



WHAT YOU CAN EXPECT FROM THE NVQ LEVEL 3 AND 4 COURSE WITH CAREER PATHS LTD

The Career Paths NVQ Centre is registered with the OCR (Oxford, Cambridge, and RSA) Centre Number 02906

The Centre has Direct Claim Status for NVQ levels 3 and 4. So the Centre will ask the OCR to send your NVQ certificate once your eportfolio has successfully been through the quality control procedures of the Centre, and you are considered competent at the required level. This means you do not have to wait for the twice yearly visit from the External Verifier from The OCR. The fact that we have been given Direct Claim Status is evidence that the Centre is delivering a high quality training and assessment service for the NVQs.

UNITS

To achieve the NVQ 3, you have to do 6 Units. Three mandatory and three optional units

To achieve the NVQ 4 you have to do 8 units. Four mandatory and four optional units

There will be an additional two workshops for the candidates doing NVQ 4

If you miss a class, it is your responsibility to find out what was covered, and to do the necessary reading. But please try not to miss any workshops that are relevant to the units you are doing.

Once you have chosen your optional units, I will plan the schedule of work and you will be informed when particular optional units will be covered. Should you be the only person choosing a particular unit, I will make separate arrangements with you.

KEY TOPICS

- Setting effective goals with clients (Unit 2, 3, 5)
- Introducing your service (Unit 1, 2)
- Interviewing Skills- how to structure and interview effectively and how to ask appropriate questions (Units 1, 2, 3, 5,)

- Interviewing models—e.g. EGAN, Skilled Helper, Bedford First Model, Dots, brief introduction to Coaching (Unit 1, 2, 3, 5, 15/16)
- Ethical requirements and issues related to IAG (Across all units)
- Legislation relevant to IAG (across all units)
- Helping clients to make effective decisions: How clients make decisions (Unit 5)
- Motivating clients. What motivates/demotivates clients
- Helping clients overcome barriers—what barriers your clients have (Unit 2, 3, 5, 6)
- Providing information and discussing options effectively (Unit 2, 5)
- Referral (Unit 2, 3, 5, 13)
- Action Planning (Unit 6)
- Reviewing Action planning (Unit 7)
- Evaluating and reviewing your own performance and your role in the organisation (Unit 15/16)
- Developing a Personal Development Plan (Unit 15/16)
- Other topics will depend on the optional units chosen,

NUMBER OF WORKSHOPS

NVQ 3 -8 Workshops

NVQ 4- 10 workshops

In addition to the above, NVQ candidates will cover

- Occupational choice theories (unit 16)
- Networking (Unit 18)
- Managing personal case load (Unit 14)
- Keeping up-to-date with developments taking place in service, profession, sector (Unit 16)

NVQ 4 candidates must be prepared to do a lot wider reading and research than is expected for NVQ 3 candidates.

Tutorials

You will have two formal tutorials during the course.

You can ask to speak to the tutor (me) any other time before, during or after the course. You can email me, and I will respond within two working days.

Unless I am on leave

Handouts

You will be given a handbook with all the handouts for the course. Additional handouts may be provided during the course

You are expected to read these!

You will be lent some books that are useful to read for the course.

Induction Booklet

You will be given an induction booklet after your interview today if you decide to join the course. **You must read this before the start of the course on the**

4th December. You must read it more than once to ensure you know and retain the information.

Homework after each workshop

- A) To read the handouts in the handbook relevant to what has been/will be taught.
- B) To reread them until you understand and know the information
- C) To read any books suggested by the tutor
- D) To write a learning journal entry after each workshop outlining what was covered, what you learned, and how you will use it in your work with your clients
- E) To write a learning journal entry from something that happens at work between the workshops, outlining what happened, what you learned and what you will do differently or how you will use it in your work. This might cover
 - A training course you have attended
 - An incident with a client – that went well or didn't go well
 - A team meeting where you shared information with colleagues
 - A meeting you attend outside your organisation etc
 - Something you have read or researched

Length of Learning Journal entry- A4 page

HOMEWORK THAT WILL BE ASSESSED BY YOUR ASSESSOR

- The Learning journal entries mentioned above. (At the end of your NVQ)
- Personal Development Plan*
- Legislation Report*
- Written answers to questions related to the units you are doing*
- Reflection of learning at the end of the NVQ

Please note, that you will not be registered with the awarding body (OCR), allocated an Assessor, or registered on the Quickstep systems (see below) until the personal development plan, legislation report and written answers to the questions relevant to your mandatory units are satisfactorily completed. Once I am satisfied, I will pass the work onto the Assessor who will assess it for your NVQ

I will give you details of the required work during the first workshop

NVQ 4 Candidates

Will be required to write an assignment demonstrating how they are keeping up with and using new theories and developments in their work with clients.

HOW ELSE WILL YOU BE ASSESSED?

- A) Observation of your interviews (at least 3 for NVQ 3, and 4 for NVQ 4.) These interviews will be observed on at least two occasions.
- B) Observation of evidence you show the Assessor in the workplace. For example, the client records you complete, the information resources you use, any work product you have created, the action plans you complete, referral forms you use, emails sent to or received from clients or other agencies, letters where you have referred clients or taken any other action on their behalf. **There is no need to photocopy information especially for the Assessment.** The Assessor will look at the information shown and note down what she has seen and where it can be found.
- C) Through professional discussions with the Assessor relevant to units you are doing that can not be assessed through observation. You have to prepare for this Assessment. (See induction handbook)
- D) By answering questions verbally that are put to you by the Assessor to deal with any gaps
- E) By confirmation from a witness, for example, your manager. The Assessor may ask to meet the witness or will ask them to provide a written statement confirming your performance.

