

Tutor guidance

NCFE CACHE Level 2 Diploma in Health and Social Care (Adults) (Northern Ireland) QN: 603/4401/5

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Section 1 Introduction

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Introduction

This Tutor Guidance was created to support assessors and learners in identifying how the skills learning outcomes can be evidenced through the skills/competency ('Be able to') assessment criteria within the mandatory units of the Level 2 Diploma in Health and Social Care (Adults) (Northern Ireland).

This document will:

- provide an overview of each theme
- highlight knowledge learning outcomes to facilitate holistic opportunities for application to skills assessment
- identify the assessment criteria that will be assessed as skills/competency in relation to the learner's own practical experience
- suggest assessment methods which can be applied to each assessment criterion
- enable planning for next steps and tracking in relation to assessment.

Your External Quality Assurer or Subject Specialists will be able to support you with the use of this document.

This document must be used alongside the Qualification Specification to ensure all assessment criteria are appropriately met.

We have provided this Tutor Guidance in Microsoft Word format to enable you to use the content more flexibly within your own course materials.

To ensure that you are using the most up-to-date version of this Tutor Guidance, please check the version number and date in the page footer against that of the Tutor Guidance document on the NCFE website.

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Qualification introduction and purpose

This qualification is designed for learners to develop the knowledge and skills required to work in a range of health and social care settings within Northern Ireland.

The qualification is formed of mandatory and optional units.

The mandatory units cover core competencies that have been categorised around the following four key themes:

- Communication and Information Sharing
- Health and Wellbeing
- Principles and Values
- Continuing Professional Development in Health and Social Care.

The optional units allow learners to choose from a wide variety of areas to tailor the qualification to their needs and interests, and to reflect the context of their work.

Rules of combination

Learners must achieve a minimum of 46 credits to gain this qualification.

Learners must achieve 31 credits from the mandatory units and a minimum of 15 credits from the optional units.

Please note that to achieve the minimum 360 guided learning hours (GLH), centres must ensure learners have chosen optional units that meet the minimum 104 GLH.

Progression

Learners who achieve this qualification could progress to the Level 3 Diploma in Health and Social Care (Adults) (Northern Ireland) or enter the workforce. The content is applicable to a variety of roles and/or careers.

Terminology relating to Autism in this document

Autism is described by The National Autistic Society as a complex, lifelong developmental disability that typically appears during early childhood and can impact a person's social skills, communication, relationships, and self-regulation. Individual preference regarding terminology used for individuals with autism may vary and must be valued and respected.

Our qualifications and associated materials are reviewed regularly to ensure that they remain fit for purpose, however terms may be change. The National Autistic Society provides a useful source for accurate terms and reference and can be found here: https://www.autism.org.uk

Entry guidance

This qualification is designed for learners to develop the knowledge and skills required to work in a range of health and social care settings within Northern Ireland.

Entry is at the discretion of the centre. However, learners should be aged 16 or above to undertake this qualification.

Centres are responsible for ensuring that this qualification is appropriate for the age and ability of learners. They need to make sure that learners can fulfil the requirements of the learning outcomes and comply with the relevant literacy, numeracy and health and safety aspects of the qualification.

Learners registered on this qualification should not undertake another qualification at the same level with the same or a similar title, as duplication of learning may affect funding eligibility.

Section 2 Mandatory units

Mandatory units

Unit number	Regulated unit number	Unit title	Level	Credit	GLH	Notes
Unit 01	A/617/3772	Communication and Information Sharing - Theme 1	2	4	33	
Unit 02	F/617/3773	Health and Wellbeing - Theme 2	2	9	75	
Unit 03	J/617/3774	Principles and Values - Theme 3	2	13	108	
Unit 04	L/617/3775	Continuing Professional Development in the context of Health and Social Care -Theme 4	2	5	40	

Theme 1: Communication and Information Sharing Unit number: 01

Theme 1: Communication and Information Sharing provides learners with the understanding, knowledge and skills required to communicate in a range of situations as well as ensure records and reports are maintained in line with the organisations policies and procedures.

