

NVQ Languages - English

OCR Entry Level Award in English (Entry 3)

OCR Level 1/Level 2/Level 3/Level 4 NVQ Award/Certificate/Diploma in English

OCR Entry Level Award in speaking English (Entry 3)

OCR Level 1/Level 2/Level 3/Level 4 NVQ Award in speaking English

OCR Entry Level Award in understanding spoken English (Entry 3)

OCR Level 1/Level 2/Level 3/Level 4 NVQ Award in understanding spoken English

OCR Entry Level Award in reading English (Entry 3)

OCR Level 1/Level 2/Level 3/Level 4 NVQ Award in reading English

OCR Entry Level Award in writing English (Entry 3)

OCR Level 1/Level 2/Level 3/Level 4 NVQ Award in writing English

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1 Introduction

This centre handbook provides information for centre staff involved in the planning, delivery and assessment of the following qualifications which have been accredited onto the Qualifications and Credit Framework (QCF).

Title	OCR Scheme code
OCR Entry Level Award in English (Entry 3)	08762
OCR Level 1 NVQ Award in English	08791
OCR Level 2 NVQ Certificate in English	09480
OCR Level 3 NVQ Certificate in English	09485
OCR Level 4 NVQ Diploma in English	09490
OCR Entry Level Award in speaking English (Entry 3)	08763
OCR Level 1 NVQ Award in speaking English	08792
OCR Level 2 NVQ Award in speaking English	09481
OCR Level 3 NVQ Award in speaking English	09486
OCR Level 4 NVQ Award in speaking English	09491
OCR Entry Level Award in understanding spoken English (Entry 3)	08764
OCR Level 1 NVQ Award in understanding spoken English	08793
OCR Level 2 NVQ Award in understanding spoken English	09482
OCR Level 3 NVQ Award in understanding spoken English	09487
OCR Level 4 NVQ Award in understanding spoken English	09492
OCR Entry Level Award in reading English (Entry 3)	08765
OCR Level 1 NVQ Award in reading English	08794
OCR Level 2 NVQ Award in reading English	09483
OCR Level 3 NVQ Award in reading English	09488
OCR Level 4 NVQ Award in reading English	09493
OCR Entry Level Award in writing English (Entry 3)	08766
OCR Level 1 NVQ Award in writing English	08795
OCR Level 2 NVQ Award in writing English	09484
OCR Level 3 NVQ Award in writing English	09489
OCR Level 4 NVQ Award in writing English	09494

It is important that centre staff involved in the delivery of the above qualifications understand the requirements laid down in this handbook. Centres should therefore ensure that all staff involved in the delivery of these qualifications have access to this document.

1.1 The OCR English Language suite of qualifications

The OCR English Language suite of qualifications provides second Language candidates with high quality, nationally recognised qualifications. They are vocationally-related, credit-based qualifications that provide valuable opportunities for individuals to develop skills, gain underpinning knowledge and understanding and demonstrate competence in the workplace or through simulation, and provide progression to other Language qualifications. They relate to the Language national occupational standards (NOS) produced by CILT.

The awarding body for these qualifications is Oxford Cambridge and RSA Examinations (OCR) and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual).

These qualifications have been accredited onto the Qualifications and Credit Framework (QCF). They are endorsed by CILT, The National Centre for Languages, the sector body for languages.

1.2 Administration arrangements for these qualifications

A separate publication, the *Admin guide: Vocational Qualifications (A850)*, provides details of the administration arrangements for these qualifications. The Admin Guide is available to download from our website: www.ocr.org.uk.

1.3 What is the Qualifications and Credit Framework (QCF)?

The QCF is a unit and credit-based regulatory framework which replaces the National Qualifications Framework (NQF). It is a way of recognising skills and qualifications by awarding credit for qualifications and units achieved.

1.4 If centre staff have queries

This Centre Handbook and the Admin Guide contain all the information needed to deliver and administer these qualifications. If centre staff have any queries about these qualifications that are not answered in these publications, they should refer to the section [Further support and information](#) for details of who to contact. Support is also available on the OCR webpages for these qualifications.

1.5 Documentation updates

The information provided in this handbook was correct at the time of production. Occasionally OCR may update this information. Please refer to the qualification webpages at www.ocr.org.uk for details regarding updates to these qualifications. The latest version of this handbook is available to download from the OCR website.

2 General information

2.1 Qualification profile

Title	OCR Entry Level Award in English (Entry 3) OCR Entry Level Award in speaking/understanding spoken/reading/writing English (Entry 3)			
OCR code	08762, 08763, 08764, 08765, 08766			
QAN	501/0906/6 501/0900/5, 501/0908/X, 501/0978/9, 501/0977/7			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Entry Level (Entry 3)			
Qualification structure	The Entry Level Award in English is a four unit qualification; candidates must complete one unit from each skill area, achieving a minimum of 8 credits, of which three units must be completed at Entry Level. The fourth unit can be taken at Entry Level or Level 1. The single unit Entry Level Awards are 2 credit qualifications.			
Age group approved	Pre-16	16-18	18+	19+
		✓	✓	✓
This qualification is suitable for	<ul style="list-style-type: none"> • Candidates working in a range of industrial or commercial roles, where Languages form an important or an advantageous component of the overall skills required in a wide range of occupations. • Candidates wishing to enter the language service industry. • Candidates wishing to support further study in Further Education (FE) in a customer - facing sector • Candidates studying in preparation for employment in a customer - facing sector 			
Entry requirements	There are no formal entry requirements for this qualification.			
Assessment	These qualifications are pass/fail. These qualifications are internally assessed by centre staff and externally verified by OCR Assessors.			
Funding	For details on eligibility for public funding please refer to the following websites: http://www.dcsf.gov.uk/section96/ http://skillsfundingagency.bis.gov.uk/			
Performance figures	For information on this qualification's contribution to performance measurement please see the OFQUAL's National Database of Accredited Qualifications (NDAQ): http://www.accreditedqualifications.org.uk			
Last entry date*	31/12/2014			
Last certification date*	31/12/2015			

*OCR will inform centres of changes to these dates. Please refer to our website www.ocr.org.uk for current dates. All centre records must be updated accordingly.

Title	OCR Level 1 NVQ Award in English OCR Level 1 NVQ Award in speaking/understanding spoken/reading/writing English			
OCR code	08791, 08792, 08793, 08794, 08795			
QAN	501/0396/9 501/0336/2, 501/0329/5, 501/0393/3, 501/0332/5			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 1			
Qualification structure	The Level 1 NVQ Award in English is a four unit qualification. Candidates must complete one unit in each skill area, and must achieve a minimum of 11 credits. Three units must be completed at Level 1. The fourth unit can be taken at Entry Level, Level 1 or Level 2. The single unit Level 1 Awards are 3 credit qualifications.			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	<ul style="list-style-type: none"> • Candidates working in a range of industrial or commercial roles, where Languages form an important or an advantageous component of the overall skills required in a wide range of occupations. • Candidates studying in preparation for employment in a customer - facing sector. • Candidates wishing to enter the language service industry. • Candidates wishing to support further study in Further Education (FE) and Higher Education (HE) in a customer - facing sector 			
Entry requirements	There are no formal entry requirements for this qualification.			
Assessment	These qualifications are pass/fail. These qualifications are internally assessed by centre staff and externally verified by OCR Assessors.			
Funding	For details on eligibility for public funding please refer to the following websites: http://www.dcsf.gov.uk/section96/ http://skillsfundingagency.bis.gov.uk/			
Performance figures	For information on this qualification's contribution to performance measurement please see the OFQUAL's National Database of Accredited Qualifications (NDAQ): http://www.accreditedqualifications.org.uk			
Last entry date*	31/12/2014			
Last certification date*	31/12/2015			

Title	OCR Level 2 NVQ Certificate in English OCR Level 2 NVQ Award in speaking/understanding spoken/reading/writing English			
OCR code	09480, 09481, 09482, 09483, 09484			
QAN	501/0266/7 501/0447/0, 501/0446/9, 501/0449/4, 501/0450/0			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 2			
Qualification structure	The Level 2 NVQ Award in English is a four unit qualification. Candidates must complete one unit in each skill area, and must achieve a minimum of 18 credits. Three units must be completed at Level 2. The fourth unit can be taken at Level 1, Level 2 or Level 3. The single unit Level 2 Awards are 5 credit qualifications.			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	<ul style="list-style-type: none"> • Candidates working in a range of industrial or commercial roles, where Languages form an important or an advantageous component of the overall skills required in a wide range of occupations. • Candidates studying in preparation for employment in a customer - facing sector. • Candidates wishing to enter the language service industry. • Candidates wishing to support further study in Further Education (FE) and Higher Education (HE) in a customer - facing sector 			
Entry requirements	There are no formal entry requirements for this qualification.			
Assessment	These qualifications are pass/fail. These qualifications are internally assessed by centre staff and externally verified by OCR Assessors.			
Funding	For details on eligibility for public funding please refer to the following websites: http://www.dcsf.gov.uk/section96/ http://skillsfundingagency.bis.gov.uk/			
Performance figures	For information on this qualification's contribution to performance measurement please see the OFQUAL's National Database of Accredited Qualifications (NDAQ): http://www.accreditedqualifications.org.uk			
Last entry date*	31/12/2014			
Last certification date*	31/12/2016			

