Level 3 Award for Learning Support Practitioners (6259-03)

October 2017 Version 1.2

City&
Guilds

Qualification at a glance

Subject area	Learning Support
City & Guilds number	6259-03
Age group approved	16-18 and 19+
Entry requirements	There are no entry requirements for this qualification. However, all trainee learning support practitioners joining a qualification programme should undertake an initial assessment of their skills in English, mathematics and ICT.
Assessment	Portfolio of evidence. Some exemplar assignments are provided in assessment packs for centres to use to evidence the knowledge required for specific units.
Support materials	6259 Level 2/3 Assessment pack 6259 Level 2/3 Answer material pack All documents are available to download from **www.cityandguilds.com** The assessment and answer packs will be password protected and approved centres / Quality Consultants can access the passwords via the Walled Garden/Online Catalogue.
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates.

Title and level	GLH	TQT	City & Guilds number	Accreditation number
Level 3 Award for Learning Support Practitioners	30	60	6259-03	600/6837/1

Version and date	Change detail	Section
1.1 December 2013	Delete references to 'Forms for Centres Pack'	**Qualifications at a glance** **3. Delivering the qualification**
1.2 October 2017	Added TQT and GLH details Deleted QCF	**Qualification at a Glance, Structure** **Appendix**

Contents

1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	For practitioners who wish to support learning in a wide range of contexts. This award can be taken alone and can be useful for those wishing to try out the role and for others who have learning support as a small part of their wider work role. This award can also provide an important stepping stone for those in related volunteer roles.
What does the qualification cover?	It allows practitioners to learn, develop and practise the skills required for employment in the learning support sector.
Is the qualification] part of a framework or initiative?	This qualification is underpinned by the National Occupational Standards for Learning Support Staff.
Who did we develop the qualification with?	This qualification was developed with LSIS (Learning and Skills Improvement Service).
What opportunities for progression are there?	It allows practitioners to progress into employment or to the following City & Guilds qualifications: 6259-03 Level 3 Award for Learning Support Practitioners 6259-04 Level 3 Certificate for Learning Support Practitioners 6259-05 Level 3 Certificate in Supporting Literacy, Language and Numeracy Learning 6259-06 Level 3 Certificate in Supporting Disabled Learners 6259-07 Level 3 Certificate in Communication Support for Deaf Learners

Structure

To achieve the **Level 3 Award for Learning Support Practitioners**, practitioners must achieve **6** credits from the mandatory unit.

Level 3 Award for Learning Support Practitioners

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
L/504/0066	301	Preparing to support learning	6

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 3 Award for Learning Support Practitioners	30	60

Centre requirements

Approval

If your Centre is approved to offer any of the following qualifications you will receive automatic approval to run the new Level 3 Award for Learning Support Practitioners (6259-03):

6302-03	**Level 3 Preparing to Teach in the Lifelong Learning Sector**	**600/2565/7**
6302-04	Level 4 Preparing to Teach in the Lifelong Learning Sector	600/2564/5
6304-01	Level 3 Certificate in Teaching in the Lifelong Learning Sector	600/5027/5
6304-04	Level 4 Certificate Teaching in the Lifelong Learning Sector	600/5033/0
7303-01	Level 3 Award in Preparing to Teach in the Lifelong Learning Sector	500/1640/4
7303-02	Level 4 Award in Preparing to Teach in the Lifelong Learning Sector	500/2005/5
7303-11	Preparing to Teach in the Lifelong Learning Sector	500/1640/4 500/2005/5
7304-01	Level 3 Certificate in Teaching in the Lifelong Learning Sector	500/2007/9
7304-02	Level 4 Certificate in Teaching in the Lifelong Learning Sector	500/2006/7
7305-11	Level 5 Diploma in Teaching in the Lifelong Learning Sector	500/2087/0
7320-01	Level 2 Award in Preparing to Support Learning	500/5919/1
7320-02	Level 3 Award in Preparing to Support Learning	500/5918/X
9297-01	Level 2 Certificate in Learning Support	500/1430/4

If your centre is NOT already offering City & Guilds qualifications, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centre staffing

Staff delivering the qualifications

Staff delivering these qualifications must also be able to demonstrate that they meet the following occupational expertise requirements.

