

# OCR Level 2 NVQ in Health and Social Care (05545)

## What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification, which assesses someone's competence (that is the skills, knowledge and understanding they have) in a work situation. NVQs are based on national occupational standards, that describe the level and breadth of performance that is expected of individuals whose work involves Health and Social Care practices. This NVQ is based on the national occupational standards developed by Skills for Health, Skills for Care (TOPSS), Care Council for Wales and the Northern Ireland Social Care Council. They are the government-approved standards setting bodies (SSB) for the Health and Social Care sector.

The awarding body for this NVQ is Oxford Cambridge and RSA Examinations (OCR) and the regulatory authority is the Qualifications and Curriculum Authority (QCA)

This qualification has been accepted by the QCA for inclusion in the National Qualifications Framework (NQF).

## Who is this NVQ for?

The OCR Level 2 NVQ in Health and Social Care is designed to reflect the work of candidates who undertake Health and Social Care activities working with services users/carers.

This qualification is about direct care, where the focus is hands-on care, (doing things for services users) enablement care, and development and maintenance of the services users independence (supporting and enabling services users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practise, although this person may not always be in the immediate vicinity while the candidate is working with services users. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (for example, deterioration in the services users' condition).

This NVQ is a work-oriented qualification and is aimed at those who have current real work experience. It is open to candidates of any age, of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning.

### What are the benefits of this NVQ?

Employees will benefit from:

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills
- The recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to services users
- The opportunity to ensure levels of care, are to national standard

### What is the structure of this NVQ?

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Councils that candidates undertake the 4 core units in order to gain council recognition.***

Candidates can also undertake additional units, although these are not required to complete the qualification

#### Core Units

- UNIT 21 Communicate with and complete records for individuals
- UNIT 22 Support the health and safety of yourself and individuals
- UNIT 23 Develop your knowledge and practice
- UNIT 24 Ensure your own actions support the care, protection and well-being of individuals

#### Optional Units

- UNIT 25 Carry out and provide feedback on a specific plan of care activities
- UNIT 26 Support individuals to access and use information
- UNIT 27 Support individuals in their daily living
- UNIT 28 Support individuals to make journeys
- UNIT 29 Support individuals to meet their domestic and personal needs
- UNIT 210 Support individuals to access and participate in recreational activities

- UNIT 211 Support individuals to take part in development activities
- UNIT 212 Support individuals during therapy sessions
- UNIT 213 Provide food and drink for individuals
- UNIT 214 Help individuals to eat and drink
- UNIT 215 Help individuals to keep mobile
- UNIT 216 Help address the physical comfort needs of individuals
- UNIT 217 Provide pressure area care
- UNIT 218 Support individuals with their personal care needs
- UNIT 219 Support individuals to manage continence
- UNIT 220 Maintain the feet of individuals who have been assessed as requiring help with general foot care
- UNIT 221 Assist in the administration of medication
- UNIT 222 Support individuals prior to, during and after clinical procedures
- UNIT 223 Contribute to moving and handling individuals
- UNIT 224 Observe, monitor and record the conditions of individuals
- UNIT 225 Support individuals to undertake and monitor their own health care
- UNIT 226 Support individuals who are distressed
- UNIT 227 Contribute to working in collaboration with carers in the caring role
- UNIT 228 Contribute to effective group care
- UNIT 229 Gain access to, and ensure individual's home are secure
- UNIT 230 Manage environments and resources during clinical activities
- UNIT 232 Protect yourself from the risk of violence at work

#### Additional Units

- UNIT 233 Relate to, and interact with individuals
- UNIT 234 Ensure your own actions support the equality, diversity, rights and responsibilities of Individuals
- UNIT 235 Enable individuals to negotiate specific environments
- UNIT 236 Receive, and store medicines and products
- UNIT 237 Obtain and test capillary blood samples
- UNIT 238 Obtain and test specimens from individuals
- UNIT 239 Contribute to the care of a deceased person
- UNIT 240 Contribute to the identification of the risk of danger to individuals and others
- UNIT 241 Contribute to the effectiveness of teams
- UNIT 242 Receive and pass on messages and information

- UNIT 243 Monitor, handle and maintain materials and equipment
- UNIT 244 Manage and organise time and activities to support individuals in the community
- UNIT 245 Receive and monitor visitors
- UNIT 246 Maintain a safe and clean environment

**Who is involved in the delivery of NVQs?**

**Assessment Centre**

Any organisation, whether it is a place of employment, college or private training organisation can be approved to offer this qualification, as long as it meets the criteria set out in the OCR publication 'National Vocational Qualifications and Other Verified Qualifications - Centre Guidance' (reference code L526). This includes being able to provide suitable assessors and internal verifiers.

Once approved, an **assessment centre** will register candidates for the NVQ and allocate each candidate an **assessor** or **assessors**.

**Trainer**

The trainer will develop a candidate's knowledge, understanding and skills in relation to the NVQ that is being undertaken.

Trainers will:

- provide opportunities for learning
- provide ongoing mentoring to the candidate, including review and feedback on learning experiences and development of competence
- provide opportunities for a candidate to practice what they have learnt in a realistic, but safe and protected, working environment or, where this is not appropriate, in a simulated environment.

Please note that learning, and practising the learning, does not indicate competence in the workplace. The application of the learning will need to be assessed for competence to be decided.

**Expert witnesses**

Expert witnesses can be drawn from a wide range of people who can attest performance in the workplace, including line managers and experienced colleagues from inside the candidate's organisation or from other organisations such as customers or clients, where there are no occupationally competent assessors for occupationally specific units.