The knowledge learning outcomes within this theme underpin the skills required and provide the foundations for competency. To support a holistic, truly work based approach, opportunities for embedding and applying knowledge and understanding throughout the assessment of competency should be facilitated. Questions can be used to explore actions observed or work products viewed in context. Learners can also reflect on their practice enabling them to expand upon reasons for their approach, undertake self-evaluation, seek feedback and plan for future professional development. Reflection in and on action should be encouraged throughout where connections between knowledge and skills can be reinforced.

- the importance of communication
- how to respond to complaints.

LO	AC	Suggested evidence for assessment	Planning for next steps
2. Be able to meet the communication and language needs, wishes and preferences of individuals	2.1 Identify an individual's communication and language needs, wishes and preferences	 Direct observation: interacting with an individual contributing to assessment, development or review of a care plan in relation to communication and language needs, wishes and preferences team meeting working with others, partnership activity or networking Work product: assessment of communication and language needs, wishes and preferences care plan care plan review minutes meeting minutes referral documentation training records 	
	2.2 Use communication methods which meet an individual's communication needs, wishes and preferences	Direct observation - holistic	

LO	AC	Suggested evidence for assessment	Planning for next steps
	2.3 Explain why it is important to	Question and answer	
	observe an individual's reaction when communicating with them	Reflective account	
3. Be able to reduce barriers	3.1 Identify barriers to	Direct observation: interacting with an individual 	
to communication	communication	 contributing to assessment, development or review of a care plan in relation to communication and language needs, wishes and preferences team meeting working with others, partnership activity or networking Work product: assessment of communication and language needs, wishes and preferences care plan care plan review minutes meeting minutes 	
		 referral documentation training records Reflective account 	
	3.2 Use methods that reduce barriers to communication	 Direct observation: interacting with an individual contributing to assessment, development or review of a care plan in relation to communication and language needs, wishes and preferences 	

LO	AC	Suggested evidence for assessment	Planning for next steps
		team meetingworking with others, partnership activity or networking	
		 Work product: assessment of communication and language needs, wishes and preferences care plan care plan review minutes meeting minutes referral documentation training records 	
		Reflective account	
	3.3 Use methods to check that communication has been understood	Direct observation:interacting with an individualteam meeting	
	3.4 Identify when and how to seek advice to support communication	 Direct observation: contributing to assessment, development or review of a care plan in relation to communication and language needs, wishes and preferences team meeting working with others, partnership activity or networking 	
		 Work product: assessment of communication and language needs, wishes and preferences care plan care plan review minutes 	

LO	AC	Suggested evidence for assessment	Planning for next steps
		meeting minutes	
		referral documentation	
		training records	
		Question and answer	
		Reflective account	
	3.5 Identify	Professional discussion	
	services and		
	sources of	Own work product	
	information to		
	enable	Written/pictorial	
4. Do oblo to	communication	Morte product	
4. Be able to apply principles	4.1 Explain how legislation,	Work product:	
and practices	policy and	policy and procedure	
relating to	procedures	Question and answer	
handling	relate to the		
information	recording,	Reflective account	
	storing and		
	sharing of		
	information in		
	health and		
	social care 4.2 Define the	Work product:	
	term	 policy and procedure 	
	'confidentiality'		
	y	Question and answer	
		Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
	4.3 Describe situations	Question and answer	
	where information normally considered to be confidential might be shared	Reflective account	
	4.4 Maintain confidentiality in day-to-day communication and record keeping	 Direct observation: accessing information recording, reporting and storing information ensuring security and privacy Work product: records and reports 	
	4.5 Explain how and when to seek advice about confidentiality	Work product: policy and procedure Question and answer	
	and record keeping	Reflective account	
	4.6 Explain what actions to take when there are	Work product:policy and procedure	
	concerns about confidentiality and record keeping	Question and answer Reflective account	

Theme 2: Health and Wellbeing Unit number: 02

Theme 2: Health and Wellbeing provides learners with the understanding, knowledge and skills required to understand their own responsibilities in line with relevant legislation, guidelines and organisational policies and procedures that support an individual's, health and wellbeing.