ASSESSOR

The role of the Assessor is to judge whether you are competent against the requirements of the NVQ. You will be given details of your Assessor once the work referred to above is satisfactorily completed. The Assessor will then contact you to arrange to meet to introduce herself to you, and to then agree a plan for your Assessment. What you can expect from the Assessor can be found in the Induction booklet

WHAT YOU CAN EXPECT FROM THE TUTOR

- Varied teaching methods that encourage your contribution
- Very little talking at you
- To be taught the knowledge and skills to enable you to achieve the NVQ
- Advice about choosing your optional unit
- Prompt response to emails
- Honest and constructive feedback

- To be asked for verbal feedback at the end of each workshop, and for written feedback half-way through the workshops and at the end of the workshop
- For your managers to receive regular feedback about your progress, including any non-attendance or lack of punctuality.

You will have the opportunity to also give your views to the internal verifier for the Centre during the course.

What is expected of you?

- 100% commitment to achieving the NVQ, and to putting more work into doing so than your Assessor.
- 100% commitment to ensuring you are an even more effective IAG adviser than you are at the moment.
- 100% commitment to continuous professional development.

Workshops

- To attend all the required workshops punctually
- To follow the ground rules agreed by the class
- To participate fully in the activities
- To give honest and constructive feedback about the workshops at the end of each workshop. And whenever else it is requested
- To read the handouts between the workshops. To ensure you understand what is written, and if necessary read several times.
- To do any other reading suggested by the tutor
- To say if you do not understand.
- To practice the skills being taught between the workshops.

Homework

- To do the required reading between classes
- To produce personal development plan by 8th January and the, legislation report and the written answers to the questions for your mandatory units by 22nd January at the latest.*
- To write a learning journal entry after each workshop, and for at least one activity or incident that has taken place at work relevant to your work.

* I would expect you to spend a reasonable amount of time on these pieces of work. They will be returned to you if the tutor does not feel they are good enough to forward to the Assessor. You are welcome to submit a draft before the deadline to get feedback. The tutor will explain what is required during the workshops. Please set aside at least two hours a week (NVQ 3) 5 hours (NVQ 4) outside of work for this course.

Contact with Tutor

- To respond promptly to emails or phone calls from the Tutor

Optional Units

- To decide on your optional units by the 22nd January at the latest.
- To choose optional units where you can provide evidence. If you want to try something new, such as, running a group work session, then you need to ensure you have the opportunity to use the skills the workplace, so you can be assessed successfully

Assessment

- A) To respond promptly to emails or phone calls from your Assessor to arrange meetings and Assessment dates
- B) To try not to cancel meetings with the Assessor. If you have to, to ensure you do so in good time.
- C) To ensure you have the Assessor's contact details
- D) To agree verbally and in writing the Assessment Plan with your Assessor before her visit
- E) To ensure you are prepared for Assessment visits (as required by the Assessment plan agreed with your Assessor)
 - Ensure you have arranged for clients to come in to be interviewed, and obtained their permission for the Assessor to be there
 - Ensured your manager and colleagues know you will be assessed and will give you appropriate support and will not disturb you unnecessarily
 - Ensure the type of interview will be suitable for the assessment, for example, not just a form filling exercise.
 - Arrange for a private room for the interview
 - Prepare (in writing) for professional discussions with your Assessor. This should be done at least 7 working days before the visit, and not the night before!
 - Ensure you meet with your manager to review your progress, agree your personal development plan, get feedback at the start of the course and then to review your progress towards the end of the course.
 - Think about any supporting evidence you will show the Assessor and have these ready to show her. **There is no need to photocopy information especially for the Assessment.** The Assessor will look at the information shown and note down what she has seen and where it can be found.
 - To arrange for the Assessor to meet your Witness (if requested) or arrange for your Witness to provide a written statement (on headed paper, or on a work email)
- F) To do any further work required by your Assessor to enable you to achieve your NVQ
- G) To access your portfolio on Quickstep
- H) To take responsibility for doing everything you have to achieving your NVQ.

EPORTFOLIO SYSTEM

Career Paths Ltd uses an eportfolio system, known as, Quickstep. www.quickstepv2.co.uk. You will be registered on Quickstep once you have completed the PDP, legislation report and questions. You are expected to access the system to check messages, look and agree your Assessment Plans and look at your evidence. You will be shown how to use the system. Your log in name will be your surname and initial and password, will be career. You can change your password once you log in the first time

THERE IS NO PAPER-BASED PORTFOLIO

IAG YOU WILL BE OFFERED.

You will have a minimum of two tutorials during the workshops. The aim of these sessions is to review your progress, and to offer you any required information and advice to enable you to successfully complete your NVQ, and to provide a quality IAG service.

You will be signposted elsewhere if you have any support needs we can not meet.

You may discuss other needs during these sessions relevant to your own learning. The tutor will try to provide you with appropriate information and advice. However, we will be signposted elsewhere if we cannot provide you with the help that you require. We are not able to help you with any work-related problems or any personal or psychological issues.

You will be given information about what you might do after you have completed your NVQ at the end of the workshops.

How to obtain IAG from the tutor

You can ask for information and advice via email to lcurbach@aol.com. You can request a meeting with your tutor outside of the specified tutorial sessions. However, it will only be possible to meet with you during the agreed workshop days.

Impartiality

Other Providers

If you are not happy with what you can expect and what is expected of you, you can find details of other NVQ providers by contacting OCR, City and Guilds, Open University, NCFE and asking them to send you a list of Centres offering NVQ in Advice and Guidance.