**Assessor**

Assessors will be appointed by approved centres to assess candidate performance and judge the validity of work place assessments.

The assessor will be responsible for making assessment judgements including the units where evidence relies extensively on expert witness testimony. The assessor will make use of appropriate expert witness testimony as part of the overall assessment of the candidate. In addition, the

assessor must ensure that witness testimony clearly matches the level and breadth of performance described in the units, and this may be done, for example, by the assessor questioning the witness against the knowledge and skills specified in the units. **The assessor must have suitable and reliable occupational experience and be trained and qualified as an NVQ assessor.**

An assessor may be a candidate's line manager, a tutor at college, or someone specially appointed to this role. Assessments may also be carried out by a team of assessors.

The roles of trainer and assessor are inextricably linked and may be carried out by the same person, however, training activities must be clearly separated from assessment and only assessed evidence of competence should be presented as evidence towards the NVQ.

**Internal verifier**

Internal verifiers will be appointed by approved centres to ensure the quality and consistency of assessments within the centre.

Each assessor's work must be checked and confirmed by an **internal verifier** who is also a member of the staff of the assessment centre. The internal verifier checks and standardises assessment decisions made by the assessors in the centre.

The Internal Verifier will observe assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of 'the qualifications' requirements.

**External verifier**

The **external verifier** checks the assessment and internal verification processes and decisions made in the centre, and authorises the claims for certificates. The external verifier is appointed by OCR.

**How is this NVQ assessed?**

Like all NVQs, this qualification is **competence-based**. This means that it is linked to a person's ability to competently perform a range of tasks connected with their work.

To gain this NVQ a candidate must achieve the level of competence described in the NVQ units of competence.

**What are the important assessment requirement for this NVQ**

Simulation is only allowed for specific performance evidence in this qualification, in other words all performance evidence must come from real work, unless clearly identified at unit level.

Expert Witnesses, Assessors and Internal Verifiers must be able to prove they have the experience and qualifications as indicated in the requirements, located within the Centre Handbook.

### Where do Key Skill units fit in?

The evidence produced for the Health and Social Care NVQ may also prove the skills required for the Key Skills units up to Level 4.

Individual Key Skills units are available in the following six areas:

- Communication
- Application of Number
- Information Technology
- Personal skills – working with others
- Personal skills – improving own learning and performance
- Problem solving

### Is an Apprenticeship Framework Available?

For information on Apprenticeships in this area contact:

TOPSS England/Skills for Care  
Telephone: 0113 245 1716  
Website: [www.topss.org.uk](http://www.topss.org.uk)

Care Council for Wales  
Telephone: 029 2022 6257  
Website: [www.ccwales.org.uk](http://www.ccwales.org.uk)

NISCC (Northern Ireland Social Care Council)  
Telephone: 028 9041 7600  
Website: [www.niscc.info](http://www.niscc.info)

Skills for Health  
Telephone: 0177 922 1155  
Website: [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

### What to do next?

Centres considering seeking approval to offer this qualification (or any other qualification we offer) might be interested to know that OCR staff are available to help with any aspect of setting up an assessment centre. Through an advisory telephone call or visit centres can benefit from experience gained in existing centres. Many centres ask for help in the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels both in terms of staff and equipment
- the documents needed, both for the benefit of future candidates and to ensure a smooth-running operation
- help in filling in centre approval forms.

NVQ Start Up is a service for potential and new Centres, which can provide the infrastructure to support all aspects of NVQ provision.

Further information may be requested from the OCR Information Bureau, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ Telephone (024) 7685 1509 or email [cib@ocr.org.uk](mailto:cib@ocr.org.uk)

- The OCR fees booklet (A250), which includes charges for centre evaluation, candidate registration and certification, is available from the OCR Information Bureau.
- The leaflet Becoming an NVQ Centre: Steps to Implementation (N61) will be useful to organisations considering applying to OCR to become a centre.
- Full details of how to apply are given in Centre Guidance (L526) which is included in the Centre Approval Pack, which is available from Operations in Coventry.
- The NVQ Toolbox (P351). This is support material to assist an NVQ Centre in setting up systems and procedures is available to purchase from OCR Publication (0870 870 6622)

### What other related OCR qualifications are available?

OCR offers a range of qualifications that are related and relevant to the requirements of Health and Social Care:

- OCR Levels 3 and 4 NVQs in Health and Social Care (Adults)
- OCR Levels 3 and 4 NVQs in Health and Social Care (Children and Young People)
- OCR Level 4 NVQ in Registered Managers (Adults)
- OCR Levels 1, 2, 3 and 4 NVQs in Administration
- OCR Levels 2 and 3 NVQs in Customer Service
- OCR Level 2 NVQ in Team Leading
- OCR Health and Social Care Advanced VCE
- OCR Health and Social Care Advanced Subsidiary VCE
- OCR Health and Social Care Advanced VCE (double award)
- OCR Health and Social Care Intermediate GNVQ
- OCR Health and Social Care Advanced Vocational (double award) GCSE
- OCR National in Health and Social Care Levels 2 and 3

These qualifications complement and support the activities undertaken with Level 2 NVQ in Health and Social Care.



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

## Oxford Cambridge and RSA Examinations

### OCR Information Bureau

Vocational Qualifications

Telephone: 024 76 851509

Facsimile: 024 76 421944

Email: [cib@ocr.org.uk](mailto:cib@ocr.org.uk)

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

### Vocational Qualifications

Progress House

Westwood Way

Westwood Business Park

Coventry CV4 8JQ



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N109/0505/05545/0505/1500