The knowledge learning outcomes within this theme underpin the skills required and provide the foundations for competency. To support a holistic, truly work based approach, opportunities for embedding and applying knowledge and understanding throughout the assessment of competency should be facilitated. Questions can be used to explore actions observed or work products viewed in context. Learners can also reflect on their practice enabling them to expand upon reasons for their approach, undertake self-evaluation, seek feedback and plan for future professional development. Reflection in and on action should be encouraged throughout where connections between knowledge and skills can be reinforced.

- own responsibilities and the responsibilities of others relating to health and safety in the work setting
- the use of risk assessments in relation to health and safety
- · how to store, use and dispose of hazardous substances and material
- the principles of a balanced diet
- how to plan and promote a balanced diet in health and social care settings
- the principles of hydration
- how to prevent malnutrition
- own role in screening and monitoring nutrition and hydration
- the importance of special dietary requirements in health and social care settings.

LO	AC	Suggested evidence for assessment	Planning for next steps
3. Be able to reduce the spread of infection	3.1 Explain organisational and legislative requirements policies, procedures and systems relevant to	Work product: policy and procedure risk assessment training records Question and answer	
	the prevention and control of infection	Reflective account	
	3.2 Use the recommended method for hand- washing	 Direct observation: implementation of care plan activities ie clinical activity, moving and positioning, administration of medication, personal care 	
	3.3 Apply best practice to reduce the spread of infection	 Direct observation: implementation of care plan activities ie clinical activity, moving and positioning, administration of medication, personal care implementation of risk assessment use of Personal Protective Equipment (PPE) disposal of waste/clinical waste/sharps cleaning and decontamination procedures personal hygiene and attire 	
	3.4 Describe poor practices that may lead to the spread of infection	Question and answer Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
	3.5 Outline the ways an infective agent might enter the body	Work product:policy and procedurerisk assessment	
		Question and answer Reflective account	
	3.6 Explain the potential impact of an outbreak of	Work product: • policy and procedure	
	infection on the individual and the organisation	Question and answer	
4. Be able to move and handle equipment and other objects	4.1 Identify legislation that relates to moving and handling	 Work product: policy and procedure risk assessment training records 	
safely		Question and answer Reflective account	
	4.2 Explain principles for moving and handling equipment and other objects safely	 Work product: policy and procedure care plan risk assessment training records 	
		Question and answer	
		Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
	4.3 Use methods to	Direct observation:	
	move and handle	 moving and handling techniques 	
	equipment or other		
	objects safely		

Theme 3: Principles and Values Unit number: 03

Theme 3: Principles and Values provides learners with the understanding, knowledge and skills required to work to the values and principles in health and social care. It will provide an understanding of relevant legislation, guidelines and standards and the importance of working in an inclusive way.

The knowledge learning outcomes within this theme underpin the skills required and provide the foundations for competency. To support a holistic, truly work based approach, opportunities for embedding and applying knowledge and understanding throughout the assessment of competency should be facilitated. Questions can be used to explore actions observed or work products viewed in context. Learners can also reflect on their practice enabling them to expand upon reasons for their approach, undertake self-evaluation, seek feedback and plan for future professional development. Reflection in and on action should be encouraged throughout where connections between knowledge and skills can be reinforced.

- the implications of duty of care
- how to recognise signs of abuse
- · how to respond to suspected or alleged abuse
- the national and local context of safeguarding and protection from abuse
- · ways to reduce the likelihood of abuse
- how to recognise and report unsafe practices
- the importance of equality and inclusion
- how to access information, advice and support about diversity, equality and inclusion.

