



# Qualification specification

**NCFE Level 2 Award in Volunteering**  
**QN: 500/8837/3**

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## Summary of changes

This document summarises the changes to this qualification specification.

This document summarises the changes to this qualification specification since the last version (Version 3.1 January 2020). Please check the NCFE website for the most recent version.

| Version | Publication date | Summary of amendments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| v3.2    | June 2022        | <p>Further information added to the <a href="#">achieving this qualification</a> section to confirm that unless otherwise stated in this specification, all learners taking this qualification must be assessed in English and all assessment evidence presented for external quality assurance must be in English.</p> <p>Information added to the <a href="#">entry guidance section</a> to advise that registration is at the discretion of the centre, in accordance with equality legislation and should be made on the Portal.</p> <p>Information added to the <a href="#">support for centres</a> section about how to access support handbooks.</p> |

# Section 1

## Qualification overview

## Qualification overview

### Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This qualification specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 2 Award in Volunteering.

All information contained in this specification is correct at the time of publishing.

To ensure that you're using the most up-to-date version of this qualification specification please check the issue date in the page headers against that of the qualification specification on our website [www.ncfe.org.uk](http://www.ncfe.org.uk).

If you advertise this qualification using a different or shortened name you must ensure that learners are aware that their final certificate will state the regulated qualification title of NCFE Level 2 Award in Volunteering.

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## Things you need to know

|                                |                                                                    |
|--------------------------------|--------------------------------------------------------------------|
| Qualification number (QN)      | <b>500/8837/3</b>                                                  |
| Aim reference                  | 50088373                                                           |
| Total Qualification Time (TQT) | 40                                                                 |
| Guided learning hours (GLH)    | 24                                                                 |
| Credit value                   | 4                                                                  |
| Level                          | 2                                                                  |
| Assessment requirements        | Internally assessed and externally moderated portfolio of evidence |

### Total Qualification Time (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

Total Qualification Time comprises:

- the Guided Learning Hours for the qualification
- an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but not under the immediate guidance or supervision of – a lecturer, supervisor, Tutor or other appropriate provider of education or training.

### Credit

The credit value is equal to the Total Qualification Time divided by ten, rounded to the nearest whole number.

### About this qualification

This is a regulated qualification. The regulated number for this qualification is 500/8837/3.

This qualification may be eligible for funding. For further guidance on funding, please contact your local funding provider.

### Aims and objectives of this qualification

The aim of this qualification is to prepare learners for a role within a voluntary organisation.

The objectives of this qualification are to help learners to:

- understand the role of a volunteer within a voluntary organisation
- understand the activities of voluntary organisations
- identify the skills required to be a successful volunteer
- understand the regulatory frameworks that may apply to being a volunteer.

### Achieving this qualification

To be awarded the NCFE Level 2 Award in Volunteering, learners are required to successfully complete 1 mandatory unit and 1 optional unit.

#### Mandatory units

| Unit No | Unit title                               | Credit    |
|---------|------------------------------------------|-----------|
| Unit 01 | Volunteering and voluntary organisations | 2 credits |

#### Optional units

| Unit No | Unit title                                              | Credit    |
|---------|---------------------------------------------------------|-----------|
| Unit 02 | Working as a volunteer within a chosen organisation     | 2 credits |
| Unit 03 | Finding out about volunteering and becoming a volunteer | 2 credits |

The learning outcomes and assessment criteria for each unit are provided in Section 2 (page 14).

The units above may be available as stand-alone unit programmes. Please visit the NCFE website for more information.

To achieve the NCFE Level 2 Award in Volunteering, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units, as detailed in this qualification specification. Grades are not awarded.

Learners who aren't successful can resubmit work within the registration period; however, a charge may apply. A Credit Certificate can be requested for learners who don't achieve their full qualification but who have achieved at least one whole unit.

Unless otherwise stated in this specification, all learners taking this qualification must be assessed in English and all assessment evidence presented for external quality assurance must be in English.

