



Open Awards Level 2 Award, Certificate, Extended Certificate and Diploma in Skills for Further Learning and Employment

(RQF)

Award (601/3591/8)

Certificate (601/3589/X)

Extended Certificate (603/3556/7)

Diploma (601/3590/6)



QUALIFICATION GUIDE

Contents		
1.	About the Qualification	Page 3
2.	Purpose Statement	Page 5
3.	Qualification Structure	Page 7
4.	Delivering this Qualification	Page 8
5.	Appendices and Links	Page 11

About the Qualification

Title	Open Awards Level 2 Award/Certificate/Extended Certificate and Diploma in Skills for Further Learning and Employment (RQF)
QAN	Award (601/3591/8) Certificate (601/3589/X) Extended Certificate (603/3556/7) Diploma (601/3590/6)
Sector	14.1 Foundations for Learning and Life
Level	Level 2
Funding	Please click here for more information
Pricing Information	Please click here for more information
Review Date	31/08/2022

Ofqual Purpose	Recognise personal growth and engagement in learning
Ofqual Sub-Purpose	Recognise development of knowledge and/or skills to operate independently and effectively in life, learning and work

Total Qualification Time/Guided Learning	
Award	
Total Qualification Time (hours)	90
Guided Learning (hours)	67
Certificate	
Total Qualification Time (hours)	150
Guided Learning (hours)	107
Extended Certificate	
Total Qualification Time (hours)	240
Guided Learning (hours)	171
Diploma	
Total Qualification Time (hours)	370
Guided Learning (hours)	263

Age Range and Restrictions:	
Pre -16	✓
16 – 18	✓
19+	✓
Any other restrictions specific to the qualification(s)	None

Any specified entry requirements

There are no age restrictions for working towards this qualification and no specific prior achievements required.

Recommended Assessment Method

The recommended assessment method is a Portfolio of evidence.

Candidates must provide sufficient evidence that they have the required knowledge, skills and understanding of the assessment criteria and that it is their own work. Types of evidence could include:

- a) Videos/Photographs
- b) Observation of performance
- c) Questioning (written or oral)
- d) Practical Activities
- e) Personal statements
- f) Project work
- g) Worksheets
- h) Witness testimonies
- i) Group discussion
- j) Recognition of Prior Learning

Assessment practices must reflect the [Equality and Diversity Policy](#) of Open Awards. Reasonable adjustments may be required for individual learners to enable them to undertake assessments fairly. Please see our [Access to Fair Assessment Policy](#), which includes our Reasonable Adjustments guidance, for applying for Access to Fair Assessment.

Other Qualifications in this suite

[Open Awards Entry Level Award/Certificate/Extended Certificate and Diploma in Skills for Further Learning and Employment \(Entry 1\) \(RQF\)](#)

[Open Awards Entry Level Award/Certificate/Extended Certificate and Diploma in Skills for Further Learning and Employment \(Entry 2\) \(RQF\)](#)

[Open Awards Entry 3 Award/Certificate/Extended Certificate and Diploma in Skills for Further Learning and Employment \(Entry 3\) \(RQF\)](#)

[Open Awards Level 1 Award/Certificate/Extended Certificate/Diploma in Skills for Further Learning and Employment \(RQF\)](#)

Purpose Statement

Open Awards Level 2 Award, Certificate, Extended Certificate and Diploma in Skills for Further Learning and Employment (RQF)

The primary purpose of this qualification is to prepare you for further learning or training. This qualification offers you a good starting point for your vocational education and training. It offers a mix of personal development and employability skills alongside an introduction to a range of vocational sectors.



What does this qualification cover?

To achieve the Award, you are required to complete 9 credits and commit to approximately 90 hours of learning.

To achieve the Certificate, you are required to complete 15 credits and commit to approximately 150 hours of learning.

To achieve the Extended Certificate, you are required to complete 24 credits and commit to approximately 240 hours of learning.

To achieve the Diploma, you are required to complete 37 credits and commit to approximately 370 hours of learning.

For all sizes of qualification, you will be required to complete the mandatory unit 'Developing Own Interpersonal Skills'. This will support you to recognise your interpersonal skills and areas for development and to put these into a clear plan for development.