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have at least three years recent relevant experience in the specific area they will be assessing.
- have credible experience of providing training.

Centre staff may undertake more than one role eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Trainer / tutors must

- be occupationally knowledgeable in the area for which they are delivering training. This knowledge must be at least to the same level as the training being delivered.
- have credible experience of providing training.

Internal verifiers must:

- be occupationally knowledgeable in Learning Support
- have a sound understanding of the National Occupational Standards for Learning Support
- have experience of using quality assurance systems as applied to qualifications
- organise and /or participate in standardisation activities.

Continuing professional development (CPD) / Accredited Professional Development (APD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, training, assessment and verification remains current, and takes account of any national or legislative developments.

Practitioner entry requirements

There are no entry requirements for this qualification. However, all trainee learning support practitioners joining a qualification programme should undertake an initial assessment of their skills in English, mathematics and ICT.

Age restrictions

This qualification is aimed at practitioners aged 16-18 and 19+. City & Guilds cannot accept any registrations for practitioners under 16 as this qualification is not approved for under 16s.

Practice

There is no requirement to undertake practice other than as a micro learning support opportunity for assessment purposes. This will allow practitioners to achieve the award without undertaking a learning support role.

Observed and assessed practice

Practitioners should be involved in at least one hour of micro learning support. Each practitioner must deliver at least one 15 minute micro learning support session which should be observed and assessed by a member of the delivery team. For the additional 45 minutes, practitioners can either deliver additional micro learning support sessions or observe the micro learning support sessions of other practitioners.

2   Delivering the qualification

Initial assessment and induction

An initial assessment of each practitioner should be made before the start of their programme to identify:

- if the practitioner has any specific training needs,
- support and guidance they may need when working towards their qualification.
- any units they have already completed, or credit they have accumulated which is relevant to the qualification.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification[s], their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Personal skills in English, mathematics and ICT elements

All learning support practitioners should have or be developing personal English, mathematics and ICT skills at Level 2. However, there is no requirement to evidence these skills at this level in order to achieve this qualification. All trainees will have undergone an initial assessment of these skills on joining the programme. Learning support education teams should provide the opportunity to develop and practice the skills throughout the programme. The skills practised should be appropriate for a trainee's current role.

Support materials

The following resources are available for this qualification:

Description	How to access
Exemplar assignments	In Assessment Pack, to be found on the City & Guilds website **www.cityandguilds.com**
Model answers/grading criteria for exemplar assignments	In the Answer Pack to be found on the City & Guilds website **www.cityandguilds.com**

Recording documents

Practitioners and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence practitioner's' progress towards achieving qualifications. Further details are available at: **www.cityandguilds.com/eportfolios**.

3   Assessment

Assessment of the qualification

Practitioner's must:

- have a completed portfolio of evidence for each unit or taken an assignment.

Exemplar assignments are provided for the following unit but do not have to be used:

Level 3 Award for Learning Support Practitioners			
Unit Number	Unit Title	Assessment method	Where to obtain assessment materials
301	Preparing to support learning (Level 3) (6)	Portfolio/ Exemplar assignment	6259 Assessment pack

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification.

4   Units

Structure of units

These units each have the following:
- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 301   Preparing to support learning

UAN:	**L/504/0066**
Level:	Level 3
Credit value:	6
GLH:	30
Relationship to NOS:	This unit mapped against the National Occupational Standards for Learning Support Practitioners.
Endorsement by a sector or regulatory body:	This unit is endorsed by the Learning and Skills Improvement Service (LSIS), the Sector Skills Council for education and training.
Aim:	This unit aims to develop the practitioner's knowledge and understanding of contexts and practice relating to learning support and to enable the practitioner to evaluate and improve learning support practice.
Assessment	An exemplar assignment is available for this unit but is not compulsory. Please see the 6259 assessment pack which can be found on our website.