## Entry guidance

This qualification is a short introduction for anyone considering working in the voluntary sector. It is also suitable for anyone already working in a voluntary organisation who wishes to formalise and further develop their existing experience and skills. The qualification is also suitable for learners undertaking larger programmes of study in related industries (healthcare, sport etc.). In addition, the qualification provides a basis for those who may wish to progress to further study and development.

Registration is at the discretion of the centre, in accordance with equality legislation and should be made on the Portal.

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 1 qualification.

This qualification is suitable for learners aged pre-16 and above.

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 assessment criteria and comply with the relevant literacy, numeracy and health and safety aspects of this qualification. Learners registered on this qualification shouldn't undertake another qualification at the same level with the same or a similar title, as duplication of learning may affect funding eligibility.

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## Progression opportunities

Learners who achieve this qualification could progress to:

- working as a volunteer.
- 

## Credit transfer

Where a learner has already achieved a unit with credit, NCFE will recognise that prior learning and will allow the credit to be transferred onto a new qualification, provided that the units have the same Ofqual reference number.

## Exemption

Exemption allows learners to use evidence of certificated achievement deemed to be of equivalent value against the requirements of a qualification. However, there are no exemptions currently identified for this qualification.

## Equivalent units

Some units have equivalent units identified against them. If a learner has achieved these units previously, they can use them towards achievement of this qualification. However, this qualification has no equivalent units identified.



## Recognition of Prior Learning (RPL)

Centres may recognise prior learning at their discretion if they are satisfied that the evidence provided meets the requirements of a qualification. Where RPL is to be used extensively (for a whole unit or more), advice must be given by a qualified RPL Advisor.

## Qualification dates

Regulated qualifications have operational end dates and certification end dates.

We review qualifications regularly, working with sector representatives, vocational experts and stakeholders to make any changes necessary to meet sector needs and to reflect recent developments.

If a decision is made to withdraw a qualification, we will set an operational end date and provide reasonable notice to our centres. We will also take all reasonable steps to protect the interest of learners.

An operational end date will only show on the Ofqual Register of Regulated Qualifications <https://register.ofqual.gov.uk> and on our website if a decision has been made to withdraw a qualification. After this date we can no longer accept learner registrations. However, certification is allowed until the certification end date so that learners have time to complete any programmes of study. The certification end date will only show on the Ofqual Register once an operational end date has been set. After this date we can no longer process certification claims.

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## Staffing requirements

Centres delivering any of NCFE's qualifications must:

- have a sufficient number of appropriately qualified/experienced Assessors to assess the volume of learners they intend to register
- have a sufficient number of appropriately qualified/experienced Internal Quality Assurers to internally quality assure the anticipated number of Assessors and learners
- ensure that all staff involved in assessment and internal quality assurance are provided with appropriate training and undertake meaningful and relevant continuing professional development
- implement effective internal quality assurance systems and processes to ensure all assessment decisions are reliable, valid, authentic, sufficient and current. This should include standardisation to ensure consistency of assessment
- provide all staff involved in the assessment process with sufficient time and resources to carry out their roles effectively.

## Assessors and Internal Quality Assurance

Staff involved in the Assessment and Internal Quality Assurance of this qualification must be able to demonstrate that they have (or are working towards) the relevant occupational knowledge and/or occupational competence, at the same level or higher as the units being assessed and internal quality assured. This may be gained through experience and/or qualifications.

## Support for learners

### Learner's Evidence Tracking Log (LETL)

The LETL covers the mandatory units in this qualification and it can help learners keep track of their work. This document can be downloaded free of charge from the NCFE website. You don't have to use the LETL – you can devise your own evidence-tracking document instead.

### Support for centres

This qualification specification must be used alongside the mandatory support handbook which can be found on the NCFE website. This contains additional supporting information to help with planning, delivery and assessment.

This qualification specification contains all the qualification-specific information you will need that is not covered in the support handbook.