You will then be required to complete units from Generic Optional Group B, which covers Employability; Health and Wellbeing; Numeracy & Literacy and Personal Learning & Development/

You will also be required to complete units from Sector Pathway Groups which cover the following vocational pathways:

- Agriculture, Environmental and Animal Care
- Building and Construction
- Catering and Hospitality
- Creative Industries
- Digital Skills
- Engineering and Motor Vehicle
- Enterprise, Sales and Marketing
- Hair and Beauty
- Health, Care and Science
- Leadership and Management
- Retail and Logistics
- Sport, Fitness & Leisure and Travel



Who is it for?

- Learners looking to develop employability skills for a specific sector
- Learners who are working at or towards Level 2
- Learners preparing to progress onto an apprenticeship or into employment



What are the Entry Requirements?

There are no age restrictions for working towards this qualification and no specific prior achievements required.

What are the Progression Opportunities?

This qualification supports progression into further learning within your chosen vocational area, including completing a full level 2 qualification within your chosen area:

- Level 2 Certificate in Skills for Business
- Level 2 Diploma in Skills for Health and Care Professions
- Level 2 Award/Certificate/Diploma in Construction and Building Crafts

It could also support your progression onto a Level 3 Access to Higher Education Diploma which could enable you to progress to university.

You could also explore applying for an Apprenticeship.

This is a programme that combines practical training in a job with study.

They are available in all types of sectors, from administration to horticulture, engineering to catering.



What are the Assessment Methods?

You will be required to complete a portfolio of evidence to achieve this qualification. Types of evidence included in your portfolio could include:

- Written assignments
- Practical activities
- Reflective journals
- Questions/answers
- Worksheets
- Recorded discussions with your tutor



Who supports this qualification?

This qualification has been reviewed with and is supported by a diverse range of training providers and Further Education Colleges, including: Wirral Metropolitan College; The Manchester College; Cheshire West and Chester Council; and Tor View School.

Qualification Structure

Rules of Combination	
Award	
Credit Value of the Qualification:	9
Minimum Credits to be achieved at the Level of the Qualification:	6
Mandatory Unit Group A:	3
Generic Unit Groups B:	3
Pathway Unit Group C (Units from one pathway only)	3
Certificate	
Credit Value of the Qualification:	15
Minimum Credits to be achieved at the Level of the Qualification:	9
Mandatory Unit Group A:	3
Generic Unit Groups B:	3
Pathway Unit Group C: (Units from one pathway only)	9
Extended Certificate	
Credit Value of the Qualification:	24
Minimum Credits to be achieved at the Level of the Qualification:	15
Mandatory Unit Group A:	3
Generic Unit Groups B:	6
Pathway Unit Group C: (Units from one pathway only)	15
Diploma	
Credit Value of the Qualification:	37
Minimum Credits to be achieved at the Level of the Qualification:	25
Mandatory Unit Group A:	3
Generic Unit Groups B:	10
Pathway Unit Group C: (Units from one pathway only)	24

Units with the same title at different levels are barred.

Qualification Units

(A) Mandatory Unit Group A

Unit Reference Number	Unit Name	Credits	Level
F/506/3442	Developing Own Interpersonal Skills	3	Level Two

(B1) Employability

Unit Reference Number	Unit Name	Credits	Level
D/615/9864	Applying for Work	2	Level Two
L/615/9598	Building a Personal Career Portfolio	3	Level Two
H/615/9588	Building and Managing Workplace Relationships	2	Level Two
K/615/9589	Building Working Relationships with Customers	2	Level Two
T/615/9594	Communication Skills for Group and Teamwork	3	Level Two
J/615/9597	Creating a Tailored Curriculum Vitae and Covering Letter	3	Level Two
M/615/9108	Customer Service	3	Level Two
M/615/9593	Effectiveness at Work	1	Level Two
R/615/9120	Health, Safety and First Aid at Work	3	Level Two
H/615/9865	Interview Skills	1	Level Two
H/615/9591	Personal Presentation in the Workplace	1	Level Two
F/615/9596	Researching Employment Opportunities	1	Level Two
K/615/9592	Rights and Responsibilities in the Workplace	2	Level Two
H/615/9137	Teamwork Skills	3	Level Two

