

Open Awards Level 1 Award/ Certificate/ Diploma

Skills for Life, Skills for Work, and Skills for Life and Work

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Version Control

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About the Qualification

Title	Open Awards Level 1 Award/ Certificate/ Diploma in Skills for Life and Work
Qualification Accreditation Number	Level 1 Skills for Life Award: C00/5478/2 Level 1 Skills for Life Certificate: C00/5478/8 Level 1 Skills for Life Diploma: C00/5492/8 Level 1 Skills for Work Award: C00/5493/3 Level 1 Skills for Work Certificate: C00/5493/8 Level 1 Skills for Work Diploma: C00/5495/1 Level 1 Skills for Life and Work Award: C00/5495/6 Level 1 Skills for Life and Work Certificate: C00/5496/1 Level 1 Skills for Life and Work Diploma: C00/5496/7
Sector	14 Preparation for Life and Work
Level	Level 1 (CQFW)
Pricing Information	Please click here for more information
Review Date	31/08/2034

Total Qualification Time/Guided Learning	
Award	
Guided Learning Hours (GLH)	60
Certificate	
Guided Learning Hours (GLH)	120
Diploma	
Guided Learning Hours (GLH)	240

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

Qualification Suite

This qualification forms part of the Skills for Life, Skills for Work, and Skills for Life and Work qualifications, available at Entry Level 1–3, Level 1 and Level 2 to support the 14-16 Curriculum for Wales. These qualifications are designed to operate together and share a common structure, assessment approach and design principles.

This collection of qualifications is sometimes referred to collectively as the Skills for Life and Work 'Qualification suite'.

Qualifications are available as below:

Title	Level	Guided Learning Hours	Grading
Skills for Life Skills for Work Skills for Life and Work	Entry Level 1	Award: 60 GLH Certificate: 120 GLH Diploma: 240 GLH	Pass/ Fail
Skills for Life Skills for Work Skills for Life and Work	Entry Level 2	Award: 60 GLH Certificate: 120 GLH Diploma: 240 GLH	Pass/ Fail
Skills for Life Skills for Work Skills for Life and Work	Entry Level 3	Award: 60 GLH Certificate: 120 GLH Diploma: 240 GLH	Pass/ Fail
Skills for Life Skills for Work Skills for Life and Work	Level 1	Award: 60 GLH Certificate: 120 GLH Diploma: 240 GLH	Pass/ Fail
Skills for Life Skills for Work Skills for Life and Work	Level 2	Award: 60 GLH Certificate: 120 GLH Diploma: 240 GLH	Pass/ Fail

Qualification Documentation

The Open Awards Provider Handbook is a governance document that applies to all Open Awards qualifications. It sets out organisational, administrative and quality assurance obligations applicable to all Open Awards providers.

This Qualification Guide provides qualification-specific requirements. It is a mandatory operational document and must be used in conjunction with the relevant Unit Specifications for the units being delivered.

The qualification suite is supported by two interrelated documents:

- This Qualification Guide, which sets out the structure, rules of combination, assessment approach and quality assurance requirements at Level 1
- The Unit Specifications, which define the learning outcomes, assessment criteria, indicative content and any unit-specific delivery requirements.

Providers must ensure that delivery, assessment and quality assurance decisions align with all three documents.

Where units are selected as part of a programme of study, the relevant Unit Specifications must be read and applied alongside this Guide.

Intended Audience

This Qualification Guide is intended for:

- Provider Managers and Curriculum Leads
- Tutors and Teachers
- Assessors
- Internal Quality Assurers (IQAs)
- Externally Quality Assurers (EQAs),

It provides the operational requirements necessary to ensure consistent and compliant delivery of the qualification.

Qualification Purpose

The Level 1 Skills for Life and Work qualification is designed to enable learners to develop the practical, personal and work-related skills needed to participate effectively in everyday life, further learning and entry-level work-related contexts. It builds on the foundations developed at Entry Levels and supports learners to apply skills with increasing independence and confidence.

The qualification aims to help learners to:

- Develop confidence, responsibility and independence in managing tasks and learning activities
- Apply skills in a range of familiar and less familiar contexts, including community and work-related situations
- Strengthen communication, problem-solving, wellbeing and interpersonal skills relevant to life and work
- Build skills for future learning, training and employment, including planning tasks, making decisions and reviewing outcomes.

This qualification enables learners to:

- Take part in practical learning activities that require planning, carrying out and completing tasks with limited supervision
- Demonstrate skills through practical tasks, learner-produced evidence and structured reflection
- Review their own performance and identify strengths and areas for improvement, responding to feedback.

It supports the integral skills outlined in the Curriculum for Wales by enabling learners to:

- Think creatively and solve problems in straightforward but less predictable situations
- Manage self and tasks independently, showing responsibility for time, resources and outcomes
- Communicate and work effectively with others, contributing positively to shared tasks and discussions.