### Customer Support team

Our award-winning Customer Support Team will support you with approvals, registrations, moderators, external assessment, results and certification. To contact your Customer Support Assistant, call 0191 239 8000 or email [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk)

### Qualification Support Packs

NCFE offers a free Qualification Support Pack (QSP) for this qualification.

QSPs are a free resource that Tutors can use when planning and delivering an NCFE qualification. Within a QSP, Tutors will find a Scheme of Work, PowerPoint presentation and a wide range of tasks and worksheets to help learners consolidate their knowledge.

QSPs are not intended to provide full coverage of learning outcomes and assessment criteria, but the content is mapped to the qualification to ensure it is relevant and useful.

The QSP for this qualification can be downloaded from our NCFE website.

### Reasonable Adjustments and Special Considerations Policy

This policy is aimed at customers – including learners – who use our products and services and who submit requests for reasonable adjustments and special considerations. The policy can be found on our NCFE website

### Subject maps

Our suite of subject maps showcase the qualifications we have available within each specialist sector and how they connect to each other. They demonstrate how you can plot routes for your learners at different levels from entry level right through to higher education or the workforce, with supporting qualifications along the way.

### **Fees and pricing**

The current fees and pricing guide is available on our website at [www.ncfe.org.uk](http://www.ncfe.org.uk).

### **Training and support**

We can provide training sessions for Assessors and Internal Moderators. Bespoke subject-specific training is also available. For further information please contact our Quality Assurance team on 0191 239 8000.

### **Learning resources**

We offer a wide range of learning resources and materials to support the delivery of our qualifications. Please check the qualifications page on the NCFE website for more information and to see what is available for this qualification.

The resources and materials used in the delivery of this qualification must be age-appropriate and due consideration should be given to the wellbeing and safeguarding of learners in line with your institute's safeguarding policy when developing or selecting delivery materials.

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# Section 2

## Unit content and assessment guidance

## Unit content and assessment guidance

This section provides details of the structure and content of this qualification.

The unit summary provides an overview of each unit including:

- unit title
- unit summary
- guided learning hours
- credit value
- level
- an indication of whether a unit is mandatory or optional.

Following the unit summary there's detailed information for each unit containing:

- unit title and number
- learning outcomes (the learner will) and assessment criteria (the learner can)
- assessment guidance (types of evidence for internal assessment).

The regulated unit number is indicated in brackets for each unit (eg M/100/7116). However, to make cross-referencing assessment and moderation easier, we've used a sequential numbering system in this document for each unit.

The types of evidence listed are for guidance purposes only. Within learners' portfolios, other types of evidence are acceptable if all learning outcomes and assessment criteria are covered and if the evidence generated can be internally and externally moderated. For approval of methods of internal assessment other than portfolio building, please contact the Quality Assurance team at NCFE.

For further information or guidance about this qualification please contact our customer support team on 0191 239 8000.

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**Unit 01 Volunteering and voluntary organisations (F/601/3389)**

|                              |                                                                                                                                                                                                                                              |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit summary</b>          | In this unit learners will investigate the types of organisation in which people can volunteer and the purpose and functions of those organisations. The learner will also look at the rules and requirements relating to being a volunteer. |
| <b>Guided learning hours</b> | 12                                                                                                                                                                                                                                           |
| <b>Credit value</b>          | 2                                                                                                                                                                                                                                            |
| <b>Level</b>                 | 2                                                                                                                                                                                                                                            |
| <b>Mandatory/optional</b>    | Mandatory                                                                                                                                                                                                                                    |

The learner will:

- 1 Understand the different types of organisations that have volunteers

The learner can:

- 1.1 Outline the different types of organisation that have volunteers
- 1.2 List an example of each type of organisation
- 1.3 Outline the structure of each type of organisation showing key personnel and their roles
- 1.4 Describe the purpose and function performed by each type of organisation
- 1.5 Outline the activities, products and services provided by each type of organisation
- 1.6 Identify the types of roles that volunteers can undertake in each of the organisations listed

The learner will:

- 2 Understand the rules and requirements relating to being a volunteer in an organisation that has volunteers