(B2) Health and Wellbeing

Unit Reference Number	Unit Name	Credits	Level
L/615/9147	Alcohol Awareness	3	Level Two
J/615/9146	Conflict Resolution	3	Level Two
R/615/9599	Healthy Living	3	Level Two
K/615/9687	Personal Physical Fitness	3	Level Two
L/615/9116	Stress and Stress Management Techniques	3	Level Two

(B3) Literacy and Numeracy

Unit Reference Number	Unit Name	Credits	Level
D/615/9606	Developing Reading Strategies	3	Level Two
R/615/9604	Improving Spelling Skills in Own Writing	3	Level Two
L/615/9603	Improving Spelling, Punctuation and Grammar Skills	3	Level Two
J/615/9602	Mathematical Projects	3	Level Two
T/615/9157	Report Writing	1	Level Two
Y/615/9605	Understanding Standard English	3	Level Two

R/506/3560	Writing Persuasive Text	1	Level Two
J/506/3555	Writing to Convey Information	2	Level Two

(B4) Personal Learning and Development

Unit Reference Number	Unit Name	Credits	Level
L/615/9665	Citizenship	3	Level Two
M/615/9142	Critical Thinking	2	Level Two
M/615/9691	Developing a Personal Exercise Programme	3	Level Two
H/615/9672	Diversity in Society	3	Level Two
L/615/9715	Family Learning	3	Level Two
A/615/9855	Improving Own Learning and Performance	3	Level Two
D/615/9718	Learning from Volunteering	3	Level Two
H/615/9719	Parenting Skills	3	Level Two
Y/615/9667	Personal and Social Responsibility	3	Level Two
K/615/9673	Personal Budgeting and Money Management	3	Level Two
J/615/9115	Referencing Skills	1	Level Two
Y/615/9720	Research Project for Learning and Work	3	Level Two
J/615/9132	Research Skills	3	Level Two
J/615/9129	Understanding Discrimination	3	Level Two
K/615/9110	Understanding Family Relationships	3	Level Two
Y/615/9670	Understanding Healthy and Unhealthy Relationships	3	Level Two

(C1) Agriculture, Environmental and Animal Care

Unit Reference Number	Unit Name	Credits	Level
R/615/9747	Animal Husbandry	3	Level Two
A/615/9631	Animals in Transit	4	Level Two
K/507/8310	Assist with the Maintenance and Cleaning of Animal Accommodation	2	Level One
L/615/8337	Care of Animals	3	Level One
M/508/4478	Control and Restrain Animals	2	Level Two
F/615/9730	Environmental Conservation	3	Level Two
K/615/9866	Environmental Pollution	3	Level Two
F/508/4453	Establish and Maintain Conditions Appropriate to the Welfare of Animals	3	Level Two
K/615/9740	Floristry Techniques	3	Level Two
K/615/8328	Garden Horticulture Skills	3	Level Two
F/615/8335	Garden Horticulture Skills	3	Level One
J/615/9731	Geographical Fieldwork	3	Level Two
R/615/9618	Growing Fruit and Vegetables	3	Level Two

A/615/8110	Handling Animals	3	Level Two
L/508/4472	Maintain Animal Accommodation	3	Level Two
Y/615/9748	Maintain Animal Health and Welfare	4	Level Two
R/615/9750	Manage the Care of Young Animals	3	Level Three
L/615/9617	Organic Horticulture	3	Level Two
F/615/9615	Package Floral Designs and Plants	4	Level Two
K/615/9608	Plan, Prepare and Construct Floral Arrangements	5	Level Two
Y/615/9619	Plant Propagation Skills	3	Level Two
H/615/8330	Practical Floristry Skills	3	Level One
H/508/4476	Prepare and Groom Animals	4	Level Two
K/615/9625	Prepare feed for Animals	2	Level Two
L/615/9729	Project in Sustainability	3	Level Two
T/615/9742	Selecting Plants	3	Level Two
D/615/9749	Understanding Animal Treatments	5	Level Two
R/615/9487	Understanding Plant Nomenclature, Terminology and Identification	4	Level Two
J/615/9745	Working in the Horticulture Industry	3	Level Three