Title	OCR Level 3 NVQ Certificate in English OCR Level 3 NVQ Award in speaking/understanding spoken/reading/writing English			
OCR code	09485, 09486, 09487, 09488, 09489			
QAN	500/9973/5, 501/0010/5, 501/0008/7, 501/0009/9, 501/0029/4			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 3.			
Qualification structure	This is a four unit qualification. Candidates must complete one unit in each skill area, and achieve a minimum of 29 units. Three units must be completed at Level 3. The fourth unit can be taken at Level 2, Level 3 or Level 4. The single unit Level 3 Awards are 8 credit qualifications.			
Age group approved	Pre-16	16-18	18+	19+
		✓	✓	✓
This qualification is suitable for	<ul style="list-style-type: none"> • Candidates working in a range of industrial or commercial roles, where Languages form an important or an advantageous component of the overall skills required in a wide range of occupations. • Candidates studying in preparation for employment in a customer - facing sector. • Candidates wishing to enter the language service industry. • Candidates wishing to support further study in Further Education (FE) and Higher Education (HE) in a customer - facing sector 			
Entry requirements	There are no formal entry requirements for this qualification.			
Assessment	These qualifications are pass/fail. These qualifications are internally assessed by centre staff and externally verified by OCR Assessors.			
Funding	For details on eligibility for public funding please refer to the following websites: http://www.dcsf.gov.uk/section96/ http://skillsfundingagency.bis.gov.uk/			
Performance figures	For information on this qualification's contribution to performance measurement please see the OFQUAL's National Database of Accredited Qualifications (NDAQ): http://www.accreditedqualifications.org.uk			
Last entry date*	31/12/2014			
Last certification date*	31/12/2017			

Title	OCR Level 4 NVQ Diploma in English OCR Level 4 NVQ Award in speaking/understanding spoken/reading/writing English			
OCR code	09490, 09491, 09492, 09493, 09494			
QAN	501/0230/8 501/0060/9, 501/0056/7, 501/0039/7, 501/0061/0			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 4			
Qualification structure	This is a four unit qualification, candidates must achieve a minimum of 38 credits, of which three units must be completed at Level 4 (30 credits). The fourth unit can be taken at Level 3 or Level 4. The single unit Level 4 Awards are 10 credit qualifications.			
Age group approved	Pre-16	16-18	18+	19+
			✓	✓
This qualification is suitable for	<ul style="list-style-type: none"> • Candidates working in a range of industrial or commercial roles, where Languages form an important or an advantageous component of the overall skills required in a wide range of occupations. • Candidates studying in preparation for employment in a customer - facing sector. • Candidates wishing to enter the language service industry. • Candidates wishing to support further study in Further Education (FE) and Higher Education (HE) in a customer - facing sector 			
Entry requirements	There are no formal entry requirements for this qualification.			
Assessment	These qualifications are pass/fail. These qualifications are internally assessed by centre staff and externally verified by OCR Assessors.			
Funding	For details on eligibility for public funding please refer to the following websites: http://www.dcsf.gov.uk/section96/ http://skillsfundingagency.bis.gov.uk/			
Performance figures	For information on this qualification's contribution to performance measurement please see the OFQUAL's National Database of Accredited Qualifications (NDAQ): http://www.accreditedqualifications.org.uk			
Last entry date*	31/12/2014			
Last certification date*	31/12/2017			

2.2 Target market

These qualifications are suitable for those who wish to work in any industry where the use of the English Language is a requirement, such as the travel industry, retail, sales or teaching support. The qualification is also suitable for those who wish to either gain confidence, improve or learn English to expand their language skills.

2.3 Qualification aims

The Entry Level four unit Award enables the candidate to prove their competence in using basic language small number of familiar work situations. This competence covers the four skills of Listening, Reading, Writing and Speaking. The aim of the individual units is to enable the candidate to speak/understand/read/write basic English in the context of limited, familiar work situations.

The Level 1 four unit Award enables the candidate to prove their competence in using predictable language in familiar work situations. This competence covers the four skills of Listening, Reading, Writing and Speaking. The aim of the individual units is to enable the candidate to speak/understand/read/write predictable English in the context of familiar work situations.

The Level 2 Certificate enables the candidate to prove their competence in using routine language in familiar everyday work situations. This covers the four skills of Listening, Reading, Writing and Speaking. The aim of the individual units is to enable the candidate to speak/understand/read/write routine English in the context of familiar work situations.

The Level 3 Certificate enables the candidate to prove their competence in using varied language in a range of everyday work situations. This covers the four skills of Listening, Reading, Writing and Speaking. The aim of the individual units is to enable the candidate to speak/understand/read/write varied English in the context of a range of work situations.

The Level 4 Diploma enables the candidate to prove their competence in using extended language in a wide range of work situations. This covers the four skills of Listening, Reading, Writing and Speaking. The aim of the individual units is to enable the candidate to speak/understand/read/write extended English in the context of a wide range of work situations.

2.4 Entry requirements

These qualifications are available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that restrict access or progression thereby promoting equal opportunities.

All centre staff involved in the assessment or delivery of these qualifications should understand the requirements of the qualification and match them to the needs and capabilities of individual candidates before entering them as candidates for one of these qualifications.

There are no formal requirements for entry to these qualifications.

2.5 Unique Learner Number (ULN)

It is an Ofqual requirement that Awarding Bodies must capture the Unique Learner Number (ULN) for all candidates who have claimed certification for OCR QCF qualifications in English. Where a candidate has a ULN, you should enter their number in the ULN field of the entry form. For candidates who do not have a ULN, a claim will still be accepted if you leave this field blank but OCR will not be able to send these achievements to the Diploma Aggregation Service. Further information about this can be found in the *Admin guide: Vocational Qualifications (A850)* available to download from www.ocr.org.uk.

2.6 Progression opportunities

These qualifications have been designed to encourage progression. Within English, progression is available from Entry Level to Level 4. OCR also offers additional languages for progression to a wider range of languages. Our NVQ languages offer is also complemented by OCR provision through GCSE, GCE and Asset Languages.

2.7 Supporting OCR candidates

Centres should ensure that candidates are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

Centre staff should provide guidance to candidates on the assessment process and help candidates prepare for assessment. Full details on how the units are assessed are in sections 3 and 6 of this centre handbook.

2.8 Wider issues

These qualifications provide potential for centres to develop candidates' understanding of spiritual, moral, ethical, social and cultural issues and heighten candidates' awareness of environmental issues, health and safety considerations and European developments.

Spiritual, moral, ethical, social and cultural issues

Centre staff delivering a course that supports these qualifications would have opportunities to address spiritual, moral, ethical, social and cultural issues.

For example, an exploration of topics specific to English culture would address some of the required skills areas whilst also developing an understanding of English social and cultural issues. By using scenarios and contexts within assessment that relate to spiritual, moral and ethical issues, the candidate is also given the opportunity to demonstrate competence within a skills area whilst also exploring wider issues.

Environmental issues, health and safety considerations and European developments

Centre staff delivering a course that supports these qualifications may have opportunities to address environmental issues, health and safety considerations and European developments depending on the method of delivery/choice of teaching materials.

For example, candidates could explore European developments through experiential learning of Language and through the use of English texts or resources that document environmental issues and European developments.

2.9 Guided learning hours

Each of the units in these qualifications are allocated a number of guided learning hours (glh) which indicates the approximate number of hours for teacher supervised or directed study time and assessment. Information on unit glh for this qualification is given in section 6.

2.10 Funding

These qualifications are accredited at Entry Level – Level 4 of the Qualifications and Credit Framework and are eligible for funding under Section 96 and/or Skills Funding Agency. For details on eligibility for public funding please refer to the following websites:

<http://www.dcsf.gov.uk/section96/>

<http://skillsfundingagency.bis.gov.uk/>

2.11 Mode of delivery

OCR does not specify the mode of study or specify a time limit for the achievement of these qualifications other than the expiry dates for entry and certification laid down by the regulatory authorities detailed in the qualification profiles.