LO	AC	Suggested evidence for assessment	Planning for next steps
1. Be able to	1.1 Identify legislation,	Work product:	
establish	policies and	policy and procedure	
informed	procedures relating	care plan	
consent when	to capacity	risk assessment	
providing care or support		mental capacity assessment	
		Question and answer	
		Reflective account	
	1.2 Define the term	Work product:	
	'informed consent'	policy and procedure	
		care plan	
		risk assessment	
		Question and answer	
		Reflective account	
	1.3 Explain the	Work product:	
	importance of	policy and procedure	
	establishing	care plan	
	informed consent when providing care	risk assessment	
	or support	Question and answer	
		Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
	1.4 Obtain informed consent for an activity or action	 Direct observation: interacting with an individual implementation of care plan activities ie clinical activity, moving and positioning, administration of medication, personal care, leisure and recreation Work product: 	
	1.5 Explain what steps to take if informed consent cannot be readily established	 care plan Work product: policy and procedure care plan risk assessment mental capacity assessment Question and answer Reflective account 	
2. Be able to work in a person- centred way	2.1 Define the values and person-centred approaches that underpin social care practice	 Work product: policy and procedure statement of purpose care plan Question and answer Reflective account 	

LO	AC	Suggested evidence for assessment	Planning for next steps
	2.2 Outline why using a person-centred approach is important in promoting an individual's sense of identity and self- esteem	Question and answer Reflective account	
	 2.3 Use appropriate modes of communication to identify: history preferences beliefs culture values language communication wishes and needs of an individual 	 Direct observation: interacting with an individual contributing to assessment, development or review of a care plan team meeting working with others, partnership activity or networking Work product: care plan care plan review minutes meeting minutes 	
	2.4 Model person- centred values when implementing the care and/or support plan	Direct observation - holistic	

LO	AC	Suggested evidence for assessment	Planning for next steps
	2.5 Contribute to the ongoing monitoring and review of the care/support plan	 Direct observation: interacting with an individual completing daily records and reports contributing to handover meetings contributing to assessment, development or review of a care plan team meeting working with others, partnership activity or networking Work product: records and reports handover minutes care plan care plan review minutes meeting minutes 	
4. Be able to contribute to the support of positive risk- taking for individuals	4.1 Identify aspects of everyday life in which risk plays a part	Work product: care plan risk assessment Question and answer Reflective account	
	4.2 Explain why supporting positive risk-taking should be part of a person- centred approach	 Work product: policy and procedure care plan risk assessment Question and answer Reflective account 	

LO	AC	Suggested evidence for assessment	Planning for next steps
	4.3 Outline the consequences for individuals when being prevented or discouraged from taking risks	Question and answer Reflective account	
	4.4 Support individuals to make informed choices about risks enabling them to lead full and meaningful lives	 Direct observation: interacting with an individual supporting informed decision making contributing to assessment, development or review of a care plan team meeting working with others, partnership activity or networking 	
		Work product: care plan care plan review minutes risk assessment meeting minutes Question and answer Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
	4.5 Explain why it is important to record and report all incidents, discussions and decisions concerning risk- taking	Work product: policy and procedure care plan risk assessment mental capacity assessments incident reports accident reports near miss reports daily logs meeting minutes internal and external audits Question and answer Reflective account	
	 4.6 Explain the importance of working within the limits of own role and responsibilities when supporting individuals to take positive risks 4.7 Work within the limits of own role and responsibilities when supporting individuals to take positive risks 	Work product: • policy and procedure • job description and person specification • training records Question and answer Reflective account Direct observation Professional discussion Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
5. Be able to encourage	5.1 Define what is meant by the	Question and answer	
active	following terms:	Reflective account	
participation,	active		
collaboration	participation		
and wellbeing	 collaboration 		
	wellbeing		
	5.2 Describe how	Work product:	
	active participation and collaborative	care plan	
	working with	 care plan review minutes risk assessment 	
	individuals and	 meeting minutes 	
	others promotes		
	independence in daily living	Question and answer	
		Reflective account	
	5.3 Use ways to contribute to an environment that promotes wellbeing	Direct observation - holistic	
	5.4 Model ways to reduce the barriers	Direct observation:interacting with an individual	
	and encourage active participation and collaborative	 contributing to assessment, development or review of a care plan service user meetings and forums 	
	working	team meeting	
		 working with others, partnership activity or networking 	