(C2) Building and Construction

Unit Reference Number	Unit Name	Credits	Level
L/505/2248	Assembling and Fitting Units for Interiors	3	Level Two
J/615/9728	Brickwork Bonding Skills	5	Level Two
T/615/9644	Carpentry and Joinery	5	Level Two
A/615/9726	Carpentry and Joinery Tools	3	Level Two
F/615/9727	Domestic Plumbing Systems	3	Level Two
J/506/3538	Expanding Brickwork Skills	1	Level Two
Y/615/9653	Health and Safety in Construction	3	Level Two
L/615/9651	Introduction to Building and Construction	1	Level Two
R/506/3588	Know How to Apply Plaster Materials to Internal Surfaces	7	Level Two
A/615/9645	Painting and Decorating	5	Level Two
K/615/9642	Performing Brickwork Operations	5	Level Two
K/615/9639	Performing Joinery Operations	5	Level Two
D/615/9721	Timber in Construction	3	Level Two
L/615/9648	Wallpapering Skills	3	Level Two
K/615/9656	Woodwork Jointing Skills	3	Level Two

(C3) Catering and Hospitality

QAC Code	Unit Name	Credits	Level
T/615/9790	Baking Bread, Pastry, Cakes and Biscuits	4	Level Two
F/616/0375	Barista Skills	3	Level Two
L/615/9794	Cooking with Dairy Products and Eggs	1	Level Two
F/615/9792	Cooking with Meat, Fish and Vegetables	4	Level Two
T/615/9787	Cooking with Rice, Grains and Pulses	3	Level Two
A/615/9581	Hotel Reservations	3	Level Two
F/615/9789	Housekeeping in Hospitality	3	Level Two
R/615/9795	Introduction to Hospitality	1	Level Two
M/615/9786	Investigate the Catering and Hospitality Industry	3	Level Two
Y/615/9796	Kitchen Skills	3	Level Two
A/615/9791	Planning and Promoting an Event	3	Level Two
J/615/9583	Prepare, Cook and Finish Food	4	Level Two
K/615/9785	Principles of Customer Service in the Hospitality Sector	3	Level Two
A/615/9788	Reception, Billing and Cashier Procedures for Front Office Staff	3	Level Two

(C4) Creative Industries

Unit Reference Number	Unit Name	Credits	Level
Y/615/9636	Art Design Style	3	Level Two
K/615/9771	Art History in Practice	3	Level Two
R/615/9800	Audio Production Skills	3	Level Two
M/615/9867	Careers in Music	2	Level Two
L/615/9584	Composing Lyrics	4	Level Two
M/615/8119	Creative Writing Skills	3	Level One
D/615/9797	Creative Writing Skills	3	Level Two
D/504/4624	Design Project	3	Level Three
J/504/4794	Design Project	3	Level One
Y/615/5201	Design Project	3	Level Two
H/504/4625	Design Style	3	Level Two
K/504/4626	Design Style	3	Level Three
M/504/4630	Discovering Music	3	Level Two
L/615/9634	Drawing Application Methods	3	Level Two
M/615/9772	Employment in the Art and Design Industry	3	Level Two
H/615/9851	Graphic Design Project	6	Level Two
K/615/9799	How The Music Industry Works	2	Level Two
M/504/4644	Life Drawing	3	Level Two
F/504/4647	Linear Drawing	3	Level Two
F/504/4650	Making Dance	3	Level Two

J/504/4665	Painting Methods - Mixed Media	3	Level Two
K/615/5185	Performing Physical Theatre	3	Level Two
T/615/9868	Plan, Lead and Evaluate a Series of Dance Sessions	3	Level Two
K/504/4769	Tonal Drawing Methods	3	Level Two
Y/615/9801	Working in the Performing Arts Industry	5	Level Two