The qualification aligns with the Skills for Life and Work suite and supports progression to Level 2 learning, vocational qualifications, training or employment pathways.

Qualification Language

This qualification can be taught and assessed in either English or Welsh language. Providers will be asked to confirm the choice of language at the point of registration (wherever possible) to ensure an appropriate External Quality Assurer is allocated.

All qualification and assessment documents will be made available in both English and Welsh languages. Providers must ensure that learners have access to the language of their choice and that evidence submitted for assessment remains consistent with the learner's selected language of assessment.

Curriculum and Qualification Framework Wales Alignment

Each unit specification includes explicit mapping to relevant AoLE(s), Statements of What Matters, the Four Purposes, Integral Skills, and relevant cross-cutting themes (including CWRE, Diversity, Human Rights and RSE). Providers must use this mapping for curriculum planning.

The Level 1 Skills for Life and Work qualifications align with the Level 1 descriptors of the Credit and Qualifications Framework for Wales (CQFW). These descriptors reflect a stage of learning where learners apply knowledge and skills with increasing independence, using guidance rather than direct supervision.

At Level 1, learners are expected to take responsibility for planning and completing tasks, follow instructions independently, and make appropriate decisions in familiar life and work contexts.

Learners working at Level 1 will:

- Carry out tasks independently or with minimal support
- Follow clear instructions and procedures without the need for repeated prompting
- Apply skills effectively in familiar and some less familiar situations.

Across Level 1, learners typically demonstrate:

- Understanding of straightforward information, instructions and procedures
- Secure practical, personal and communication skills across learning, community and work-related activities
- The ability to plan, complete and review tasks, identifying outcomes and next steps
- Responsibility for the quality of their own work, responding to feedback appropriately.

This level prepares learners for progression to Level 2, where learners are expected to work with greater autonomy and complexity.

Entry Requirements

This qualification is suitable for learners who are:

- typically aged 14–16, though it may also be delivered to older learners where appropriate
- working at or towards Level 1 within the Credit and Qualifications Framework for Wales
- able to work independently on straightforward tasks and manage their own learning with limited guidance.

There are no formal prior qualifications required. Providers **must** use initial assessment and professional judgement to ensure the qualification is appropriate for each learner's needs, abilities and progression pathway.

Learners would normally be able to:

- Complete straightforward tasks independently in familiar contexts
- Follow instructions and procedures without continuous support
- Communicate ideas, information and simple explanations using spoken, written or digital formats
- Engage in learning activities with limited supervision, managing time and resources appropriately.

Learners who have completed Entry Level 3 qualifications or engaged in Curriculum for Wales Progression Step 4 experiences are likely to be appropriately prepared for Level 1 learning.

Access and Inclusion

This qualification is designed to be inclusive and accessible to learners with a wide range of abilities and additional learning needs (ALN), while recognising the increased independence and responsibility expected at Level 1.

Unit content and language have been reviewed to support inclusive delivery across diverse communities in Wales, including bilingual contexts and BSL, with attention to cultural sensitivity and accessibility.

Providers must ensure fair access through reasonable adjustments, which may include:

- Alternative ways of presenting information (e.g. spoken, visual, tactile or digital formats)
- Supported communication methods where required, such as communication aids or assistive technology
- Adapted learning environments, resources or timings to meet individual needs.

Reasonable adjustments must support access to assessment without reducing the level of demand of the qualification.

Please see Open Awards' Reasonable Adjustments and Special Consideration Policy available on the Portal for more information.

Learners at Level 1 are expected to demonstrate achievement primarily through independent or semi-independent work, with support used where necessary and appropriate.

Acceptable forms of evidence may include:

- Observation of practical tasks, showing independent task completion
- Questioning or discussion, where learners explain actions, decisions or outcomes
- Learner-generated evidence, such as written work, plans, logs, checklists or short reflections
- Photographic or video evidence, used to support observation records
- Reflective statements, which may be supported but should increasingly reflect the learner's own views and understanding.

Symbol-supported or highly scaffolded evidence may still be used where appropriate, particularly for learners with ALN, but learners should be encouraged to produce their own evidence wherever possible.

This approach supports personalised learning pathways, enables learners to demonstrate achievement in ways that reflect their strengths, and maintains parity of esteem and rigour across the qualification

The emphasis at Level 1 is on independence, responsibility and meaningful participation, while ensuring that reasonable adjustments remain in place to support fair access for all learners.

Assessment Overview

Assessment for this qualification is internally set and devised by providers (i.e., provider-set) and must reflect learners' increasing independence at Level 1.

All assessment is:

- Internally assessed by the provider
- Subject to Internal Quality Assurance (IQA)
- Externally Quality Assured (EQA) by Open Awards.