Centres are free to deliver these qualifications using any mode of delivery that meets the needs of their candidates. Whatever mode of delivery is used, centres must ensure that candidates have appropriate access to the resources identified below.

Centres should consider the candidates' complete learning experience when designing learning programmes. This is particularly important in relation to candidates studying part time alongside real work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by centre staff.

2.12 Resources

OCR strongly advises that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate work-based contact, vocationally experienced delivery personnel, and real life case studies.

Candidates should be encouraged to read around the subject and have an appropriate knowledge and experience of the application of English to everyday situations

In addition, each unit will, where appropriate, contain guidance on the resources required. Staff conducting assessment must understand fully the requirements of these qualifications. Centres should ensure that appropriate physical resources are made available to candidates.

Centres will need to provide appropriate assessment facilities for candidates that comply with the regulations laid down by OCR in the *Admin guide: Vocational Qualifications (A850)* and the *JCQ Instructions for Conducting Examinations*, available on the OCR website www.ocr.org.uk.

Centres will need to meet the above requirements when they seek centre approval from OCR.

2.13 Delivery in Wales and Northern Ireland

The specification for these qualifications has only been approved by Ofqual for delivery in England/Wales/Northern Ireland during the life of the qualifications.

The specification for these qualifications has been approved by the Department for Children, Education, Lifelong Learning and Skills (DCELLS) for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

Candidates in Wales or Northern Ireland should not be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur, including in the external assessment, the terms used have been selected as neutral so that candidates may apply whatever is appropriate to their own situation.

We will provide specifications, assessments and supporting documentation in English.

Further information concerning the provision of assessment materials in Welsh and Irish may be obtained from the OCR Customer Contact Centre: 024 76 851509.

2.14 Access arrangements and special consideration

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates.

It is important, therefore, that centres identify as early as possible whether candidates have disabilities or particular difficulties that will put them at a disadvantage in the assessment situation and select an appropriate qualification or adjustment that will allow them to demonstrate attainment.

The responsibility for providing adjustments to assessment is one which is shared between OCR and the centre. Centre staff should consult the Joint Council of Qualifications' (JCQ) booklet *Access Arrangements, Reasonable Adjustments and Special Consideration* www.jcq.org.uk.

This document should also be referred to for those candidates who may require a post examination adjustment, special consideration (to reflect temporary illness, indisposition or injury), at the time of the examination/assessment.

For further guidance on access arrangements and special consideration please refer to OCR's *Admin guide: Vocational Qualifications (A850)* on the OCR website www.ocr.org.uk.

2.15 Results enquiries and appeals

Please refer to the *Admin guide: Vocational Qualifications (A850)* which can be downloaded from the OCR website www.ocr.org.uk.

2.16 Centre malpractice guidance

It is the responsibility of the Head of Centre* to report (in writing) all cases of suspected malpractice involving centre staff or candidates, to the OCR Standards Division.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly, and report the outcomes to the OCR Standards Division.

Further information is contained in the JCQ publication: *Suspected Malpractice in Examinations and Assessments* which is available from www.jcq.org.uk together with OCR's *Malpractice Procedures – A Guide for Centres*.

* The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, eg the Principal of a College, the Head Teacher of a school, the Managing Director of a Private Training Provider or the Group Training Manager of a major company.

3 Assessment

3.1 Assessment: How it works

In order for candidates to be able to effectively progress towards meeting the requirements of each assessment criterion, teachers/tutors must make sure that the supporting knowledge, understanding and skills requirements for each criterion are fully addressed. The identified knowledge, understanding and skills in the unit are not exhaustive and may be expanded upon or tailored to particular contexts to which the unit is being taught and the assessment criteria applied.

We recommend that teaching and development of subject content and associated skills be referenced to real life situations, through the utilisation of appropriate work-based contact, vocationally experienced delivery personnel, and real life case situations.

When assessors are satisfied that the candidate has met all of the requirements for a unit, they must confirm this by signing an evidence record sheet for that unit to show that the assessment process is complete.

Centre assessed and OCR verified

3.2 Initial assessment of candidates

It is important for centres to carry out some form of initial assessment that identifies what competence and knowledge a candidate already has and the gaps that they need to look at. This will help plan the assessment because it allows assessors to help candidates understand the best place to start collecting evidence. It will also identify units which candidates might have difficulty finishing.

3.3 Assessment planning

Assessors must take responsibility for assessment planning with candidates. This will involve agreeing a number of issues with candidates including:

- finding the best source of evidence to use for particular units
- finding the best way of assessing the candidate
- confirming the best times, dates and places for the assessments to take place.

Assessors must make a note of their assessment planning and regularly give feedback to candidates.

3.4 Making assessment decisions

It is not necessary for candidates to meet all the criteria every time they carry out an activity but **it is necessary that all candidates produce their own evidence to meet all assessment criteria.** They must consistently provide enough evidence for assessors to believe that the candidate is competent in their working environment, whether real or simulated.

Full details of the administration arrangements associated with these qualifications are included in the *Admin guide: Vocational Qualifications (A850)* which can be downloaded from the OCR website www.ocr.org.uk.

3.5 Methods of assessment

It is the assessor's responsibility to agree the best method of assessing a candidate in relation to their individual circumstances. The methods agreed must be:

- valid
- reliable
- safe and manageable
- suitable to the needs of the candidate.

Valid

A valid assessment method is one that is capable of measuring the knowledge or skills in question. For example, a written test cannot measure a candidate's practical skills or their ability to work well with others.

Validity can also be compromised if a candidate does not understand what is required of them. For example, one valid method of assessing a candidate's knowledge and understanding is to question them. If the questions posed are difficult for the candidate to understand (not in terms of the content but the way they are phrased, for example), the validity of the assessment method is questionable.

As well as assessment methods being valid, the evidence presented must also be valid. For example, it would not be appropriate for a candidate to present written evidence to meet the requirement to "write predictable messages in simple English" by using a translation tool on a website, as this would not be a valid assessment of the candidate's competence. As part of the candidate's development, it might be appropriate to use a translation tool as a learning aid, but for

their submitted evidence, they must be able to demonstrate their ability to write in English without support.

Reliable

A reliable method of assessment will produce consistent results for different assessors on each assessment occasion. Internal verifiers must make sure that all assessors' decisions are consistent.

Safe and manageable

Assessors and internal verifiers must make sure that the assessment methods are safe and manageable and do not put unnecessary demands on the candidate and/or the organisation they work for.

Suitable to the needs of the candidate

OCR has tried to make sure that achievement of these qualifications is free from constraints outside the requirements of the candidate's job role.

For candidates who have access requirements please see section 2.14 of this handbook.

If centre staff think that any aspect of these qualifications unfairly restricts access and progression, they should talk to their OCR external verifier about this.

OCR in partnership with CILT, The National Centre for Languages, and other awarding bodies have identified the following main assessment methods which are suitable for these qualifications:

- **direct observation** of practice by a qualified assessor or by the expert witness for occupational specific units
- **examining the evidence** by an assessor
- **questioning** the candidate or witness by an assessor
- **inference of knowledge** from direct observation.

In some situations, the assessor can speak to the candidate to provide evidence of the candidate's performance and knowledge (see **Professional discussion**).

3.6 Examining the evidence

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may examine the evidence for the assessment of these qualifications.

Evidence can:

- reflect how the candidate carried out the process
- be the product of a candidate's work
- be a product relating to the candidate's competence.

For example:

The process that the candidate carries out could be recorded in an observation or witness testimony. It is the assessor's responsibility to make sure that the evidence a candidate submits for assessment meets the requirements of the qualification.

The product of a candidate's work could be evidence in a variety of forms, for example, videos, audio tapes, CD-ROMs, emails and paper-based documents.

After the assessor has examined the evidence, the assessor must record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

3.7 Observation

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may carry out observations for the assessment of these qualifications.

The assessor and candidate should plan observations together but it is the assessor's responsibility to record the observation properly.

After the observation has taken place, the assessor needs to record an assessment decision and the justification for the decision. The assessor should also give feedback to the candidate.

3.8 Questioning

Only approved and qualified assessors (see **Assessor and internal verifier requirements**) may question a candidate or witness for the assessment of these qualifications.

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

- test a candidate's knowledge of facts and procedures
- check if a candidate understands principles and theories *and*
- collect information on the type and purpose of the processes a candidate has gone through.

Assessors should ask open questions; that is questions where the candidate has to give an answer (other than 'yes' or 'no'). Assessors should also be careful to avoid complicated questions which may confuse the candidate.