(C5) Digital Skills

Unit Reference Number	Unit Name	Credits	Level
R/615/9845	Building a Website	4	Level Two
T/506/3471	Computerised Accounting Software	3	Level Two
D/615/9735	Data Management Software	3	Level Two
Y/615/9734	Database Software	4	Level Two
J/506/3474	Design Software	4	Level Two
D/506/3416	Desktop Publishing Software	4	Level Two
Y/506/3480	Developing Personal and Team Effectiveness Using IT	4	Level Two
M/506/3422	Drawing and Planning Software	3	Level Two
T/506/3423	Imaging Software	4	Level Two
F/506/3425	Improving Productivity Using IT	4	Level Two
J/506/3426	IT Communication Fundamentals	2	Level Two
Y/506/3429	IT Software Fundamentals	3	Level Two
H/506/3370	IT User Fundamentals	3	Level Two
D/615/9847	Minimising IT System Security Risks	2	Level Two
F/615/9856	Multimedia Software	4	Level Two
F/506/3375	Optimise IT System Performance	4	Level Two
A/506/3455	Personal Information Management Software	2	Level Two
H/615/9736	Presentation Software	4	Level Two
L/506/3377	Project Management Software	4	Level Two
R/506/3378	Set Up an IT System	4	Level Two
L/506/3380	Using Collaborative Technologies	4	Level Two
L/615/9844	Using Email	3	Level Two
Y/615/9846	Using Mobile IT Devices	3	Level Two
Y/506/3382	Using the Internet	4	Level Two
K/615/9737	Video Software Skills	3	Level Two
T/615/9739	Word Processing Software Skills	4	Level Two

(C6) Engineering and Motor Vehicle

QAC Code	Unit Name	Credits	Level
J/615/9857	Applying Mathematics in Engineering	5	Level Two
L/506/3573	Assist in Motor Vehicle Maintenance	5	Level Two
A/615/9578	Carrying out an Engineering Project	6	Level Two
J/615/9860	Carrying Out Routine Vehicle Maintenance	3	Level Two
J/615/9776	Engineering Assembly Methods and Techniques	4	Level Two
F/615/9775	Engineering Maintenance	4	Level Two
R/615/9733	Introduction to Engineering	3	Level Two
K/615/9818	Introduction to Motor Vehicle Maintenance and Repair	3	Level Two
H/506/3577	Knowledge of Light Vehicle Engine Mechanical, Lubrication and Cooling System Units and Components	3	Level Two
R/615/9859	Knowledge of Routine Light Vehicle Maintenance	3	Level Two
L/615/9858	Understanding Engineering Drawings and Design Specifications	3	Level Two
T/615/9773	Working Safely and Effectively in Engineering	3	Level Two

(C7) Enterprise, Sales and Marketing

Unit Reference Number	Unit Name	Credits	Level
T/615/9711	Awareness of Converging Digital Technology in the Creative Media Sector	5	Level Two
R/615/9909	Awareness of Employment in the Creative Media Sector	5	Level Two
A/615/9824	Communicating and Presenting Ideas in a Professional Environment	3	Level Two
J/507/5222	Communication Skills for Business	3	Level Two
H/615/9722	Creating and Publishing Websites	4	Level Two
J/615/9826	Creative Media Industry Awareness	3	Level Two
K/615/9723	Exploring Business and Enterprise	2	Level Two
F/506/3540	Financial Considerations for a New Business	3	Level Two
H/506/3594	Generating and Assessing a Business Idea	2	Level Two
D/617/0881	Global Economic Activity	3	Level Two
M/506/3601	Improve Your Business Skills	1	Level Three
J/506/3541	Improve Your Business Skills	1	Level Two
M/615/9822	Marketing and Sales for a Product or Service	3	Level Two
Y/615/9829	Marketing Research	2	Level Two
D/615/9704	Principles of Digital Marketing	5	Level Two
H/615/9820	Principles of Marketing Theory	4	Level Two

R/615/9828	Professional Behaviour in the Creative Media Sector	3	Level Two
A/615/9841	Running a Business Online	3	Level Two
H/506/3398	Sales Targets	2	Level Two
Y/506/3396	Telesales	5	Level Two
Y/506/3463	Understanding Environmental Sustainability within Business	3	Level Two
L/615/9827	Understanding Laws and Ethics of Selling	2	Level Two
L/506/3153	Understanding Marketing	2	Level One
R/506/3414	Understanding Marketing	4	Level Two
K/615/9706	Understanding Sales Targets	2	Level Two
F/506/3411	Understanding Sales Techniques and Processes	5	Level Two
L/506/3461	Understanding Social Enterprise	2	Level Two
M/615/9710	Understanding the Relationship between Sales and Marketing	3	Level Two
H/506/3465	Understanding the Uses of Social Media for Business	2	Level Two
D/615/9590	Undertaking an Enterprise Project	4	Level Two
F/615/9601	Using the Media in Business	4	Level Two