The learner can:

- 2.1 Select and describe an organisation they are interested in volunteering for or already volunteer in
- 2.2 Outline the rules and regulations that apply to a volunteer in the chosen organisation, including:
  - the operating policies and procedures
  - health and safety policies and procedures
  - equality and diversity good practice
  - other legislative requirements
- 2.3 Describe the procedures that are commonly used to safeguard adults and children that volunteers come into contact with when working in the chosen organisation
- 2.4 List the key concepts of customer care
- 2.5 Outline why good customer care by volunteers is essential to the organisation

## Unit 01 Volunteering and voluntary organisations (F/601/3389) (cont'd)

### Assessment guidance

**Types of evidence:** reports, worksheets, charts, diagrams, posters, leaflets, diaries, volunteer logs, annotated photographs, case studies, and audio/video recordings

**Assessment criteria:** 1.1–1.6

**Additional information:** the purpose of assessment criterion (AC) 1.1 is to introduce learners to the fact that there are voluntary organisations, and more general organisations in which people can volunteer. Learners will be able to identify both types of organisation and at least one example from each.

There are a wide variety of organisations in which people can do voluntary work. Learners should be encouraged to identify the different types and characteristics of organisations that they can work with as a volunteer, eg:

- not-for-profit organisations
- public sector organisations
- voluntary sector organisations
- community sector organisations
- charitable organisations.

The remainder of the assessment criteria within the learning outcome continue to use the two examples identified in AC 1.2.

**Assessment criteria:** 2.1–2.5

**Additional information:** learners have the opportunity to focus on an organisation of their choice. This can either be a 'voluntary organisation' or a more general 'organisation in which people can volunteer'. Learners will identify and describe their selected organisation for AC 2.1 and then go on to outline the rules and regulations that apply to volunteering within the chosen organisation. Answers to AC 2.2 could include areas such as data protection.

The types of evidence listed above are for guidance purposes only. Within learners' portfolios, other types of evidence are acceptable if all learning outcomes and assessment criteria are covered and if the evidence generated can be internally and externally moderated. For approval of methods of internal assessment other than portfolio building, please contact the Quality Assurance team on 0191 239 8000.

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**Unit 02 Working as a volunteer within a chosen organisation (D/601/3397)**

|                              |                                                                                                                                                                                                                                                     |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit summary</b>          | Learners will look at their role and the restrictions in their work as a volunteer. They will also look at the skills required to work as a volunteer and how to improve those skills. They will then go on to explore the importance of team work. |
| <b>Guided learning hours</b> | 12                                                                                                                                                                                                                                                  |
| <b>Credit value</b>          | 2                                                                                                                                                                                                                                                   |
| <b>Level</b>                 | 2                                                                                                                                                                                                                                                   |
| <b>Mandatory/optional</b>    | Optional                                                                                                                                                                                                                                            |

The learner will:

- 1 Be able to carry out a specific volunteer role within the chosen organisation

The learner can:

- 1.1 Explain the key tasks required as a volunteer
- 1.2 Identify the rules and regulations that should be followed when carrying out tasks
- 1.3 Outline tasks that volunteers do not have authority to deal with
- 1.4 Identify where these tasks would be referred to
- 1.5 Perform key tasks associated with role
- 1.6 Prepare a self-evaluation about the performance of the key tasks

The learner will:

- 2 Be able to recognise and improve the skills required to work as a volunteer within the chosen organisation

The learner can:

- 2.1 Obtain feedback regarding their performance as a volunteer from people they have worked with
- 2.2 Complete a skills profile for the role as a volunteer, covering:
  - communication skills (verbal, non-verbal and written)
  - organisational skills
  - specialist knowledge
  - practical skills
- 2.3 Complete an action plan using the feedback obtained, self-evaluation and skills profile to improve any weaknesses and enhance any strengths



**Unit 02 Working as a volunteer within a chosen organisation (D/601/3397) (cont'd)**

The learner will:

- 3 Understand the importance of team work as a volunteer in the chosen organisation