It is important that assessors record assessment decisions after they have questioned the candidate. They must record enough information to justify the decisions they make. This does not mean that assessors must record, word for word, the questions put to the candidate and the answers the candidate gives. However, assessors must record enough information about what they asked and how the candidate replied to allow the assessment to be verified.

Questioning witnesses is normally an ongoing part of validating written witness statements. However, questioning witnesses should not just be used for this purpose. Assessors should be able to speak to witnesses and record, in whatever way is suitable, the verbal statements of these witnesses. A record of verbal statement is a form of witness statement and could provide valuable evidence to confirm a candidate's competence over a period of time.

3.9 Professional discussion

Professional discussion is a structured, planned and in depth discussion recorded by the assessor. It allows the candidate to present evidence of competence and to demonstrate skills, knowledge and understanding through discussing the evidence and showing how it meets the requirements of the qualification. The assessor should guide the discussion by using open questioning, active listening and knowledge of the standards.

3.10 Witness testimonies

Witness testimonies can be used as evidence of a candidate's performance. Such testimonies could be made verbally to the assessor or could be written in a short note.

If a witness provides a written statement they should include the following:

- the candidate's name
- the date, time and venue of the activity carried out
- a description of the activities performed by the candidate
- the date of writing the testimony
- a description of the witness' relationship to the candidate
- their signature and job title
- their contact details (such as telephone number).

It is not appropriate for witness testimonies to contain a list of the skills to which it relates. Witnesses must direct the information in their testimonies to describing what the candidate did. The assessor will then judge whether the candidate's activities demonstrate competence to the standards. It is not acceptable for candidates to produce written witness testimonies for witnesses to sign, to support a qualification they are working towards.

3.11 Personal statements

This is a candidate's own account of what they did, backed up by reference to evidence or witnesses. Candidates can also produce logs or diaries, reflective accounts, but someone who can authenticate them as a true account of what took place must countersign these.

3.12 Performance evidence

Performance evidence provides proof of what a candidate can do. Sometimes, performance evidence can also provide evidence of what a candidate knows. Performance evidence can take the form of the following:

- products or outcomes of the candidate's work (for example, things that the candidate produced or worked on). The evidence presented for assessment may be the actual product or a record of the product
- if group work is used as evidence, the candidate's contribution must be identified clearly. Other products (for example, company policies) may have been reproduced by someone else but relate to the candidate and their competence
- proof of the way the candidate carried out their work (that is, the process they went through). An assessor's observation of a candidate or a witness' testimony both provides performance evidence and would be suitable for these qualifications.

3.13 Where evidence comes from

Evidence may come from a number of different sources, for example:

- performance evidence may come from a candidate carrying out workplace activities
- knowledge evidence may come from a candidate carrying out workplace activities or from the candidate answering the assessor's questions.

3.14 Real work

The qualifications require that all assessment of a candidate's performance must take place within the workplace, and that observation should be of naturally occurring practice within the candidate's work role. This will include the demonstration of the application of knowledge. This principle will apply to all units, except where simulation has been deemed acceptable.

3.15 Simulation

Simulations should only be undertaken in the minority of cases, where the candidate is unable to complete the units because of the lack of opportunity within their practice,

- where performance is critical but events occur infrequently and yet a high degree of confidence is needed that the candidate would act appropriately
- where performance is critical, happens frequently but where there is risk of harm to the candidate in a real situation

Where simulations are used they **must** replicate working activities in a realistic workplace environment. A realistic working environment is defined by an environment that replicates what is likely to happen when an individual is carrying out their normal duties and activities. Further guidance on simulation relative to different situations is given below.

In the workplace: Candidates may be working in environments which require confidentiality, or where the language assessed is not being used on a regular basis. Assessors may be language trainers not based in the workplace. It may therefore not be possible to assess candidates' competence through normal working practice. In these situations, assessment in a simulated environment is acceptable.

In the classroom: Language can occur naturally even though the environment may be simulated (e.g. set up by a trainer in the classroom). Simulations must be aligned to the potential or actual workplace environment. This will include social situations.

Spontaneous language (not reading from a script):

- Most of the evidence presented at all levels for Speaking/Productive skills should contain spontaneous (not scripted) use of language.
- At levels Entry, 1, and 2, some simulations may be planned and rehearsed, as may presentations at any level. However, material must never be read.
- At all levels, there may be some occasions where brief notes are acceptable (e.g. for presentations). They may only be used as prompts.
- Insisting on eye contact where appropriate (so notes are glanced down at but not read) may help candidates avoid the temptation to over-use such prompts.
- Spontaneous language and genuine communication can still be encouraged, where a conversation has been rehearsed, by varying the details to be provided or understood, and by requiring the candidate to confirm them all at the end of the conversation.

Meeting individual needs

- It is important that where assessment is not taking place at work, simulations are relevant to the needs of the candidates, and their reason for learning the language.
- The four skills are assessed individually (though they may be linked), to allow candidates to achieve in different skills at different levels, or to take some skills and not others.
- Assessors will need to be flexible in their approach to assessment methods, to suit individual circumstances.
- Some candidates may be unable to follow/recognise all cultural conventions because of a disability. In these cases, a common sense approach is needed. For more information, refer to section 2.14 of this handbook
- Building a portfolio allows candidates to take assessments when they are ready, and candidates will need different levels of support in order to reach the level.
- The key question for the assessor should always be: Would the candidate be able to use the language successfully in the workplace at the level required?

3.16 Medium that can be used

Evidence can take many forms, for example, photographs, videos, audio tapes, CD-ROMs and paper-based or digitally formatted documents.

3.17 Amount of evidence needed

It is difficult to give detailed guidance regarding the amount of evidence needed as it depends on the type of evidence collected and the judgement of assessors.

For a candidate to be judged competent in a unit, the evidence presented must satisfy all the assessment requirements and assessment criteria.

The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

3.18 Cumulative assessment record (CAR)

As well as collecting evidence, candidates must record all their assessed evidence in their personal **cumulative assessment record (CAR)**. The CAR is the candidate's record of what evidence has been accepted as proof of competence and where that evidence can be found. It can also be used to record progress towards, and achievement of units.

Filling in the CAR is an ongoing process involving discussion and agreement between the candidate and their assessor. The candidate should fill in and keep the CAR while working towards their qualification. An assessor may help the candidate complete the CAR if necessary.

Centres can design their own recording documents if they want to. You should talk about any document you want to use with your external verifier before you use them. OCR's publication *Admin guide: Vocational Qualifications (A850)* includes information and criteria for designing recording documents.

We have provided other forms and recording documents which assessors and candidates might want to use for these qualifications - please see the OCR website www.ocr.org.uk.

3.19 Verification – how it works

Internal verification

It is the centre's responsibility to appoint an internal verifier to manage the internal verification process. The purpose of internal verification is to make sure and show that assessment is valid and consistent, through monitoring and sampling assessment decisions.

Internal verifiers must agree the use of simulated activities before they take place and must sample all evidence produced through simulated activities (see section **Simulation**).

The role of the internal verifier is more fully explained in the *Administrative Guide to Vocational Qualifications (A850)*.

External verification

OCR will allocate an external verifier who will visit the centre to verify assessments and internal verification.

External verifiers will want to interview candidates, assessors and internal verifiers during their visits. Assessment records and evidence for all candidates must also be available for verifiers to see if they ask to. It is the assessor's (and not the internal or external verifiers') responsibility to 'sign off' each unit of competence.

Centres should have the following available for each external verification visit:

- a list of candidates registered for these qualifications, together with their achievements to date plus certification records
- access to evidence (for example, up-to-date portfolios) and CARs
- access to OCR on-line claim system (Interchange)
- relevant assessors and selected candidates as requested by the external verifier (EV), including those whose certificates have been claimed through Direct Claims Status (DCS)
- all portfolios (access to evidence) relating to certificates claimed through DCS

- a copy of the external verifier's last visit report
- a sample signature list for all assessors and internal verifiers
- details of training and curriculum vitae for new members of the assessment team
- all **centre records** (see **Centre records – assessment and verification** for more details)
- evidence of achieving action points since the last external verifier visit
- notes of any action carried out due to particular points mentioned by an external verifier in any correspondence since their last visit
- recommendations to the external verifier
- if recorded evidence is used, ensure all recordings and appropriate playback equipment is available.

Centre records – assessment and verification

A centre must make sure that assessment and verification records are available for external verification purposes. Assessment and/or internal verification records must record the following minimum information:

- candidate's name and location
- the title and level of the qualification they are taking
- candidate's start date on the programme and confirmation of registration with OCR
- name of the assessor
- name of the internal verifier
- date and outcome of the initial assessment of the candidate
- dates and details of candidate reviews and feedback sessions
- dates of all assessments and their outcomes (that is, the decision whether the candidate has met the requirements or not) cross-referenced to the unit
- enough detail of the assessment to justify the decision made
- an indication of the use of simulation, if used
- dates and outcomes of internal verification
- action resulting from internal verification
- certification.