The qualification is not examined. Evidence is generated through planned learning and assessment activities.

Assessment Expectations at Level 1

Learners are expected to:

- Demonstrate skills consistently and independently across tasks
- Plan and complete tasks, showing understanding of purpose and outcome
- Review their own performance and respond to feedback.

Each unit is graded pass/ fail.

All assessment criteria within a unit must be met for the unit to be awarded.

Learners who do not meet all learning outcomes will be awarded a Fail.

Types of Assessment Suitable for Level 1

A wide range of assessment methods may be used, including but not limited to:

Observation of Practical Tasks	Learners complete tasks independently, following procedures and meeting requirements.
Questioning or Discussion	Learners explain actions, decisions and outcomes clearly.
Photographic or Video Evidence	Supporting evidence of task completion and independence.
Learner-Generated Evidence	Written work, simple plans, logs, checklists or short reflections.
Witness Testimony or Facilitator Notes	Confirmation of skills demonstrated in real or simulated work-related contexts. Witness testimony or similar evidence must be assessed by the assessor to validate evidence.

Assessment decisions must reflect independence, consistency, and quality of outcomes, rather than complexity alone.

Each unit specification includes more detailed guidance on types of assessment that may be suitable, including where a specific assessment method is mandated.

All assessment decisions are subject to Internal Quality Assurance at the provider, and External Quality Assurance by Open Awards.

Progression

This qualification forms part of the Skills for Life, Skills for Work, and Skills for Life and Work qualifications, available at Entry Level 1–3, Level 1 and Level 2. They are designed so that learners can progress through the Entry Levels and beyond, building confidence, independence, and essential skills at a pace suited to their needs. Progression within the suite is typically through:

- Entry Level 1
- Entry Level 2
- Entry Level 3
- Level 1 and Level 2 (where appropriate for individual pathways).

These qualifications support learners working within Curriculum for Wales Progression Steps 1–5, helping them develop early independence, problem-solving skills, communication, and self-awareness.

Breadth of Learning and Engagement

At Level 1, learners engage with a range of Areas of Learning and Experience (AoLEs) through practical and applied learning activities that require planning, decision-making and review.

Examples include:

- **Expressive Arts:** planning and completing creative tasks independently or collaboratively.
- **Health and Wellbeing:** developing self-management, resilience and positive behaviours in everyday contexts.
- **Humanities:** exploring citizenship, community and environmental topics through structured activities.
- **Science and Technology:** carrying out investigations, using tools or digital technologies appropriately and safely.

Progression Opportunities

The Skills for Life and Work suite supports progression from Level 1 into further education, training or employment-related pathways.

Typical progression routes include:

- Level 2 Skills for Life and Work qualifications
- Vocational or sector-specific qualifications at Level 2
- Apprenticeships or supported employment pathways
- Further study in areas such as Employability Skills, Independent Living Skills or Personal and Social Development.

These qualifications support learners in working within and beyond Curriculum for Wales Progression Step 4, strengthening independence, responsibility and readiness for adult life.

1. 14–16 phase

Supports learners to develop transferable skills for learning and work.

Builds readiness for Level 2 learning, vocational pathways or work-related study.

Supports inclusive progression routes in both mainstream and specialist settings.

2. Post-16 phase

Provides progression to Level 2 qualifications, training or employment pathways.

Supports transition into apprenticeships, supported employment, further education or vocational training.

Enables learners to continue developing independence, confidence and employability skills aligned to their next steps.

Qualification Structure

Rules of Combination

There are nine qualifications available at Level 1 within Skills for Life, Skills for Work, and Skills for Life and Work qualification suite. Learners must be registered to one of these at the start of their programme.

For each qualification size (Award, Certificate and Diploma), the stated Guided Learning Hours (GLH) represent the minimum total GLH at the level that must be achieved in order for the qualification to be awarded.

Learners must achieve at least the minimum GLH specified through successful completion of eligible units. GLH may exceed the stated minimum where appropriate to meet the Rules of Combination, but it must not fall below the minimum requirement.

Providers are responsible for ensuring that unit selection and delivery planning enable learners to achieve the required minimum GLH prior to certification claims being made. Internal Quality Assurance processes must verify that GLH requirements have been met.

Skills for Life

Level 1 Skills for Life Award	
Mandatory unit content	60 Guided Learning Hours achieved from units within Skills for Life group.
	A minimum of 40 GLH at or above the level.
Level 1 Skills for Life Certificate	
Mandatory unit content	120 Guided Learning Hours achieved from units within Skills for Life group.
	A minimum of 80 GLH at or above the level.
Level 1 Skills for Life Diploma	
Mandatory unit content	240 Guided Learning Hours achieved from units within Skills for Life group.
	A minimum of 160 GLH at or above the level.