The learner can:

- 3.1 Identify at least 2 teams within the chosen organisation including those that they are a member of
  - 3.2 Outline the functions of the teams identified
  - 3.3 Explain the importance of consistent performance in team activities in fulfilling the role of the chosen organisation
- 

**Assessment guidance**

**Type of evidence:** witness testimony, discussion, annotated photographs, self-evaluation, reports, worksheets and audio/video recordings

**Assessment criteria:** 1.1–1.6

**Additional information:** this learning outcome allows learners to take a detailed look at their role as a volunteer.

**Type of evidence:** feedback for AC 2.1 may come from peers, managers or other staff and may take the form of witness testimony, appraisal, report or audio/video recordings. Other forms of evidence for the remainder of the learning outcome may include SWOT analysis, SMART targets, action plan, witness testimony, appraisal, reports, and audio/video recordings.

**Assessment criteria:** 2.1–2.3

**Additional information:** the purpose of this learning outcome is for learners to look at and improve the skills they need to undertake their role.

**Type of evidence:** reports, worksheets, questioning, discussion and presentations

**Assessment criteria:** 3.1–3.3

**Additional information:** learners now have the opportunity to explore team work in their role as a volunteer.

The types of evidence listed above are for guidance purposes only. Within learners' portfolios, other types of evidence are acceptable if all learning outcomes and assessment criteria are covered and if the evidence generated can be internally and externally moderated. For approval of methods of internal assessment other than portfolio building, please contact the customer support team on 0191 239 8000.

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**Unit 03 Finding out about volunteering and becoming a volunteer (K/601/3399)**

|                              |                                                                                                                                                                                                   |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit summary</b>          | This unit aims to help learners to prepare for work in a voluntary capacity focusing on one organisation in particular. The unit then looks at how effective volunteers are in that organisation. |
| <b>Guided learning hours</b> | 12                                                                                                                                                                                                |
| <b>Credit value</b>          | 2                                                                                                                                                                                                 |
| <b>Level</b>                 | 2                                                                                                                                                                                                 |
| <b>Mandatory/optional</b>    | Optional                                                                                                                                                                                          |

The learner will:

- 1 Be able to prepare for work as a volunteer in the chosen organisation

The learner can:

- 1.1 Describe why they want to become a volunteer in the chosen organisation
- 1.2 Describe the volunteer role that they would be undertaking, giving examples of the type of:
  - work that the volunteer does
  - time commitment needed to make an effective contribution
  - skills needed to do this particular role
- 1.3 Compare current skills with the skills needed to carry out the volunteer role showing which:
  - skills are already present
  - new skills are needed
  - current skills that need to be improved
- 1.4 Prepare a plan to develop new skills and to improve their existing skills
- 1.5 Identify ways to find out if there are volunteering opportunities available in the chosen organisation
- 1.6 Carry out research to determine who they would need to contact in the chosen organisation
- 1.7 Prepare a letter of application using the information that has been gathered to send to the chosen organisation

The learner will:

- 2 Understand the contribution the chosen organisation makes to society

The learner can:

- 2.1 Conduct research into the chosen organisation with volunteers to identify:
  - why the organisation uses volunteers
  - how the use of volunteers in the organisation helps it meet its aims
  - the different work roles being done by volunteers in the organisation
- 2.2 Present findings of the research and include how they think the role of the volunteer is effective
- 2.3 Prepare a self-evaluation of their research

**Unit 03 Finding out about volunteering and becoming a volunteer (K/601/3399) (cont'd)****Assessment guidance**

**Types of evidence:** SWOT analysis, SMART targets, action plan, reports, discussion, presentation, poster, leaflet and audio/video recordings. AC 1.7 requires the learners to prepare a letter, which must be fit for purpose.

**Assessment criteria:** 1.1–1.7

**Additional information:** the purpose of this learning outcome is that learners will be able to identify the skills and abilities needed to seek employment as a volunteer.

