



## **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 2014-2015**

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 2015

## **CONTENTS**

### **Qualification**

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

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

## **OCR REPORT TO CENTRES**

<b>Content</b>	<b>Page</b>
Advice and Guidance	3

# Advice and Guidance

## 1. Overview:

These qualifications are all about dealing with clients in a productive but safe way. The aim is to help a client progress and overcome barriers or difficulties.

The range of different situations that cause people to need advice and guidance is very wide-ranging and different candidates deal with different groups. This could be helping clients who are looking for employment, or to those who have survived people-trafficking.

Likewise the range of locations where the advice is given is very varied. One candidate may be dealing with homeless clients who come to the office; another candidate may work with homeless clients by visiting them on the streets where they sleep.

## 2. General Comments

There is a vast range of different situations being dealt with at both level 3 and level 4. The assessment teams have produced very good evidence to cover the various units. This has had to be well-planned, as with some candidates it would be perfectly alright to observe them with a client, whilst with others it would be unethical. The same applies to seeing the records that are kept. More and more assessors are tending to use professional discussions and having the content authenticated by a line-manager or colleague. This is a very good system as it gives a lot of detail but maintains confidentiality.

## 3. Comments on Individual Units

The mandatory units at both levels include units on interaction with clients and on self-development.

One unit that is mandatory in both levels is AG30 *Understand the importance of legislation and procedures*. This unit is the only one that has caused a number of queries.

LO 5:

Understand why the effectiveness of methods may vary depending upon the situation and clients involved.

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?”

Generally, we would expect the candidate to be looking at the methods of communication, as how the candidate communicates with clients is very important and forms part of most units.

## OCR Report to Centres – 2014-2015

Some assessors, however have looked at other options if their candidate has a very specific role where the effectiveness of other things would be extremely important. For example, a candidate doing AG10 *Advocate on behalf of advice and guidance clients*, looked at the methods of advocacy that were being used.

Another candidate who dealt with domestic abuse cases worked on AG 4 *Interact with clients using a range of media*. LO5 Be able to identify risks to the client. AC 5.1 Assess whether there is any risk or danger facing the client and take appropriate action. The candidate looked at the effectiveness of the methods being used for this as this was so important in the role.

Both of these are good practice.

Assessors have had to be very careful in the selection of optional units as there is a large number and they have to fit with the various job roles. This has generally been satisfactory.

### 4. Sector Update

The current standards are due for review in December 2015. Negotiations regarding the extension of the standards are well under way and centres should be advised of the new dates soon.

**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](mailto:vocational.qualifications@ocr.org.uk)

[www.ocr.org.uk](http://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 2015