S

kills for Work

Level 1 Skills for Work Award	
Mandatory unit content	60 Guided Learning Hours achieved from units within Skills for Work group.
	A minimum of 40 GLH at or above the level.

Level 1 Skills for Work Certificate	
Mandatory unit content	120 Guided Learning Hours achieved from units within Skills for Work group.
	A minimum of 80 GLH at or above the level.

Level 1 Skills for Life Diploma	
Mandatory unit content	240 Guided Learning Hours achieved from units within Skills for Work group.
	A minimum of 160 GLH at or above the level.

Skills for Life and Work

Level 1 Skills for Life Award	
Mandatory unit content	60 Guided Learning Hours achieved from units within Skills for Life and Skills for Work group: • At least 20 GLH from Skills for Life AND • At least 20 GLH from Skills for Work
	A minimum of 40 GLH at or above the level.

Level 1 Skills for Life Certificate	
Mandatory unit content	120 Guided Learning Hours achieved from units within Skills for Life group: • At least 40 GLH from Skills for Life AND • At least 40 GLH from Skills for Work
	A minimum of 80 GLH at or above the level.

Level 1 Skills for Life Diploma	
Mandatory unit content	240 Guided Learning Hours achieved from units within Skills for Life group: • At least 80 GLH from Skills for Life AND • At least 80 GLH from Skills for Work.
	A minimum of 160 GLH at or above the level.

Qualification Units

All unit codes, credit values and Guided Learning Hours (GLH) listed below align with the corresponding Unit Specifications.

Credit values have been calculated in accordance with the Credit and Qualifications Framework for Wales (CQFW), where 1 credit equates to 10 Guided Learning Hours.

Providers must ensure that the GLH and credit values used for delivery planning and certification claims match those stated in both this Qualification Guide and the relevant Unit Specifications.

Please note, with the exception of British Sign Language (BSL), units with the same title at different levels are barred for completion within the same qualification.

Skills for Life Units

Unit Title	Level	Unit Code	Credit Value	GLH
Arts and crafts	Entry Level 1	CBM021	Two (2)	20
	Entry Level 2	CBM022	Two (2)	20
	Entry Level 3	CBM023	Two (2)	20
	Level 1	CBM024	Two (2)	20
	Level 2	CBM025	Two (2)	20
Basic first aid	Entry Level 1	CBM026	One (1)	10
	Entry Level 2	CBM027	One (1)	10
	Entry Level 3	CBM028	One (1)	10
	Level 1	CBM029	One (1)	10
	Level 2	CBM030	One (1)	10
British Sign Language (BSL)	Entry Level 1	CBM031	Two (2)	20
	Entry Level 2	CBM032	Two (2)	20
	Entry Level 3	CBM033	Two (2)	20
	Level 1	CBM034	Two (2)	20
	Level 2	CBM035	Two (2)	20
Community participation	Entry Level 1	CBM036	Two (2)	20
	Entry Level 2	CBM037	Two (2)	20
	Entry Level 3	CBM038	Two (2)	20
	Level 1	CBM039	Two (2)	20
	Level 2	CBM040	Two (2)	20
Democracy in action	Entry Level 1	CBM041	Two (2)	20
	Entry Level 2	CBM042	Two (2)	20
	Entry Level 3	CBM043	Two (2)	20
	Level 1	CBM044	Two (2)	20
	Level 2	CBM045	Two (2)	20
Digital film and media	Entry Level 1	CBM046	One (1)	10
	Entry Level 2	CBM047	One (1)	10
	Entry Level 3	CBM048	Two (2)	20
	Level 1	CBM049	Two (2)	20
	Level 2	CBM050	Two (2)	20

