	Publication Date	Summary of Amendments
v5.0	11 October 2022	<ul style="list-style-type: none"> Updated wording to align with latest qualification specification template. Updated Centre Requirements (pg 12-13) Assessment Definitions removed.
V5.1	27 January 2023	<ul style="list-style-type: none"> Amended minimum age to 16 Updated Functional Skills Entry Requirements (pg 3)

Qualification at a Glance

Title	Size
NOCN Level 2 Award in Information, Advice or Guidance Qualification No: 600/1021/6	Guided Learning Hours 48 Total Qualification time 60 Credit 6
Purpose	Target Audience
This qualification aims to up-skill those working as advice or guidance providers to be able to guide those they are supporting to make informed choices.	The qualification is appropriate 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.
Content Overview	Entry Requirements
<ul style="list-style-type: none"> • Developing Interaction Skills for Information, Advice or Guidance • Information, Advice or Guidance in Practice. 	The minimum age for this qualification is 16 years. Centres are responsible for ensuring the qualification is appropriate for the age and ability of the learner, and that learners can achieve the learning outcomes and comply with the relevant literacy and numeracy aspects of this qualification
Assessment	Additional Resources
Centre devised assessments that are internally set and internally marked.	None

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1. Overview of Qualification

The NOCN Level 2 Award in Information, Advice or Guidance aims 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.

The qualification 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 NOCN 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 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 qualification units have been mapped to the Matrix Standard, see appendix 1.

The qualifications 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

1.1 Entry requirements

The minimum age for access to the qualification is **16 years** because the complex nature of advice giving within the range of sectors where it is offered demands that learners have a minimum level of experience, self-awareness and self-confidence.

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 Youth Support Services

Centres are responsible for ensuring the qualification is appropriate for the age and ability of the learner, and that learners can achieve the learning outcomes and comply with the relevant literacy and numeracy aspects of this qualification.

Learners must be able to demonstrate the requirements of the qualification and have access to required assessment opportunities and relevant resources. Please refer to specific assessment requirements on individual components for more information.

Centres should undertake initial assessment activities with learners to ensure this is an appropriate qualification for them, and they can achieve the level they will be studying before enrolling them onto a programme of learning.

1.2 Progression Routes

Achievement of this qualification confirms the learner has gained the knowledge required to:

- Progress into employment
- Progress onto the NOCN Level 2 Certificate in Information, Advice or Guidance
- Progress into further learning at the same or higher level.

2. Qualification Details

2.1 Qualification Structures

The NOCN Level 2 Award in Information, Advice or Guidance is a 6-credit qualification with a Total Qualification Time (TQT) of 60, including 48 Guided Learning Hours (GLH). The learner must achieve all 9 credits from the Mandatory Components section below.

Unit	M/O	Level	Ofqual Unit Ref	Credit value	GLH	Assessment
Developing Interaction Skills for Information, Advice or Guidance	M	2	Y/502/7983	3	24	Centre devised
Information, Advice or Guidance in Practice	M	2	D/502/7984	3	24	Centre devised

2.2 Total Qualification Time (TQT)

Through consultation with users, TQT has been agreed by considering the total number of learning hours required for the average learner to achieve this qualification. TQT is split into two areas:

Area	Example of activities
<p>Guided Learning Hours (GLH):</p> <ul style="list-style-type: none"> learning activity under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training includes the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training 	<ul style="list-style-type: none"> Classroom-based learning supervised by a teacher Work-based learning supervised by a teacher Live webinar or telephone tutorial with a teacher in real time E-learning supervised by a teacher in real time All forms of assessment which take place under the immediate guidance or supervision of an appropriate provider of training Exam time

<p>Other Learning Hours (OLH):</p> <ul style="list-style-type: none"> • an estimate of the number of hours a learner will spend, as directed by (but not under the immediate guidance or supervision of) a lecturer, supervisor, tutor or other appropriate provider of education or training, including: <ul style="list-style-type: none"> ○ preparatory work ○ self-study • any other form of education or training, including assessment 	<ul style="list-style-type: none"> • Independent and unsupervised research / learning • Unsupervised compilation of a portfolio of work experience • Unsupervised e-learning • Unsupervised e-assessment • Unsupervised coursework • Watching a pre-recorded podcast or webinar • Unsupervised work-based learning
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2.3 Assessment and Evidence

Learners will be required to complete the Centre devised assessments which are internally set and internally marked. The assessments must enable learners to meet the specified assessment criteria detailed in each unit. Centre devised assessments should be scrutinised by the Internal Verifier before use to ensure that they are fit for purpose.

2.4 Fair and Equitable Assessment

Assessments should be designed to be accessible and inclusive, and the assessment methodology is appropriate for individual assessment, giving due consideration to any assessment requirements attached to individual components.

2.5 Learners with Particular Requirements

If you are a NOCN Recognised Centre and have learners with particular requirements, please see the NOCN Reasonable Adjustments and Special Considerations Policy and Procedure found on the NOCN website at www.nocn.org.uk.