(C8) Hair and Beauty

Unit Reference Number	Unit Name	Credits	Level
Y/506/3446	Exploring the Hair and Beauty Sector	2	Level Two
L/615/9780	Health and Safety in Hair and Beauty	2	Level Two
J/615/9891	Introduction to Barbering	4	Level Two
F/615/9842	Introduction to Working in a Hair and Beauty Salon	3	Level Two
J/615/8448	Professional Conduct in a Salon	2	Level One
L/615/8449	Providing Manicure Treatment	3	Level One
L/615/8452	Providing Pedicure Treatment	3	Level One
Y/615/9782	The Art of Colouring Hair	5	Level Two
D/615/9783	The Art of Styling Hair	5	Level Two
Y/615/9779	Understanding African Type Hair	5	Level Two
R/615/9778	Understanding the Hair and Beauty Sector	2	Level Two

(C9) Health, Care and Science

Unit Reference Number	Unit Name	Credits	Level
R/615/9179	Ageing and the Older Person	3	Level Two
M/615/9187	Barriers to Health	1	Level Two
L/615/9214	Care Planning Skills for the Care Worker	6	Level Two
L/615/9195	Children's Social and Emotional Development	3	Level Two

H/615/9199	Cognitive Development of Children	3	Level Two
H/615/9848	Counselling Theories	3	Level Two
R/506/3543	Developing Skills to Provide Personal Care in Care Settings	3	Level Two
T/615/9160	Disability, Society and the Law	3	Level Two
R/615/9215	Domestic Abuse Awareness	2	Level Two
A/615/9144	Drug Awareness	3	Level Two
J/615/9213	Introduction to Duty of Care in Health, Social Care or Children's and Young People's Settings	1	Level Two
J/615/9390	Introduction to Peer Support Skills	2	Level One
H/506/3174	Introductory Awareness of Equality and Inclusion in Health, Social Care and Children's and Young People's Settings	3	Level One
T/615/9126	Issues of Substance Misuse	1	Level Two
L/506/3606	Principles of Communication in Adult Social Care Settings	2	Level Three
M/506/3419	Principles of Communication in Adult Social Care Settings	2	Level Two
H/506/3417	Principles of Diversity, Equality and Inclusion in Adult Social Care	2	Level Two
Y/506/3544	Principles of Personal Development in Adult Social Care Settings	2	Level Two
H/615/9140	Protection and Safeguarding	3	Level Two
A/615/9211	Providing Personal Care to Support Individuals to Eat and Drink	3	Level Two
R/615/9201	The Physical Development of Children	3	Level Two
A/615/9161	Understand Employment Responsibilities and Rights in Health, Social Care or Children and Young People's Settings	3	Level Two
K/506/3547	Understand How to Handle Information in Social Care Settings	1	Level Two
Y/615/9216	Understand Person-Centred Approaches in Adult Social Care Settings	4	Level Two
H/506/3272	Understand the Role of the Social Care Worker	1	Level Two
D/506/3545	Understand the Safe, Sensible and Social Use of Alcohol	3	Level Two
J/615/9387	Understand the Stages of Intellectual Development in Children	3	Level Two
A/615/9600	Understanding Safeguarding Procedures	2	Level Two
J/615/9180	Understanding the Effects of a Medical Condition on a Patient	3	Level Two
K/615/9849	Understanding the Youth Justice System	3	Level Two