Learning outcome
The practitioner will:
1. Understand learning support practice in lifelong learning contexts
Assessment criteria
The practitioner can:
1.1   explain the importance of learning for achieving personal goals and participating in life, learning and work
1.2   compare different **contexts** for learning support practice
1.3   explain the contribution of learning support in the provision of learning opportunities
1.4   explain how to work with learners and others to support learning in a particular lifelong learning context
1.5   identify national and local policy and regulatory requirements related to learning support practice.

Range
Contexts - one to one, group, classroom based, work based, distance/virtual delivery.

Learning outcome
The practitioner will:
2.   Understand the values and principles of inclusive learning support
Assessment criteria
The practitioner can:
2.1   explain key values and principles which underpin learning support practice
2.2   describe **key features of an inclusive learning environment**
2.3   describe **key features of independent learning**
2.4   explain ways of working with learners that promote inclusive and independent learning
2.5   explain the importance of communication for inclusive learning
2.6   explain the importance of literacy, language, numeracy and ICT skills for independent learning and participation in life and work.

Range
Key features of an inclusive learning environment – helping to create a suitable learning environment and select resources to meet a range of learning styles.
Key features of independent learning – setting goals and deadlines, organising work, evaluating use of time.

Learning outcome
The practitioner will:
3.   Understand how to support learning
Assessment criteria
The practitioner can:
3.1   explain responsibilities and contribution of a learning support practitioner throughout a learning programme
3.2   explain how the individual needs of learners can be addressed through the planning, delivery, assessment and review of learning
3.3   explain how to use learning support activities to engage and motivate learners
3.4   explain ways in which resources can be used to meet the individual needs of learners.

Learning outcome
The practitioner will:
4.   Be able to evaluate and improve learning support practice
Assessment criteria
The practitioner can:
4.1   explain the effectiveness of an observed learning support session
4.2   describe own strengths and development needs in relation to learning support practice
4.3   plan opportunities to meet own development needs in relation to learning support practice
4.4   plan opportunities to meet own development needs in literacy, language, numeracy and ICT.

City & Guilds Level 3 Award for Learning Support Practitioners (6259-03)

Appendix 1   Relationships to other qualifications

Links to other qualifications

Mapping is provided as guidance and suggests areas of commonality between the qualifications. It does not imply that candidates completing units in one qualification have automatically covered all of the content of another.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

This qualification has connections to the:
- Level 2 Award for Learning Support Practitioners (6259-02)
- Level 3 Certificate in Supporting Literacy, Language and Numeracy Learning (6259-04)
- Level 3 Certificate in in Supporting Literacy, Language and Numeracy Learning (6259-05)
- Level 3 Certificate Supporting Disabled Learners (6259-06)
- Level 3 Communication Support for Deaf Learners (6259-07)
- Level 2 Award in Preparing to Support Learning (7320-01)
- Level 3 Level 3 Award in Preparing to Support Learning (7320-02)
- Level 3 Certificate in Learning Support (7320-03)

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:
- Functional Skills (England) – see
  www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see
  www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see **www.cityandguilds.com/esw**

Appendix 2   Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

* The centre and qualification approval process
* Assessment, internal quality assurance and examination roles at the centre
* Registration and certification of candidates
* Non-compliance
* Complaints and appeals
* Equal opportunities
* Data protection
* Management systems
* Maintaining records
* Assessment
* Internal quality assurance
* External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

* Regulatory Arrangements for the Qualifications and Credit Framework (2008)
* SQA Awarding Body Criteria (2007)
* NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden**: how to register and certificate candidates on line
- **Events**: dates and information on the latest Centre events
- **Online assessment**: how to register for GOLA/e-volve assessments.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

City & Guilds
Believe you can

www.cityandguilds.com

Useful contacts

UK learners **General qualification information**	**T: +44 (0)844 543 0033** **E: learnersupport@cityandguilds.com**
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: **intcg@cityandguilds.com**
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: **centresupport@cityandguilds.com**
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: **singlesubjects@cityandguilds.com**
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: **intops@cityandguilds.com**
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: **walledgarden@cityandguilds.com**
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: **business@cityandguilds.com**
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

HB-03-6259