Equality, diversity, and inclusion	Entry Level 1	CBM051	Two (2)	20
	Entry Level 2	CBM052	Two (2)	20
	Entry Level 3	CBM053	Two (2)	20
	Level 1	CBM054	Two (2)	20
	Level 2	CBM055	Two (2)	20
Ethical choices	Entry Level 1	CBM056	Two (2)	20
	Entry Level 2	CBM057	Two (2)	20
	Entry Level 3	CBM058	Two (2)	20
	Level 1	CBM059	Two (2)	20
	Level 2	CBM060	Two (2)	20
Everyday law	Entry Level 1	CBM061	Two (2)	20
	Entry Level 2	CBM062	Two (2)	20
	Entry Level 3	CBM063	Two (2)	20
	Level 1	CBM064	Two (2)	20
	Level 2	CBM065	Two (2)	20
Exercise for all	Entry Level 1	CBM066	Two (2)	20
	Entry Level 2	CBM067	Two (2)	20
	Entry Level 3	CBM068	Two (2)	20
	Level 1	CBM069	Two (2)	20
	Level 2	CBM070	Two (2)	20
Faith and belief in the community	Entry Level 1	CBM071	One (1)	10
	Entry Level 2	CBM072	Two (2)	20
	Entry Level 3	CBM073	Two (2)	20
	Level 1	CBM074	Two (2)	20
	Level 2	CBM075	Two (2)	20
Financial literacy	Entry Level 1	CBM076	Two (2)	20
	Entry Level 2	CBM077	Two (2)	20
	Entry Level 3	CBM078	Two (2)	20
	Level 1	CBM079	Two (2)	20
	Level 2	CBM080	Two (2)	20
Food planning and preparation	Entry Level 1	CBM081	Two (2)	20
	Entry Level 2	CBM082	Two (2)	20
	Entry Level 3	CBM083	Two (2)	20
	Level 1	CBM084	Two (2)	20
	Level 2	CBM085	Two (2)	20
Healthy lifestyle	Entry Level 1	CBM086	Two (2)	20
	Entry Level 2	CBM087	Two (2)	20
	Entry Level 3	CBM088	Two (2)	20
	Level 1	CBM089	Two (2)	20
	Level 2	CBM090	Two (2)	20
Healthy relationships	Entry Level 1	CBM091	Two (2)	20
	Entry Level 2	CBM092	Two (2)	20
	Entry Level 3	CBM093	Two (2)	20
	Level 1	CBM094	Two (2)	20
	Level 2	CBM095	Two (2)	20
Home management and maintenance	Entry Level 1	CBM096	One (1)	10
	Entry Level 2	CBM097	One (1)	10
	Entry Level 3	CBM098	One (1)	10

	Level 1	CBM099	One (1)	10
	Level 2	CBM100	One (1)	10
Looking after others	Entry Level 1	CBM101	Two (2)	20
	Entry Level 2	CBM102	Two (2)	20
	Entry Level 3	CBM103	Two (2)	20
	Level 1	CBM104	Two (2)	20
	Level 2	CBM105	Two (2)	20
Mental health and wellbeing	Entry Level 1	CBM106	Two (2)	20
	Entry Level 2	CBM107	Two (2)	20
	Entry Level 3	CBM108	Two (2)	20
	Level 1	CBM109	Two (2)	20
	Level 2	CBM110	Two (2)	20
Music, dance and drama	Entry Level 1	CBM111	Two (2)	20
	Entry Level 2	CBM112	Two (2)	20
	Entry Level 3	CBM113	Two (2)	20
	Level 1	CBM114	Two (2)	20
	Level 2	CBM115	Two (2)	20
Online safety	Entry Level 1	CBM116	Two (2)	20
	Entry Level 2	CBM117	Two (2)	20
	Entry Level 3	CBM118	Two (2)	20
	Level 1	CBM119	Two (2)	20
	Level 2	CBM120	Two (2)	20
Personal safety	Entry Level 1	CBM121	Two (2)	20
	Entry Level 2	CBM122	Two (2)	20
	Entry Level 3	CBM123	Two (2)	20
	Level 1	CBM124	Two (2)	20
	Level 2	CBM125	Two (2)	20
Practical gardening	Entry Level 1	CBM126	Two (2)	20
	Entry Level 2	CBM127	Two (2)	20
	Entry Level 3	CBM128	Two (2)	20
	Level 1	CBM129	Two (2)	20
	Level 2	CBM130	Two (2)	20
Science and technology in everyday life	Entry Level 1	CBM131	Two (2)	20
	Entry Level 2	CBM132	Two (2)	20
	Entry Level 3	CBM133	Two (2)	20
	Level 1	CBM134	Two (2)	20
	Level 2	CBM135	Two (2)	20
Skills in the natural environment	Entry Level 1	CBM136	Two (2)	20
	Entry Level 2	CBM137	Two (2)	20
	Entry Level 3	CBM138	Two (2)	20
	Level 1	CBM139	Two (2)	20
	Level 2	CBM140	Two (2)	20
Sustainability in action	Entry Level 1	CBM141	One (1)	10
	Entry Level 2	CBM142	One (1)	10
	Entry Level 3	CBM143	One (1)	10
	Level 1	CBM144	One (1)	10
	Level 2	CBM145	One (1)	10
Teamwork	Entry Level 1	CBM146	Two (2)	20

	Entry Level 2	CBM147	Two (2)	20
	Entry Level 3	CBM148	Two (2)	20
	Level 1	CBM149	Two (2)	20
	Level 2	CBM150	Two (2)	20
Understanding self and others	Entry Level 1	CBM151	Two (2)	20
	Entry Level 2	CBM152	Two (2)	20
	Entry Level 3	CBM153	Two (2)	20
	Level 1	CBM154	Two (2)	20
	Level 2	CBM155	Two (2)	20
Values for life	Entry Level 1	CBM156	Two (2)	20
	Entry Level 2	CBM157	Two (2)	20
	Entry Level 3	CBM158	Two (2)	20
	Level 1	CBM159	Two (2)	20
	Level 2	CBM160	Two (2)	20