(C10) Leadership and Management

Unit Reference Number	Unit Name	Credits	Level
A/615/9595	Building a Team	3	Level Two
A/507/5279	Coaching Skills	3	Level Two
T/507/5278	Induction and Coaching in the Workplace	2	Level Two
K/507/5293	Leadership and Management for Business	6	Level Two
L/615/9861	Leadership Skills	3	Level Two
A/507/5282	Managing a Budget	2	Level Two
L/508/4990	Managing a Project	1	Level Two
Y/615/9149	Mentoring	1	Level Two
R/506/3574	Mentoring Skills	3	Level Two
L/506/0446	Recognising Leadership Skills	2	Level Two
H/507/5275	Responsibilities and Accountability in Governance	2	Level Two
D/507/5291	Strategic Leadership for Trustees	3	Level Two
D/507/5274	Strategy and Structures in Governance	2	Level Two

(C11) Retail and Logistics

Unit Reference Number	Unit Name	Credits	Level
H/615/9803	Deal with Customer Queries and Complaints in a Retail Environment	4	Level Two
R/615/9585	Demonstrate Products to Customers in a Retail Environment	3	Level Two
K/615/9804	Display Stock to Promote Sales to Customers in a Retail Environment	5	Level Two
M/615/9805	Help Customers to Choose Products in a Retail Environment	6	Level Two
D/615/9802	Introduction to Retail	1	Level Two
M/506/3436	Keep Stock at Required Levels in a Logistics Operations	3	Level Two
K/506/3435	Keep Work Areas Clean in Logistics Operations	3	Level Two
M/615/9819	Moving and/or Handling Goods in Logistics Operations	4	Level Two
M/506/0245	Pick Goods in Logistics Operations	3	Level Two
R/506/3431	Receive Goods in Logistics Operations	3	Level Two
T/504/5195	Regulations in Commercial Moving	2	Level Two
Y/615/9460	Understanding Customer Service in the Retail Sector	3	Level Two
H/615/9462	Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business	3	Level Two

M/615/9464	Understanding Retail Consumer Law	2	Level Two
A/615/9466	Understanding Security and Loss Prevention in Retail Business	2	Level Two
F/615/9467	Understanding the Control, Receipt and Storage of Stock in a Retail Business	2	Level Two
H/615/8537	Understanding the Handling of Customer Payments in a Retail Business	2	Level Two
J/615/8630	Understanding the Retail Selling Process	2	Level Three
D/615/9461	Understanding the Retail Selling Process	2	Level Two

(C12) Sport, Fitness and Leisure and Travel and Tourism

Unit Reference Number	Unit Name	Credits	Level
T/506/3390	Assist in Organising and Delivering a Sports Event or Competition	2	Level Two
T/506/3454	Assist in the Delivery of a Sports Activity Session	4	Level Two
D/615/9816	Careers in Leisure and Tourism	3	Level Two
A/506/3388	Health, Safety and Welfare in Sport and Active Leisure	3	Level Two
F/506/3568	Injuries in Sport	3	Level Two
J/615/9812	Introduction to Passenger Transport Services	3	Level Two
R/615/9814	Introduction to Travel and Tourism	1	Level Two
A/615/9810	Nutrition for Sports Performance	5	Level Two
Y/615/9815	Planning for Work in Travel and Tourism	3	Level Two
Y/615/9586	Safeguarding and Protecting Children and Young People in Sport and Active Leisure	3	Level Two
A/615/9807	The Environmental Impact of Leisure and Tourism in the UK	3	Level Two
L/615/9813	The Role of a Resort Representative	3	Level Two
D/615/9587	Travel Planning	3	Level Two
J/615/9809	Understanding Leisure Provision	3	Level Two

Delivering this Qualification

Becoming a Centre

To deliver this qualification you must be a recognised Open Awards centre. For more information, [click here](#) or contact the team on 0151 494 2072

Already Recognised? How to Deliver

If you are already a recognised Open Awards centre, you can deliver this qualification by completing a [New Qualification Request Form –SFLE](#) via the Open Awards portal. For more information, see the [Centre Handbook](#), or contact the team on 0151 494 2072.

Registering Learners

Once you are ready to deliver this qualification, you will need to register your learners in line with the timescales below:

Short courses (15 weeks or less) within 25 working days of the course start date.

Full year long courses (over 15 weeks) within 60 working days of the course start date.

You will need to register your learners via the Open Awards portal. More information can be found in our [Centre Handbook](#).

Quality Assurance

Delivery of this qualification must be done so in accordance with Ofqual regulatory guidelines and in line with Open Awards' quality assurance processes. Please [see our website](#) for more information.

