



Vocational Qualifications (QCF, NVQ, NQF)

Advice and Guidance

Advice and Guidance Level 3 (NVQ) Certificate – **10184**

Advice and Guidance Level 4 (NVQ) Diploma - **10185**

OCR Report to Centres 2015-2016

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

This report on the examination provides information on the performance of candidates, which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

OCR will not enter into any discussion or correspondence in connection with this report.

© OCR 2016

CONTENTS

Qualification

Advice and Guidance Level 3 (NVQ) Certificate – **10184**

Advice and Guidance Level 4 (NVQ) Diploma - **10185**

OCR REPORT TO CENTRES

| Content | Page |
|---------------------------------|-------------|
| Advice and Guidance | 4 |
| 1. Overview: | 4 |
| 2. General Comments | 4 |
| 3. Comments on Individual Units | 4 |
| 4. Sector Update | 5 |

Advice and Guidance

1. Overview:

These qualifications are for candidates who are working with clients in need of advice. The client groups are very varied, as are the environments in which candidates meet clients. For example, candidates may be meeting young people in a Centre to help with apprenticeships, meeting trafficked people in a reception centre, or meeting homeless people on the streets.

The majority of the units are based around establishing a rapport, giving advice, planning and reviewing actions with clients, and involving other organisations. All of the units also look at the safety of both the candidate and the client.

2. General Comments

The majority of the evidence that the candidates have for these qualifications, at both level 3 and level 4, tend to contain a lot of confidential information. Most centres are now using recorded professional discussions and signposting the evidence, as this maintains confidentiality. Also a lot of witness testimony is used, as observation could be unethical or distress some clients, dependant on the situation.

These methods are very suitable and the candidates have produced good quality in work in this way.

Observations of candidates that have been carried out have all been in suitable situations and with the full consent of the client.

3. Comments on Individual Units

These units were accredited in 2010 and have been working without change since then. At that time, they were a QCF version of the previous NQF units that had been in operation for a number of years. Because they have been in use for such a long time very few queries arise.

One query that does arise from time to time is for Unit AG30, LO5:

AC 5.1 Explain how to assess the effectiveness of methods

AC 5.2 Explain why the effectiveness of methods may vary with different clients

The queries have always been: “which methods are we looking at?”. This is normally the methods of communication as these are a vital part of most units.

Very occasionally it is more appropriate to look at a different “method” but this depends very much on the candidate’s client base. For example, if a candidate deals with trafficked people, it may be better to concentrate on the methods used in AG4, LO5:

AC 5.1 Assess whether there is any risk or danger facing the client and take appropriate action

The units are nearly all about interacting with clients and using various methods, planning, training, referrals, etc. to help them. There are also units on self-development.

There are three units that are now used very infrequently. These are AG22, AG24, and AG25 which are very specific to giving careers guidance. They were widely used before the suite of Careers Guidance qualifications was introduced in 2011, specifically for candidates in that job role.

4. Sector Update

The standards were reviewed in December 2015 and the qualifications are now available for registration of candidates until the 31st December 2017, with a final certification date of the 31st December 2020.

OCR (Oxford Cambridge and RSA Examinations)
1 Hills Road
Cambridge
CB1 2EU

OCR Customer Contact Centre

Skills and Employment

Telephone: 02476 851509
Fax: 02476 421944
Email: vocational.qualifications@ocr.org.uk

www.ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored

Oxford Cambridge and RSA Examinations
is a Company Limited by Guarantee
Registered in England
Registered Office: 1 Hills Road, Cambridge, CB1 2EU
Registered Company Number: 3484466
OCR is an exempt Charity

OCR (Oxford Cambridge and RSA Examinations)
Head office
Telephone: 01223 552552
Facsimile: 01223 552553

© OCR 2016