Skills for Work Units

Unit Title	Level	Unit Code	Credit Value	GLH
Exploring self and society				
Fairness and inclusion in the workplace	Entry Level 1	CBM161	One (1)	10
	Entry Level 2	CBM162	One (1)	10
	Entry Level 3	CBM163	One (1)	10
	Level 1	CBM164	One (1)	10
	Level 2	CBM165	One (1)	10
Personal development planning	Entry Level 1	CBM166	One (1)	10
	Entry Level 2	CBM167	One (1)	10
	Entry Level 3	CBM168	One (1)	10
	Level 1	CBM169	One (1)	10
	Level 2	CBM170	One (1)	10
Sustainable economic development	Entry Level 1	CBM171	One (1)	10
	Entry Level 2	CBM172	One (1)	10
	Entry Level 3	CBM173	One (1)	10
	Level 1	CBM174	One (1)	10
	Level 2	CBM175	One (1)	10
Widening horizons				
Exploring career pathways	Entry Level 1	CBM176	Two (2)	20
	Entry Level 2	CBM177	Two (2)	20
	Entry Level 3	CBM178	Two (2)	20
	Level 1	CBM179	Two (2)	20
	Level 2	CBM180	Two (2)	20
Jobs of the future	Entry Level 1	CBM181	Two (2)	20
	Entry Level 2	CBM182	Two (2)	20
	Entry Level 3	CBM183	Two (2)	20
	Level 1	CBM184	Two (2)	20
	Level 2	CBM185	Two (2)	20
Overcoming barriers				
Applying for jobs	Entry Level 1	CBM186	One (1)	10
	Entry Level 2	CBM187	One (1)	10
	Entry Level 3	CBM188	One (1)	10
	Level 1	CBM189	One (1)	10
	Level 2	CBM190	One (1)	10
Building a growth mindset	Entry Level 1	CBM191	Two (2)	20
	Entry Level 2	CBM192	Two (2)	20
	Entry Level 3	CBM193	Two (2)	20
	Level 1	CBM194	Two (2)	20
	Level 2	CBM195	Two (2)	20
Business finance	Entry Level 1	CBM196	Two (2)	20
	Entry Level 2	CBM197	Two (2)	20
	Entry Level 3	CBM198	Two (2)	20
	Level 1	CBM199	Two (2)	20
	Level 2	CBM200	Two (2)	20
	Entry Level 1	CBM201	One (1)	10

Interview and confidence techniques	Entry Level 2	CBM202	One (1)	10
	Entry Level 3	CBM203	One (1)	10
	Level 1	CBM204	One (1)	10
	Level 2	CBM205	One (1)	10
Overcoming barriers	Entry Level 1	CBM206	One (1)	10
	Entry Level 2	CBM207	One (1)	10
	Entry Level 3	CBM208	One (1)	10
	Level 1	CBM209	One (1)	10
	Level 2	CBM210	One (1)	10
Exploring opportunities				
Career creativity	Entry Level 1	CBM211	Two (2)	20
	Entry Level 2	CBM212	Two (2)	20
	Entry Level 3	CBM213	Two (2)	20
	Level 1	CBM214	Two (2)	20
	Level 2	CBM215	Two (2)	20
Customer service	Entry Level 1	CBM216	Two (2)	20
	Entry Level 2	CBM217	Two (2)	20
	Entry Level 3	CBM218	Two (2)	20
	Level 1	CBM219	Two (2)	20
	Level 2	CBM220	Two (2)	20
Enterprise venture	Entry Level 1	CBM221	Two (2)	20
	Entry Level 2	CBM222	Two (2)	20
	Entry Level 3	CBM223	Two (2)	20
	Level 1	CBM224	Two (2)	20
	Level 2	CBM225	Two (2)	20
Work experience	Entry Level 1	CBM226	Two (2)	20
	Entry Level 2	CBM227	Two (2)	20
	Entry Level 3	CBM228	Two (2)	20
	Level 1	CBM229	Two (2)	20
	Level 2	CBM230	Two (2)	20
Developing adaptability and resilience				
Rights and responsibilities in the workplace	Entry Level 1	CBM231	Two (2)	20
	Entry Level 2	CBM232	Two (2)	20
	Entry Level 3	CBM233	Two (2)	20
	Level 1	CBM234	Two (2)	20
	Level 2	CBM235	Two (2)	20
Understanding the changing labour market	Entry Level 1	CBM236	Two (2)	20
	Entry Level 2	CBM237	Two (2)	20
	Entry Level 3	CBM238	Two (2)	20
	Level 1	CBM239	Two (2)	20
	Level 2	CBM240	Two (2)	20
Using IT in the workplace	Entry Level 1	CBM241	Two (2)	20
	Entry Level 2	CBM242	Two (2)	20
	Entry Level 3	CBM243	Two (2)	20
	Level 1	CBM244	Two (2)	20
	Level 2	CBM245	Two (2)	20
Wellbeing and work	Entry Level 1	CBM246	Two (2)	20
	Entry Level 2	CBM247	Two (2)	20