Records should show formative assessment decisions (ongoing decision making), summative assessment decisions and feedback to the candidate.

4 Assessor and Internal Verifier Requirements

4.1 Assessment Centre Requirements

The Assessment Centre must:

- Ensure that there are a sufficient number of people either trained or qualified to assess the number of candidates they anticipate to register
- Ensure that there are a sufficient number of people either trained or qualified to internally verify for the number of candidates and assessors
- Put verification systems and internal verifiers in place to ensure that all assessments are valid, reliable, authentic and sufficient and provide quality assured training for those people identified as being responsible for verification
- Ensure that there is a system of standardisation in place to ensure that all assessments are consistent and fair
- Ensure that those undertaking the roles of verification and assessment maintain their skills, knowledge and understanding regarding assessment and verification and the associated qualification.

The occupational expertise of those undertaking the roles of assessment and internal verification is one of the key factors underpinning valid, fair and reliable assessment. The integrity of assessments and verifications is of paramount importance. Centres must ensure that there is sufficient time to conduct effective assessment and internal verification.

4.2 Assessors

Assessment is an activity that can be performed by a dedicated individual or as part of an individual's wider role e.g. Supervisor, manager, tutor. All assessors must:

- hold, or be working towards appropriate qualifications (currently A1 or D32/33 for assessors). The additional requirements that each must meet are set out below:
- Unless they are native speakers with a full range of language competence, assessors must normally hold a qualification in the language they verify or assess.
- For units up to and including level 3, they must be qualified in the language to at least one level above the one assessed.
- For units at level 4 or higher, they must be qualified at least to the level being assessed.

Use of an Expert Witness

In certain circumstances, where the assessor does not have the necessary skills in the language being assessed, and provided this has first been agreed with OCR, a centre may appoint an expert witness who has the appropriate language skills. The expert witness will work with the assessor to verify the candidate's language competence.

Assessors must have:

- an in-depth knowledge of the UK Occupational Language Standards
- the ability to make objective and reliable judgements about candidate competence.
- the role of assessor identified within their role profile, where assessment forms part of an individual's role
- be familiar with the units that relate to the qualification and must be able to interpret and make judgements on current working practices and technologies within the area of work
- maintain their occupational competence by either actively engaging in continuous professional development activities or by performing the operational role as part of their regular responsibilities in order to keep up to date with developments relating to the changes taking place in the Languages sector.

4.3 Internal verifiers

Internal Verification is an activity that can be performed by a dedicated individual or as part of an individual's wider role. All Internal verifiers must:

- have sufficient expertise and language skills to enable them to verify assessment decisions and give advice to assessors.
- hold, or be working towards appropriate qualifications (currently V1 or D34 for internal verifiers).
- have an in-depth knowledge of the UK Occupational Language Standards
- have the ability to make objective and reliable judgements about candidate competence.
- sample the assessment process and resolve differences and conflicts on assessment decisions.
- Ensure that assessment has been carried out by persons who are occupationally competent within the area they are assessing.
- maintain their occupational knowledge by actively engaging in continuous professional development activities in order to keep up-to-date with developments relating to the changes taking place in the Languages sector.
- have an appropriate induction to qualifications and the standards that they are verifying provided to them by the Centre, and have access to ongoing training and updating on current issues relevant to these qualifications. Information on the induction and continuing professional development of internal verifiers must be made available to the external verifier.

Language Qualifications for Assessors and Verifiers

- Unless they are native speakers with a full range of language competence, internal verifiers must normally hold a qualification in the language they verify.
- For units up to and including level 3, they must be qualified in the language to at least one level above the one assessed.
- For units at level 4 or higher, they must be qualified at least to the level being assessed.

Use of an Expert Witness

In certain circumstances, where the verifier does not have the necessary skills in the language being assessed, and provided this has first been agreed with OCR, a centre may appoint an expert witness who has the appropriate language skills. The expert witness will work with the assessor to verify the candidate's language competence.

5 Certification

Candidates who achieve the full qualification will receive:

- a certificate listing the unit achieved with their related credit value, and
- a certificate giving the full qualification title

OCR Entry Level Award in English (Entry 3)

OCR Level 1 NVQ Award in English

OCR Level 2 NVQ Certificate in English

OCR Level 3 NVQ Certificate in English

OCR Level 4 NVQ Diploma in English

OCR Entry Level Award in speaking English (Entry 3)

OCR Level 1 NVQ Award in speaking English

OCR Level 2 NVQ Award in speaking English

OCR Level 3 NVQ Award in speaking English

OCR Level 4 NVQ Award in speaking English

OCR Entry Level Award in understanding spoken English (Entry 3)

OCR Level 1 NVQ Award in understanding spoken English

OCR Level 2 NVQ Award in understanding spoken English

OCR Level 3 NVQ Award in understanding spoken English

OCR Level 4 NVQ Award in understanding spoken English

OCR Entry Level Award in reading English (Entry 3)

OCR Level 1 NVQ Award in reading English

OCR Level 2 NVQ Award in reading English

OCR Level 3 NVQ Award in reading English

OCR Level 4 NVQ Award in reading English

OCR Entry Level Award in writing English (Entry 3)

OCR Level 1 NVQ Award in writing English

OCR Level 2 NVQ Award in writing English

OCR Level 3 NVQ Award in writing English

OCR Level 4 NVQ Award in writing English

Candidates achieving one or more units but who do not meet the credit requirements for a full certificate will receive a certificate listing the units they have achieved along with their credit value.

5.1 Claiming certificates

Certificates will be issued directly to the centre for successful candidates. In order to ensure that these are automatically issued centres must ensure that the OCR candidate number is **always** used where a candidate has already achieved one or more units. See the *Admin guide: Vocational Qualifications (A850)* for full details.

5.2 Replacement certificates

If a replacement certificate is required a request must be made to the OCR Operations Division on 024 76 470033, or in writing to the Coventry office, and an application form with further instructions will be sent. A charge will be made for a replacement certificate.

6 Qualification structure and units

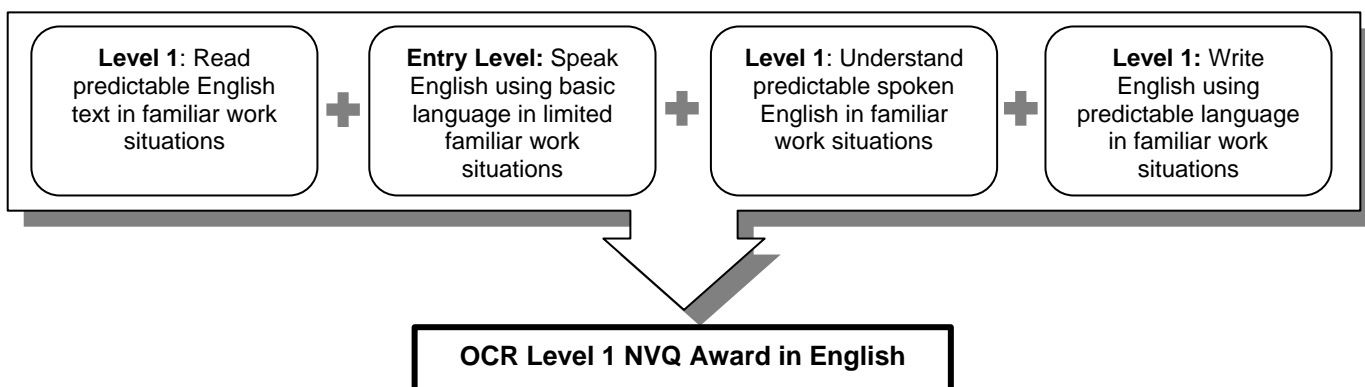
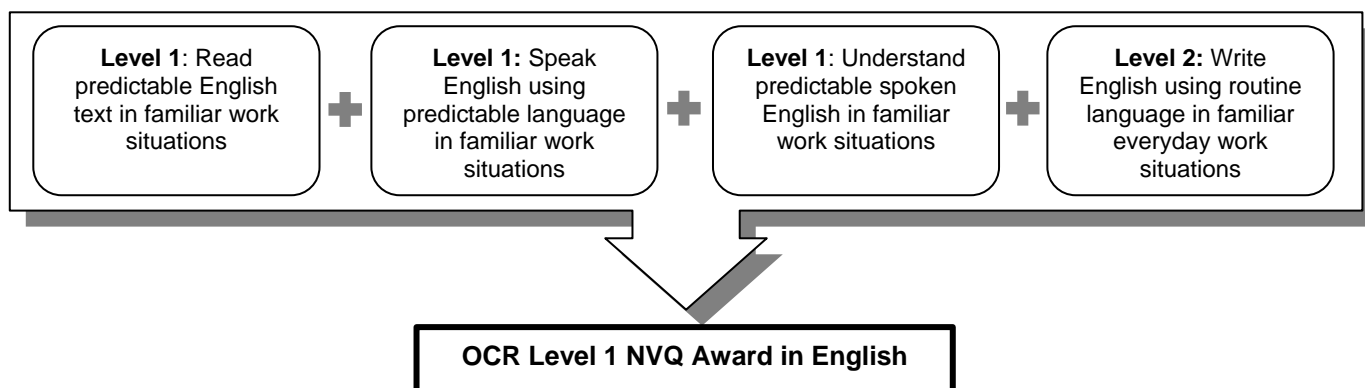
6.1 Qualification structure

Candidates do not have to achieve units in any particular order and teachers/tutors should tailor learning programmes to meet individual candidate needs. It is recommended that, wherever possible, centres adopt a holistic approach to the delivery of these qualifications and identify opportunities to link the units and levels.