This policy gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the assessment criteria.

The NOCN Centre Approval process requires the centre to hold policy statements on Equal Opportunities, Diversity and Disability Discrimination, which will be reviewed by NOCN. Please refer to the **NOCN Quality Assurance Manual** for further details.

2.6 Recognised Prior Learning

Recognising Prior Learning is an assessment process that recognises learning that has its origins in a learner's experience and / or previous formal and informal learning contexts. This includes knowledge and skills gained within school, college, university, and outside formal learning situations such as through life, employment, apprenticeships, and other work experiences.

NOCN is committed to the Recognition of Prior Learning (RPL) and has developed a policy and procedures to inform and support centres. This is available on the NOCN website at www.nocn.org.uk.

2.7 Assessment and Evidence for the Components

Forms and guidance for gathering learner evidence against the individual assessment criteria are available for download in Word format on the NOCN website:

http://www.nocn.org.uk/qualifications_and_units/additional_qualification_documents

3. Centre Information

3.1 Required Resources for Delivering the Qualification

As part of the requirement to deliver this qualification there is an expectation that staff undertaking roles as part of the delivery and assessment of the qualification have a demonstrable level of expertise.

NOCN expects that Tutors and Assessors can demonstrate the following competencies.

3.1.1 Tutor Requirements

Be subject matter experts, hold or be registered as working towards, a recognised education and training qualification, have experience of delivering training within this subject area. The minimum expectation is that the level of competence of the Tutor should be at the same level as the training that is to be delivered and a minimum of 3 years' experience working in a relevant area.

3.1.2 Assessor Requirements

Be technically competent, have experience of conducting assessment activities and hold, or be registered as working towards, a recognised assessing qualification. The minimum expectation is that the level of competence of the Assessor should be at the same level as the qualification being assessed.

3.1.3 Internal Quality Assurer Requirements

Each centre must have internal quality assurance policies and procedures in place to ensure that decisions made by Assessors are appropriate, consistent, fair, and transparent, and that they do not discriminate against any learner. The policies and procedures must be sufficient to secure the quality of the award, ensuring validity, reliability, and consistency.

NOCN expects that an Internal Quality Assurer can demonstrate the following competencies, they should:

Have an understanding of the subject area, have experience in carrying out internal quality assurance activities and hold, or be registered as working towards, a recognised Internal Quality Assurance qualification. The minimum expectation is that the level of competence should be at the same level as the qualification being quality assured.

NOCN supports and recognises Centres' internal quality assurance systems which support the above; any system should include standardisation and sharing of good practice.

Centre staff may undertake more than one role, e.g., tutor, assessor, or internal quality assurer, but they cannot carry out any quality assurance on work that they have previously assessed.

3.1.4 Continuing Professional Development (CPD)

Centres are expected to support their staff, ensuring that their subject knowledge remains current and that their members of staff are up to date with regards to best practice in delivery, assessment, and quality assurance.

3.1.5 External Quality Assurance

Once recognised as a Centre, NOCN will allocate an External Quality Assurer. The External Quality Assurer will have ongoing responsibility for monitoring the Centre's compliance with the requirements of recognised Centre approval status.

The External Quality Assurer will make regular visits to all centres. During these visits they will:

- Monitor the Centre's compliance with the Centre approval criteria by reviewing course documentation, meeting managers, tutors, internal quality assurers, learners, and administrative staff.
- Review the standard of the Centre's assessment and internal quality assurance practices and decisions to determine whether all assessment requirements are met to support safe and valid claims for certification.

Refer to the NOCN Quality Assurance Manual for further information on the External Quality Assurance process.

3.2 Offering the Qualification

Existing Centres

If you are already recognised to offer NOCN qualifications and would like more information about offering this qualification, please contact: business-enquiries@nocn.org.uk or use Horizon to add the qualification to your Centre.

New Centres

If you are interested in offering this qualification but are not yet a NOCN Approved Centre and would like more information about becoming a NOCN centre and offering the qualification please see Become a Registered Centre on our website <https://www.nocn.org.uk/customers/nocn-centres/> and click Become a Centre.

4. Component Information

The NOCN Level 2 Award for Information, Advice or consists of 2 mandatory units.

To achieve this qualification a learner must provide evidence of learning and achievement against all the assessment requirements within the component.

A copy of all the components can be downloaded via the NOCN website.

<https://www.nocn.org.uk/products/qualifications/600-1021-6-nocn-level-2-award-in-information-advice-or-guidance/>

Appendix 1

Unit Title	National Occupational Standards for Advice and Guidance	Matrix Standards
Information, Advice or Guidance in Practice	AG2, AG4, AG13	Element 1 Element 2 Element 3 Element 4 Element 5 e, f, g Element 6 c Element 7 c
Developing Interaction Skills for Information, Advice or Guidance	AG2	Element 1 Element 2 Element 3 Element 4 Element 5 e, f, g Element 6 f

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