	Entry Level 3	CBM248	Two (2)	20
	Level 1	CBM249	Two (2)	20
	Level 2	CBM250	Two (2)	20
Welsh in the workplace				
Working in Wales	Entry Level 1	CBM251	Two (2)	20
	Entry Level 2	CBM252	Two (2)	20
	Entry Level 3	CBM253	Two (2)	20
	Level 1	CBM254	Two (2)	20
	Level 2	CBM255	Two (2)	20

Providers must refer to the relevant Unit Specification for full details of learning outcomes, assessment criteria and indicative content. The Unit Specification is the definitive source of unit-level requirements.

Unit specifications can be downloaded via the qualification pages of the website.

Delivering this Qualification

Becoming a Provider

To deliver this qualification you must be a recognised Open Awards provider. For more information, head to our [website](#) or contact the team on 0151 494 2072.

How to Deliver

To request to deliver this qualification, please login to [the Portal](#) and then click on 'Tracking' and 'Initiate a Workflow'. You will then need to select 'Apply to Deliver Regulated Qualification(s)'.

For support with this process, please see the following document in the Portal 'Provider Portal Guidance – Qualification Approval' or contact the team on customerservices@openawards.org.uk or 0151 494 2072.

Documents Required for Delivery

Before planning or commencing delivery, providers must ensure that they have access to and are working from:

- This Qualification Guide (Level 1)
- The relevant Unit Specifications for each unit being delivered
- Open Awards' Quality Assurance policies and guidance.

The Unit Specifications are the definitive source of information regarding learning outcomes, assessment criteria, indicative content and any unit-specific resource or staffing requirements.

Providers must design their delivery and assessment plans with explicit reference to the Unit Specifications to ensure that all assessment criteria can be validly evidenced.

Delivery and Assessment Planning

Prior to commencing delivery of this qualification, providers must produce a Delivery and Assessment Plan.

The Delivery and Assessment Plan must be agreed internally before delivery begins and must be available for review by Open Awards as part of External Quality Assurance (EQA) activity.

The Delivery and Assessment Plan must include, as a minimum:

- Planned start and end dates for the course
- The units to be delivered and how they meet the Rules of Combination
- A mapped schedule of teaching, learning and assessment activities
- The assessment methods to be used for each unit
- How assessment tasks map to all assessment criteria
- Arrangements for internal marking and standardisation
- Roles and responsibilities of tutors, assessors and IQAs
- Procedures for resubmissions and re-takes/ resits
- Arrangements for learner support and supervision
- Procedures for managing malpractice and appeals
- Key internal deadlines for assessment, IQA and claiming results.

The plan must demonstrate that:

- Assessment activities are valid, reliable and appropriate to Entry Level 1
- Learners will have sufficient opportunity to generate evidence for all assessment criteria
- Delivery and assessment are inclusive and reflect principles of fair design.

Failure to produce an appropriate Delivery and Assessment Plan prior to delivery may result in action through the External Quality Assurance process.

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
- Long courses (over 15 weeks) within 60 working days of the course start date.

You will need to register your learners via [the Portal](#).

Changes to Registration Level

Providers must ensure that learners are registered at the level that best reflects their current stage of development following initial assessment.

If, during delivery, a learner demonstrates consistent performance at a higher level than that for which they are registered, the Provider must:

1. Conduct a documented review of the learner's performance
2. Confirm that the learner is able to meet the full range of assessment criteria at the higher level (not just isolated criteria)
3. Consult with the Internal Quality Assurer (IQA) prior to any decision being made.

Learners will not be automatically awarded a unit at a higher level than that for which they are registered. The Provider must notify Open Awards if they wish to transfer a learner to a higher level.

Where transfer to a higher level of qualification is approved:

- The learner will be withdrawn from the original qualification level
- The learner must be re-registered at the new level
- Any applicable fees may apply in line with Open Awards' current fee schedule.

If a learner is unable to meet the assessment criteria at their registered level:

- The Provider must consider additional support and formative assessment
- Consider assessing learners against the unit(s) at a lower level.

Certification of the qualification at a lower level will be automatically processed, subject to the following conditions:

- The learner must not have completed the qualification at the originally registered level
- Rules of combination have been met
- No certification claims must have been made.

Providers must ensure that learners and parents/carers (where appropriate) are informed of any transfer decision.

Where a learner transfers to a different level, Recognition of Prior Learning (RPL) may be considered in accordance with Open Awards Recognition of Prior Learning Policy.