If a candidate is not able to complete the full qualification, their achievements will be recognised through the issue of a unit certificate listing the units achieved.

Candidates have the opportunity to achieve a full qualification in English at any level, by claiming for three units at one level and a fourth unit at one level above or below the primary level being achieved. However, all four skill area units must be claimed in order to achieve a full qualification.

For example:



OCR Entry Level Award in English (Entry 3)

Qualification Accreditation Number 501/0906/6

To achieve this qualification, candidates must achieve a total of 8 credits of which 6 credits must be at Entry Level. Candidates must take 1 unit from each skill area.

The following table contains the units.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
1	Speak English using basic language in limited familiar work situations	H/601/8245	2	E	10
2	Understand basic spoken English in limited familiar work situations	D/601/8227	2	E	10
3	Read basic English text in limited familiar work situations	T/601/8265	2	E	10
4	Write basic English text in limited familiar work situations	D/601/8275	2	E	10
5	Speak English using predictable language in familiar work situations	J/601/8352	3	1	23
6	Understand predictable spoken English in familiar work situations	H/601/8343	3	1	23
7	Read predictable English in familiar work situations	L/601/8370	3	1	23
8	Write English using predictable language in familiar work situations	T/601/8377	3	1	23

OCR Level 1 NVQ Award in English

Qualification Accreditation Number 501/0396/9

To achieve this qualification, candidates must achieve a total of 11 credits of which 9 credits must be at Level 1. Candidates must take 1 unit from each skill area.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
1	Speak English using basic language in limited familiar work situations	H/601/8245	2	E	10
2	Understand basic spoken English in limited familiar work situations	D/601/8227	2	E	10
3	Read basic English text in limited familiar work situations	T/601/8265	2	E	10
4	Write basic English text in limited familiar work situations	D/601/8275	2	E	10
5	Speak English using predictable language in familiar work situations	J/601/8352	3	1	23
6	Understand predictable spoken English in familiar work situations	H/601/8343	3	1	23
7	Read predictable English in familiar work situations	L/601/8370	3	1	23

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
8	Write English using predictable language in familiar work situations	T/601/8377	3	1	23
9	Speak English using routine language in familiar everyday work situations	D/601/8440	5	2	25
10	Understand routine spoken English in familiar everyday work situations	L/601/8434	5	2	25
11	Read routine English in familiar everyday work situations	L/601/8448	5	2	25
12	Write English using routine language in familiar everyday work situations	J/601/8481	5	2	25

OCR Level 2 NVQ Certificate in English

Qualification Accreditation Number 501/0266/7

To achieve this qualification, candidates must achieve a total of 18 credits of which 15 credits must be at Level 2. Candidates must take 1 unit from each skill area.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
5	Speak English using predictable language in familiar work situations	J/601/8352	3	1	23
6	Understand predictable spoken English in familiar work situations	H/601/8343	3	1	23
7	Read predictable English in familiar work situations	L/601/8370	3	1	23
8	Write English using predictable language in familiar work situations	T/601/8377	3	1	23
9	Speak English using routine language in familiar everyday work situations	D/601/8440	5	2	25
10	Understand routine spoken English in familiar everyday work situations	L/601/8434	5	2	25
11	Read routine English in familiar everyday work situations	L/601/8448	5	2	25
12	Write English using routine language in familiar everyday work situations	J/601/8481	5	2	25
13	Speak English using varied language in a range of work situations	H/601/8505	8	3	38
14	Understanding varied spoken English in a range of work situations	K/601/8490	8	3	38
15	Read varied English in a range of work situations	D/601/8521	8	3	38
16	Write English using varied language in a range of work situations	H/601/8536	8	3	38

OCR Level 3 NVQ Certificate in English**Qualification Accreditation Number 500/9973/5**

To achieve this qualification, candidates must achieve a total of 29 credits of which 24 credits must be at Level 3. Candidates must take 1 unit from each skill area.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
9	Speak English using routine language in familiar everyday work situations	D/601/8440	5	2	25
10	Understand routine spoken English in familiar everyday work situations	L/601/8434	5	2	25
11	Read routine English in familiar everyday work situations	L/601/8448	5	2	25
12	Write English using routine language in familiar everyday work situations	J/601/8481	5	2	25
13	Speak English using varied language in a range of work situations	H/601/8505	8	3	38
14	Understanding varied spoken English in a range of work situations	K/601/8490	8	3	38
15	Read varied English in a range of work situations	D/601/8521	8	3	38
16	Write English using varied language in a range of work situations	H/601/8536	8	3	38
17	Speak extended English in a wide range of work situations	Y/601/8551	10	4	25
18	Understand extended spoken English in a wide range of work situations	A/601/8543	10	4	25
19	Read extended English in a wide range of work situations	J/601/8562	10	4	25
20	Write extended English in a wide range of work situations	M/601/8569	10	4	25

OCR Level 4 NVQ Diploma in English**Qualification Accreditation Number 501/0230/8**

To achieve this qualification, candidates must achieve a total of 38 credits of which 30 credits must be at Level 4. Candidates must take 1 unit from each skill area.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
13	Speak English using varied language in a range of work situations	H/601/8505	8	3	38
14	Understanding varied spoken English in a range of work situations	K/601/8490	8	3	38
15	Read varied English in a range of work situations	D/601/8521	8	3	38
16	Write English using varied language in a range of work situations	H/601/8536	8	3	38
17	Speak extended English in a wide	Y/601/8551	10	4	25

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level	GLH
	range of work situations				
18	Understand extended spoken English in a wide range of work situations	A/601/8543	10	4	25
19	Read extended English in a wide range of work situations	J/601/8562	10	4	25
20	Write extended English in a wide range of work situations	M/601/8569	10	4	25

6.2 Unit format

The format of OCR's units is detailed below.

A unit title

This is a summary of the content of the unit.

Level

This advises the QCF level on which the unit is accredited.

Credit value

This advises how many credits the candidate will achieve for successful achievement of the unit.

Guided learning hours (glh)

This specifies the amount of time that the average candidate would be expected to take to complete all requirements of the unit.

Unit expiry date

This section specifies the end accreditation date of the unit.

Unit purpose and aim

This section specifies the overall purpose and aim of the unit.

Learning outcomes

These set out what the candidate is expected to know, understand or be able to do as a result of the learning process.

Assessment criteria

These detail the requirements that the candidate will be assessed against in order to evidence the learning outcomes.

Knowledge, understanding and skills

This details the underpinning knowledge, understanding and skills which candidates will need in order to be able to undertake the assessment for the unit and to meet the requirements of the assessment criteria.

Guidance on assessment and evidence requirements

This provides guidance on how the assessment could be carried out and how the evidence requirements could be met.