LO	AC	Suggested evidence for assessment	Planning for next steps
		Work product:	
		care plan	
		care plan review minutes	
		risk assessment	
		meeting minutes	
	5.5 Explain how to	Work product:	
	support individuals	care plan	
	to develop and	risk assessment	
	maintain social networks and		
	relationships	Question and answer	
		Reflective account	
	5.6 Support individuals	Direct observation:	
	to manage their	interacting with an individual	
	daily living	 supporting informed decision making 	
		implementing care plan activities ie promoting	
		independence, personal care, food and drink,	
		leisure and recreation	
		 contributing to assessment, development or review of a care plan 	
		service user meetings and forums	
		team meeting	
		• working with others, partnership activity or	
		networking	
		Work product:	
		care plan	
		care plan review minutes	
		risk assessment	
		meeting minutes	

LO	AC	Suggested evidence for assessment	Planning for next steps
	5.7 Reflect on how active participation and collaborative working has impacted an individual	 Direct observation: contributing to assessment, development or review of a care plan team meeting working with others, partnership activity or networking Work product: care plan care plan review minutes meeting minutes supervision record 	
6. Be able to support the individual's right to make choices	6.1 Support an individual to make informed choices	Reflective account Direct observation: interacting with an individual implementing care plan activities ie promoting independence, personal care, food and drink, leisure and recreation contributing to assessment, development or review of a care plan team meeting working with others, partnership activity or networking Work product: care plan care plan review minutes risk assessment meeting minutes	

LO	AC	Suggested evidence for assessment	Planning for next steps
	6.2 Use agreed risk assessment processes to support the right to make choices	 Direct observation: interacting with an individual implementing risk assessments contributing to assessment, development or review of a care plan team meeting working with others, partnership activity or networking Work product: care plan care plan review minutes risk assessment meeting minutes 	
	 6.3 Explain why practitioners' views, beliefs, wishes and preferences should not influence an individual's choices 6.4 Reflect on how an individual's informed choices has impacted their wellbeing 	Question and answer Reflective account Reflective account	

12.1 Identify which legislation and codes of practice relating to equality, diversity and discrimination apply to own role	Work product: policy and procedure Question and answer Reflective account	
relating to equality, diversity and discrimination		
discrimination	Reflective account	
12.2 Interact with individuals in ways that respect their beliefs, culture, values and preferences	 Direct observation: interacting with an individual implementing care plan activities ie promoting independence, personal care, food and drink, leisure and recreation contributing to assessment, development or review of a care plan Work product: care plan care plan review minutes risk assessment meeting minutes 	
12.3 Describe how to challenge	Work product: policy and procedure 	
discrimination in a way that encourages	Question and answer	
	individuals in ways that respect their beliefs, culture, values and preferences 2.3 Describe how to challenge discrimination in a way that	 individuals in ways that respect their beliefs, culture, values and preferences interacting with an individual implementing care plan activities ie promoting independence, personal care, food and drink, leisure and recreation contributing to assessment, development or review of a care plan Work product: care plan care plan review minutes risk assessment meeting minutes 2.3 Describe how to challenge discrimination in a way that encourages use the product: policy and procedure Question and answer

Theme 4: Continuing Professional Development in the context of Health and Social Care Unit number: 04

Theme 4: Continuing Professional Development in the context of Health and Social Care provides learners with the understanding, knowledge and skills required for them to be competent workers, accountable for the quality of their work and their professional development. It provides understanding of the role of regulation and the importance of working in partnership.

The knowledge learning outcomes within this theme underpin the skills required and provide the foundations for competency. To support a holistic, truly work based approach, opportunities for embedding and applying knowledge and understanding throughout the assessment of competency should be facilitated. Questions can be used to explore actions observed or work products viewed in context. Learners can also reflect on their practice enabling them to expand upon reasons for their approach, undertake self-evaluation, seek feedback and plan for future professional development. Reflection in and on action should be encouraged throughout where connections between knowledge and skills can be reinforced.

- what is required for competence in own work role
- personal development
- the role of regulation
- how to manage own stress.