Centre Staff Requirements

It is expected that centres will have occupationally competent staff with relevant sector experience for their role in the delivery of the units/qualifications being offered.

Although not mandatory, best practice would be for Assessors to hold the relevant D32/D33/A1/AQA unit(s) and Level 3 Award in Education or Training. Likewise, best practice would be for Internal Verifiers to hold the relevant D34/V1/IQA unit(s).

Centres are responsible for ensuring that their staff are occupationally competent and have access to appropriate training and support. They are also responsible for notifying Open Awards of staff changes.

Assessment

Open Awards units and qualifications have been designed around the principle that the learner will build evidence towards the achievement of the assessment criteria over a period of time.

Each learner is required to build a portfolio of evidence to demonstrate that all the assessment criteria associated with each unit has been met.

Tutors and Assessors need to ensure that all evidence presented in a portfolio is:

Valid: it should be clearly demonstrating the knowledge or skills that are set out in the assessment criteria. It should be clearly the work of the learner.

Reliable: which means that it will in general, produce the same range of responses from learners, as long as they are used in similar circumstances and with similar groups of learners.

Inclusive: so that no individual learner is excluded from the opportunity to show their achievement because of their individual background or experience.

Assessors are required to review and assess all learner evidence and must be satisfied that learners have achieved all learning outcomes and assessment criteria relating to the unit being assessed prior to deciding the learner has completed the unit. Assessors will also ensure that the evidence produced by the learner is their own work.

Assessors retain records (e.g. Feedback Sheets, Individual Progress Records, Group Progress Records) on behalf of the centre which are made available and used by the centre's internal verifier / AIV and Open Awards Quality Reviewer / External Verifier.

Verification and Standardisation

Verification is the process by which assessment decisions are confirmed. Centres delivering this qualification have a responsibility to conduct internal verification led by a trained internal verifier.

Centre approval compliance monitoring and External verification is carried out by Open Awards Quality Reviewers/External Verifiers who will confirm that the centre is assessing to standard and ensure that there are robust quality assurance systems embedded.

Further guidance on Internal Verification and Training Support for centres can be found on [our website](#)

Centres are required to contribute to national standardisation as requested by Open Awards and also to carry out appropriate internal standardisation. Open Awards offers Standardisation events that are held throughout the year. Such events will also provide an opportunity to identify and share best practice. Up to date details of training and standardisation events can be found on [our website](#).

Internal standardisation involves ensuring that, where there is more than one tutor/assessor delivering Open Awards provision or more than one site, internally set tasks and the outcomes of internal assessment are consistent across the range of courses.

Recognition of Prior Learning and Achievement (RPL)

RPL is a method of assessment (leading to the award of credit) that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they may already possess. RPL enables recognition of achievement from a range of achievements and experiences whether at work, home and at leisure and is acceptable for accrediting a unit, units or a whole qualification. Evidence of learning must be sufficient, reliable and valid.

Credit based qualifications enable learners to avoid duplication of learning and assessment through equivalences or exemptions. It is the responsibility of the centre to inform Open Awards at registration of any exemptions and/or equivalences for which a claim may be made. These claims will be subject to external verification by the Open Awards Quality Reviewer for the centre.

For more information, please see our [Recognition of Prior Learning Policy](#).

Appendices and Links

Appendix Name
Access to Fair Assessment Policy
Centre Handbook
Customer Service Statement
Enquiries, Complaints and Appeals Policy
Equality and Diversity Policy
Glossary of Terms
Invoicing Policy
Malpractice and Maladministration Policy
Marketing Your Open Awards Course
Plagiarism Policy
Privacy Policy
Recognition of Prior Learning Policy and Procedures
Sanctions Policy
Standardisation Policy
Unannounced Visits Guidance

© Copyright Open Awards 2018.

All rights reserved. Permission is granted to reproduce for personal and educational use only. Commercial copying, hiring or lending is prohibited.

Open Awards
17 De Havilland Drive,
Estuary Commerce Park
Speke
Liverpool
L24 8RN
0151 494 2072
info@openawards.org.uk
www.openawards.org.uk
@openawards