6.3 Units

Units can be downloaded from the OCR website www.ocr.org.uk/qualifications/type/qcf/languages/

7 Administration arrangements

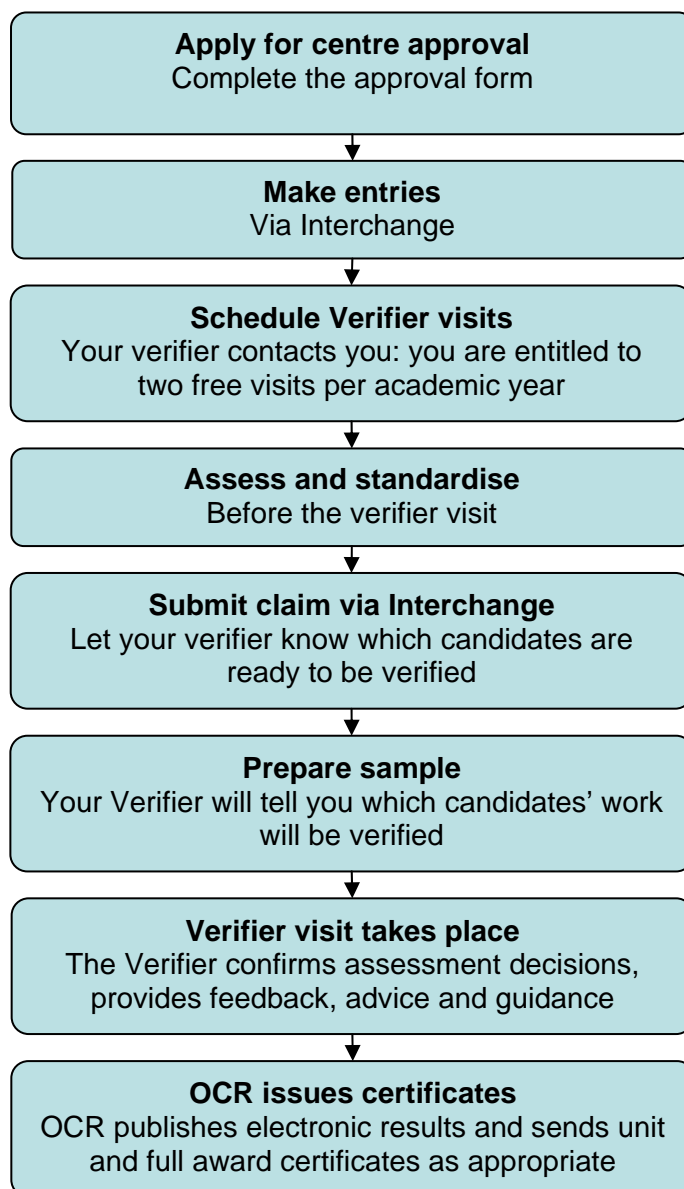
This section provides an overview of the administration arrangements operating for these qualifications. Please refer to the *Admin guide: Vocational Qualifications (A850)* for further information.

7.1 Overview of full process

For detailed information on these qualifications centres must refer to OCR's Admin guide: Vocational Qualifications (A850).

The following flow chart provides a brief summary of how these qualifications are delivered.

Administration flowchart for verification



8 Guidance For Candidates

8.1 What are the NVQ Languages - English?

These qualifications aim to enable the candidate to prove their competence in using varied language in a range of everyday work situations. This covers the four skills of Listening, Reading Writing and Speaking.

The qualifications:

1. prepare candidates for employment in work that involves the use of the English language
2. improve the essential knowledge, understanding and skills required for employment in a variety of roles that rely on the use of the English Language
3. update the knowledge skills and understanding of those already employed in a role involving the use of the English Language, to improve their performance

8.2 What do I have to do to achieve these qualifications?

To achieve these qualifications you must achieve the required combination of units from those listed below.

OCR Entry Level Award in English (Entry 3)

(Qualification Accreditation Number 501/0906/6)

To achieve this qualification, you must achieve a total of 8 credits of which 6 credits must be at Entry Level. You must take 1 unit from each skill area (Speaking, Listening, Reading, Writing). You can also take one unit from Level 1, if appropriate.

The following table contains the units.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level
1	Speak English using basic language in limited familiar work situations	H/601/8245	2	E
2	Understand basic spoken English in limited familiar work situations	D/601/8227	2	E
3	Read basic English text in limited familiar work situations	T/601/8265	2	E
4	Write basic English text in limited familiar work situations	D/601/8275	2	E
5	Speak English using predictable language in familiar work situations	J/601/8352	3	1
6	Understand predictable spoken English in familiar work situations	H/601/8343	3	1
7	Read predictable English in familiar work situations	L/601/8370	3	1
8	Write English using predictable language in familiar work situations	T/601/8377	3	1

OCR Level 1 NVQ Award in English

Qualification Accreditation Number 501/0396/9

To achieve this qualification, you must achieve a total of 11 credits of which 9 credits must be at Level 1. You must take 1 unit from each skill area (Speaking, Listening, Reading, Writing). You can also take one unit from Entry Level or Level 2, if appropriate.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level
1	Speak English using basic language in limited familiar work situations	H/601/8245	2	E
2	Understand basic spoken English in limited familiar work situations	D/601/8227	2	E
3	Read basic English text in limited familiar work situations	T/601/8265	2	E
4	Write basic English text in limited familiar work situations	D/601/8275	2	E
5	Speak English using predictable language in familiar work situations	J/601/8352	3	1
6	Understand predictable spoken English in familiar work situations	H/601/8343	3	1
7	Read predictable English in familiar work situations	L/601/8370	3	1
8	Write English using predictable language in familiar work situations	T/601/8377	3	1
9	Speak English using routine language in familiar everyday work situations	D/601/8440	5	2
10	Understand routine spoken English in familiar everyday work situations	L/601/8434	5	2
11	Read routine English in familiar everyday work situations	L/601/8448	5	2
12	Write English using routine language in familiar everyday work situations	J/601/8481	5	2

OCR Level 2 NVQ Certificate in English

Qualification Accreditation Number 501/0266/7

To achieve this qualification, you must achieve a total of 18 credits of which 15 credits must be at Level 2. You must take 1 unit from each skill area (Speaking, Listening, Reading, Writing). You can also take one unit from Level 1 or Level 3, if appropriate.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level
5	Speak English using predictable language in familiar work situations	J/601/8352	3	1
6	Understand predictable spoken English in familiar work situations	H/601/8343	3	1
7	Read predictable English in familiar work situations	L/601/8370	3	1
8	Write English using predictable language in familiar work situations	T/601/8377	3	1

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level
9	Speak English using routine language in familiar everyday work situations	D/601/8440	5	2
10	Understand routine spoken English in familiar everyday work situations	L/601/8434	5	2
11	Read routine English in familiar everyday work situations	L/601/8448	5	2
12	Write English using routine language in familiar everyday work situations	J/601/8481	5	2
13	Speak English using varied language in a range of work situations	H/601/8505	8	3
14	Understanding varied spoken English in a range of work situations	K/601/8490	8	3
15	Read varied English in a range of work situations	D/601/8521	8	3
16	Write English using varied language in a range of work situations	H/601/8536	8	3

OCR Level 3 NVQ Certificate in English

Qualification Accreditation Number 500/9973/5

To achieve this qualification, you must achieve a total of 29 credits of which 24 credits must be at Level 3. You must take 1 unit from each skill area (Speaking, Listening, Reading, Writing). You can also take one unit from Level 2 or Level 4, if appropriate.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level
9	Speak English using routine language in familiar everyday work situations	D/601/8440	5	2
10	Understand routine spoken English in familiar everyday work situations	L/601/8434	5	2
11	Read routine English in familiar everyday work situations	L/601/8448	5	2
12	Write English using routine language in familiar everyday work situations	J/601/8481	5	2
13	Speak English using varied language in a range of work situations	H/601/8505	8	3
14	Understanding varied spoken English in a range of work situations	K/601/8490	8	3
15	Read varied English in a range of work situations	D/601/8521	8	3
16	Write English using varied language in a range of work situations	H/601/8536	8	3
17	Speak extended English in a wide range of work situations	Y/601/8551	10	4
18	Understand extended spoken English in a wide range of work situations	A/601/8543	10	4
19	Read extended English in a wide range of work situations	J/601/8562	10	4
20	Write extended English in a wide range of work situations	M/601/8569	10	4

OCR Level 4 NVQ Diploma in English

Qualification Accreditation Number 501/0230/8

To achieve this qualification, you must achieve a total of 38 credits of which 30 credits must be at Level 4. You must take 1 unit from each skill area (Speaking, Listening, Reading, Writing). You can also take one unit from Level 3, if appropriate.

Unit No	Unit title	Unit Accreditation No (UAN)	Credit value	Level
13	Speak English using varied language in a range of work situations	H/601/8505	8	3
14	Understanding varied spoken English in a range of work situations	K/601/8490	8	3
15	Read varied English in a range of work situations	D/601/8521	8	3
16	Write English using varied language in a range of work situations	H/601/8536	8	3
17	Speak extended English in a wide range of work situations	Y/601/8551	10	4
18	Understand extended spoken English in a wide range of work situations	A/601/8543	10	4
19	Read extended English in a wide range of work situations	J/601/8562	10	4
20	Write extended English in a wide range of work situations	M/601/8569	10	4

8.3 What if I cannot gain enough credits for a full qualification?

These qualifications are very flexible and allow you to achieve recognition for what you have already achieved even if you do not finish the full qualification. OCR has systems in place which allow you to be awarded a certificate listing the unit (or units) you have achieved even if you are unable to complete the full qualification.