**Types of evidence:** poster, report, presentation, worksheets, audio/video recordings and self-evaluation

**Assessment criteria:** 2.1–2.3

**Additional information:** this learning outcome requires learners to consider the purpose of volunteers in the chosen organisation and whether the role is worthwhile. Based on their research, the learner is asked to give their own opinion. The presentation element of AC 2.2 is not prescriptive and can include any one or more of a range of methods, either verbal or written. For example, learners can deliver a presentation using visual aids, participate in a discussion where they present their views, or prepare some kind of written document such as a poster or report.

The types of evidence listed above are for guidance purposes only. Within learners' portfolios, other types of evidence are acceptable if all learning outcomes and assessment criteria are covered and if the evidence generated can be internally and externally moderated. For approval of methods of internal assessment other than portfolio building, please contact the customer support team on 0191 239 8000.

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# Section 3

## Assessment and Moderation

## Assessment and Moderation

### How the qualification is assessed

Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in a qualification.

The NCFE Level 2 Award in Volunteering is internally assessed.

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### Internal assessment

Each learner must create a portfolio of evidence which demonstrates achievement of all the learning outcomes and assessment criteria associated with each unit. On completion of each unit learners must declare that the work produced is their own. The Assessor must countersign this. Examples of suitable evidence for the portfolio for each unit are provided in Section 2 (page 14).

The main pieces of evidence for the portfolio could include (in no particular order):

- Assessor observation – completed observational checklists and related action plans
- witness testimony
- learner's proof of work
- worksheets
- assignments/projects/reports
- record of professional discussion
- record of oral and written questioning
- learner and peer reports
- Recognition of Prior Learning (RPL).

Evidence may be drawn from actual or simulated situations, where appropriate.

Assessment guidance is provided for each unit. Assessors can use other methods of assessment as long as they're valid, reliable and maintain the integrity of the assessment and the standards required of this qualification. Acceptable methods of assessment could be drawn from the list above.

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Assessors must be satisfied that learners have achieved all learning outcomes and assessment criteria related to the unit being assessed, prior to deciding if learners have been successful. Assessors are also responsible for supporting learners through the assessment process.

For approval of methods of internal assessment other than portfolio building, please contact the customer support team on 0191 239 8000.

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## **Moderation**

Moderation is the process by which we confirm that assessment decisions in centres are:

- made by competent and qualified Assessors
- the product of sound and fair assessment practice
- recorded accurately and appropriately.

We do this through:

- internal moderation – which you carry out
- external moderation – which we carry out through our External Moderators who, by supporting you, will make sure that assessments meet nationally agreed standards and that your quality assurance systems continue to meet our centre approval criteria.

The Internal Moderator provides the vital link between the Assessors and the External Moderator and acts as the centre's quality assurance agent.

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# Section 4

## General information

## **General information**

### **Equal opportunities**

NCFE fully supports the principle of equal opportunities and opposes all unlawful or unfair discrimination on the grounds of ability, age, colour, culture, disability, domestic circumstances, employment status, gender, marital status, nationality, political orientation, racial origin, religious beliefs, sexual orientation and social background. NCFE aims to ensure that equality of opportunity is promoted and that unlawful or unfair discrimination, whether direct or indirect, is eliminated both in its own employment practices and in access to its qualifications. A copy of NCFE's Equal Opportunities Policy is available on request.

### **Diversity, access and inclusion**

Our qualifications and associated assessments are designed to be accessible, inclusive and non-discriminatory. NCFE regularly evaluates and monitors the 6 diversity strands (gender, age, race, disability, religion, sexual orientation) throughout the development process as well as throughout the delivery, external moderation and external assessment processes of live qualifications. This ensures that positive attitudes and good relations are promoted, discriminatory language is not used and our assessment procedures are fully inclusive.

Learners who require reasonable adjustments or special consideration should discuss their requirements with their Tutor who should refer to our Reasonable Adjustments and Special Considerations policy for guidance.

For more information on the Reasonable Adjustments and Special Considerations policy please see the NCFE website.

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## Contact us

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