LO	AC	Suggested evidence for assessment	Planning for next steps
2. Be able to work in ways that are agreed with the employer	2.1 Describe why it is important to adhere to the agreed scope of the job role	 Work product: job description and person specification employment contract policy and procedure training records Question and answer Reflective account 	

LO	AC	Suggested evidence for assessment	Planning for next steps
	2.2 Access full and	Work product:	
	up-to-date	 job description and person specification 	
	details of	employment contract	
	agreed ways of	policy and procedure	
	working	care plan	
		training records	
	2.3 Implement	Direct observation - holistic	
	agreed ways of		
0 De able (a marle	working	Made and the	
3. Be able to work	3.1 Explain why it	Work product:	
in partnership with others	is important to work in	policy and procedure	
with others	partnership	Question and answer	
	with others		
		Reflective account	
	3.2 Work in ways	Direct observation:	
	that can help	• contributing to assessment, development or review	
	improve	of a care plan	
	partnership	team meeting	
	working	 working with others, partnership activity or 	
		networking	
		Work product:	
		care plan care plan	
		care plan review minutes mosting minutes	
		meeting minutes	
		Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
	3.3 Identify types of potential	Professional discussion	
	conflict that	Written/pictorial	
	may arise in social care	Reflective account	
	settings		
	3.4 Identify skills and	Question and answer	
	approaches	Reflective account	
	needed for resolving		
	conflicts		
	3.5 Explain how	Question and answer	
	and when to	Deflective economi	
	access support and advice	Reflective account	
	about:		
	 partnership 		
	working		
	 resolving 		
	conflicts		
6. Be able to	6.1 Identify and	Work product:	
participate in	reflect on a	supervision records	
personal	time when feedback from	appraisal/performance review record	
development	others has	self and peer evaluations	
	been used to	collated feedback	
	develop own practice	Reflective account	

LO	AC	Suggested evidence for assessment	Planning for next steps
LO	AC 6.2 Prepare for and participate in own performance- related meetings	 Direct observation: accessing informal support supervision appraisal/performance review Work product: supervision records appraisal/performance review documentation personal development plan 	Planning for next steps
		 self and peer evaluations collated feedback skills analysis training needs analysis training records 	

Section 3

Assessment and quality assurance information

Assessment guidance

A recommended range of assessment methods has been identified below for the units in this qualification. This gives the opportunity for different learning styles and individual needs of learners to be taken into account.

If you are proposing to use an assessment method that is not included within the recommended list, you should contact your External Quality Assurer with full details of your proposed method. It will need formal approval from us before it can be used.

Each learner must generate evidence from appropriate assessment tasks which demonstrate achievement of all the learning outcomes associated with each unit.

Direct observation is a requirement of evidence generation contributing to the achievement of skills based assessment criteria.

Ref	Assessment Method	Assessing Competence/ Skills	Assessing Knowledge/ Understanding	
A	 Direct observation of learner by Assessor by an Assessor who meets the relevant Sector Skills Council's or other assessment strategy/principles and includes inference of knowledge from this direct observation of practice 	Yes	Yes	
В	Professional discussion	Yes	Yes	
с	 Expert Witness evidence when directed by the Sector Skills Council or other assessment strategy/principles 	Yes	Yes	
D	Learner's own work products	Yes	Yes	
Е	Learner log or reflective diary	Yes	Yes	
F	Activity plan or planned activity	Yes	Yes	
G	Observation of children, young people or adults by the learner	Yes	Yes	
н	Portfolio of evidence	Yes	Yes	
I	Recognition of prior learning	Yes	Yes	

Ref	Assessment Method	Assessing Competence/ Skills	Assessing Knowledge/ Understanding	
J	Reflection on own practice in real work environment	Yes	Yes	
к	Written and pictorial information	No	Yes	
L	Scenario or case study	No	Yes	
М	Task set by CACHE (for knowledge learning outcomes)	No	Yes	
Ν	Oral questions and answers	Yes	Yes	

Assessment strategy

Knowledge learning outcomes

- Assessors will need to be both occupationally knowledgeable and qualified to make assessment decisions.
- Internal Quality Assurers will need to be both occupationally knowledgeable and qualified to make quality assurance decisions.

Competence/Skills learning outcomes

- Assessors will need to be both occupationally competent and qualified to make assessment decisions.
- Internal Quality Assurers will need to be both occupationally knowledgeable and qualified to make quality assurance decisions.

Contact us

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