8.4 How do I know that these qualifications are right for me?

These qualifications are designed for candidates wishing to gain an appropriate qualification for the purposes working in a range of industrial or commercial roles, where Languages form an important part of the overall skills required in a wide range of occupations. They are also suitable for candidates studying in preparation for employment in a customer - facing sector, who wish to enter the language service industry or who wish to support further study in Further Education (FE) and Higher Education (HE) in a customer - facing sector.

These qualifications may also form a progression route to higher level courses such as Higher National Diploma (HND) or other appropriate higher education qualifications.

8.5 How are the units assessed?

All of the units are assessed by the centre using methods appropriate to you and the skill area, and are described in detail in each unit. You will be expected to demonstrate your ability to meet the requirements of each unit in a number of ways, and you will build a small portfolio of evidence so that OCR can verify your work.

8.6 Do I need to pass all of the units?

You will need to pass four units to achieve a full qualification.

8.7 How do I keep track of my achievements?

We have designed a **Record of Achievement** form for you to use to keep track of your achievements. This form is optional (you do not have to use it if you do not want to).

8.8 Can my work for these qualifications prepare me for my Functional Skills?

The work that you do for these qualifications may help to prepare you for the functional skills assessment.

OCR wishes you every success in your achievement of these qualifications.

9 Mapping and Signposting

9.1 National Occupational Standards (NOS) Mapping

These qualifications provide a key progression route between education and employment (or further study/training leading to employment). It is directly relevant to the needs of employers and relates to the 2010 UK Occupational Language Standards.

Each unit contains details of the signposting to the NOS.

9.2 Functional skills signposting

Training provided for Languages may help to prepare candidates for the functional skills assessment (eg report writing may be good preparation for English). It is likely however that further training would be needed to fully prepare candidates for functional skills assessment.

10 Further Support and Information

10.1 Enquiries

For enquiries relating to any of OCR's vocational qualifications, please contact the OCR Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 851633
Email: vocational.qualifications@ocr.org.uk

Alternatively, you could visit OCR's website at www.ocr.org.uk for further information on OCR qualifications.

10.2 Results enquiries

For information about result enquiries please refer to the OCR website at www.ocr.org.uk.

10.3 Customer feedback

We welcome feedback from customers on all aspects of our provision. Comments relating to this documentation should be sent to:

The OCR Qualification Manager
NVQ Languages
Qualifications Division
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

10.4 OCR Training Events

Information on OCR's training events for centres can be found on the OCR website by going to www.ocr.org.uk, or by contacting:

OCR Training
Customer Support Division
Progress House
Westwood Way
Coventry CV4 8JQ

Telephone: 02476 496 398
Fax: 02476 496 399
Email: training@ocr.org.uk

10.5 OCR Publications

The OCR Publications Service offers support to OCR customers, centres, parents and candidates. It offers a wide range of up-to-date materials for sale which relate to our key qualifications. These materials include specifications, past papers, mark schemes and a range of support materials.

The OCR Publications Catalogue holds the full list of materials currently available to order. To obtain a copy of this and to order publications, please go to <http://publications.ocr.org.uk> or call our dedicated order line on 0870 770 6622.

Orders can also be emailed to publications@ocr.org.uk or posted to the address on the order form printed in the OCR Publications Catalogue.

OCR Support Materials prepare extra resources to help you deliver our qualifications. These support materials can be ordered from OCR Publications and more information about the materials can be obtained from support.materials@ocr.org.uk.

10.6 Documents related to these qualifications

OCR's *Admin guide: Vocational Qualifications (A850)*

JCQ publications:

- *Access Arrangements, Reasonable Adjustments and Special Consideration;*
- *Instructions for Conducting Examinations;*
- *Suspected Malpractice in Examinations and Assessments*

11 Glossary

Analyse	to examine in detail in order to discover meaning, essential features, etc
Apply	to devote oneself with diligence to bring into operation or use to put to practical use; utilise; employ
Assess	to judge the worth, importance, etc, of; evaluate
Calculate	to solve (one or more problems) by a mathematical procedure; compute
Carry out	to perform or cause to be implemented
Chart	to plot or outline the course of to make a detailed plan of to make a chart of
Classify	to arrange or order by classes; categorise
Collect	to gather together or be gathered together
Communicate	to impart (knowledge) or exchange (thoughts, feelings, or ideas) by speech, writing, gestures, etc
Compare	to regard or represent as analogous or similar; liken
Compile	to make or compose from other materials or sources
Complete	to make whole or perfect to end; finish
Conduct	to do or carry out
Contrast	to distinguish by comparison of unlike or opposite qualities
Contribute	to give (support, money, etc) for a common purpose or fund to supply (ideas, opinions, etc) as part of a debate or discussion
Cook	to prepare (food) by the action of heat, as by boiling, baking, etc, or (of food) to become ready for eating through such a process
Define	to state precisely the meaning of (words, terms, etc)
Deliver	to carry (goods, etc) to a destination, esp. to carry and distribute (goods, mail, etc) to several places to hand over, transfer, or surrender to produce or perform something promised or expected
Demonstrate	to show, manifest, or prove, esp. by reasoning, evidence, etc
Describe	to give an account or representation of in words
Design	to work out the structure or form of (something)
Detail	to list or relate fully to include all or most particulars
Develop	to come or bring to a later or more advanced or expanded stage; grow or cause to grow gradually
Devise	to work out, contrive, or plan (something) in one's mind
Discuss	to have a conversation about; consider by talking over; debate to treat (a subject) in speech or writing
Estimate	to form an approximate idea of (distance, size, cost, etc); calculate roughly; gauge

Evaluate	to ascertain or set the amount or value of to judge or assess the worth of; appraise
Examine	to look at, inspect, or scrutinise carefully, or in detail; investigate
Explain	to make (something) comprehensible, esp. by giving a clear and detailed account of the relevant structure, operation, surrounding circumstances, etc
Explore	to examine or investigate, esp. systematically
Generate	to produce or bring into being; create
Give	to present or deliver voluntarily (something that is one's own) to the permanent possession of another or others to impart or communicate
Identify	to prove or recognise as being a certain person or thing; determine the identity of
Illustrate	to clarify or explain by use of examples, analogy, etc
Implement	to carry out; put into action; perform
Interact	to act on or in close relation with each other
Interpret	to clarify or explain the meaning of; elucidate
Investigate	to inquire into (a situation or problem) thoroughly; examine systematically, especially in order to discover the truth
Justify	to prove or see to be just or valid; vindicate to show to be reasonable; warrant or substantiate
Keep	to have or retain possession of
Lead	to show the way to (an individual or a group) by going with or ahead to guide or be guided by holding, pulling, etc to phrase a question to (a witness) that tends to suggest the desired answer
Measure	to determine the size, amount, etc, of by measurement
Monitor	to observe or record (the activity or performance) of (an engine or other device)
Organise	to form (parts or elements of something) into a structured whole; co ordinate
Outline	to give the main features or general idea of
Participate	to take part, be or become actively involved, or share (in)
Perform	to carry out or do (an action)
Plan	to have in mind as a purpose to make a plan of (a building)
Prepare	to make ready or suitable in advance for a particular purpose or for some use, event etc to put together using parts or ingredients; compose or construct to equip or outfit
Present	to show, exhibit to put forward; submit to bring or suggest to the mind
Produce	to bring (something) into existence; yield to bring forth (a product) by physical or mental effort; make
Profile	to draw, write or make a profile of
Promote	to further or encourage the progress or existence of to raise to a higher rank, status degree etc

	to urge the adoption of; work for to encourage the sale of (a product) by advertising or securing financial support
Propose	to put forward (a plan, motion, etc) for consideration or action
Provide	to put at the disposal of; furnish or supply
Recognise	to perceive (a person, creature, or thing) to be the same as or belong to the same class as something previously seen or known; know again
Recommend	to advise as the best course or choice; counsel
Research	to carry out investigations into (a subject, problem etc)
Review	to look at or examine again to look back upon
Select	to choose (someone or something) in preference to another or others
Serve	to render or be of service to (a person, cause, etc); help to distribute or provide
Show	to make, be, or become visible or noticeable to indicate or explain; prove
Suggest	to put forward (a plan, idea, etc) for consideration
Summarise	to make or be a summary of; express concisely
Understand	to know and comprehend the nature or meaning of
Undertake	to contract to or commit oneself to (something) or to do (something)
Use	to put into service or action; employ for a given purpose