Withdrawal or Partial Achievement

Following registration, providers are required to account for all learners during and at the end of their course. Where a learner leaves their course for any reason, Providers are required to notify Open Awards and to provide reasons for the withdrawal.

For full details of withdrawal procedures and administrative requirements, please refer to the Open Awards Provider Handbook, available via the Open Awards Portal.

The Provider Handbook sets out the formal processes for learner registration, withdrawal, certification and associated administrative requirements. Providers must ensure that procedures followed align with the current version of the Open Awards Provider Handbook.

A learner will be awarded a unit transcript for any units achieved.

Results and Certification

This qualification is designed to be accessed as a roll-on/ roll-off delivery model meaning that providers can set their own start and end dates in line with their own curriculum and delivery plans.

Results cannot be confirmed until Open Awards has completed external quality assurance activities in lines with its Centre Assessment Standards Scrutiny policy (please see Open Awards Provider Handbook for more information).

Open Awards service standards ensure that all results will be confirmed by the Level 2 national results day as long as results (and all associated evidence) is submitted to Open Awards by the deadline. The specific deadline will be published in September every year for the following August results day. This is normally four (4) weeks in advance of results day.

Provider Staff Requirements

It is expected that providers will have competent staff with relevant subject knowledge and skills or sector experience for their role in the delivery of the units/qualifications being offered.

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

Delivery staff should hold, or be working towards, a recognised teaching or training qualification where this is a requirement of the provider, in addition to being able to confidently support the learning within each unit at the relevant level(s). However, delivery staff would benefit from developing confidence in supporting learners to engage with learning that may be considered sensitive or 'triggering', such as learning scenarios that reflect topics such as cyberbullying, online harm, mental health, discrimination and ethics.

Please note, where an individual unit has specific resource requirements, this will be outlined in the unit specification.

Assessors must:

- hold or be working towards an appropriate assessor or teaching qualification. Assessors holding legacy qualifications must be able to demonstrate that they are assessing to current standards
- Have credible experience which is clearly demonstrable through continuing learning and development.

Internal Quality Assurers (IQA) must:

- occupy a position that gives them authority and resources to co-ordinate the work of assessors, provide authoritative advice, call meetings as appropriate, visit and observe assessments and carry out all the other internal quality assurance roles
- hold or be working towards an appropriate internal quality assurance qualification. Internal quality assurers holding legacy qualifications must be able to demonstrate that they are working to current standards
- have undertaken the appropriate assessor qualification identified by the regulator and practiced as an assessor prior to undertaking the internal quality assurer role.

It is recognised that internal quality assurers are expected to verify the assessment process and not reassess the evidence provided but it is expected that IQAs will have undertaken an appropriate assessor qualification and practised as a teacher and/or an assessor prior to undertaking the internal quality assurer role.

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.

This qualification consists of units that contain both skills and knowledge learning outcomes, meaning that a range of assessment methods and evidence type will be suitable across units.

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

This qualification has been designed to be delivered in a unitised way (one unit at a time) and each unit has been designed to be delivered and assessed as a standalone entity. However, learners are permitted to use one piece of evidence to demonstrate knowledge, skills and understanding across different assessment criteria and/or different units where appropriate.

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

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

Reliable: 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 Record, Group Progress Record) on behalf of the provider which are made available and used by the provider's Internal Quality Assurer and Open Awards' Quality Assurance Team.

Assessment Materials and Provider-Set Tasks

This qualification does not prescribe fixed Sample Assessment Materials (SAMs).

Providers are responsible for designing assessment tasks that:

- Enable learners to meet all learning outcomes and assessment criteria
- Reflect the appropriate level of demand
- Comply with the defined assessment controls.

To support providers, Open Awards provides:

- Enhanced assessment guidance within each Unit Specification
- Examples of suitable assessment task types
- Illustrative formats for recording evidence
- Guidance on appropriate levels of support.

Providers must not rely on a single fixed assessment model. Assessment should remain authentic, contextually relevant and responsive to learner needs.

All provider-set assessment tasks are subject to Internal Quality Assurance and External Quality Assurance review to ensure consistency and comparability across providers.

Sample Assessment Materials (SAMs) are not available for this qualification.

However, there is assessment guidance within each Unit Specification that provides

- Examples of suitable task types
- Illustrative evidence formats
- Clarified assessment controls.

Open Awards will continue to build and share anonymised examples of effective practice through national standardisation activities.

Assessment Conditions

All assessments must be conducted under controlled but supportive conditions.

“Controlled” refers to the requirement that assessment evidence must:

- Be the learner’s own work
- Be generated within a structured assessment context
- Be subject to clear Assessment Criteria
- Be internally assessed and quality assured
- Be available for external quality assurance.

“Supportive” reflects the inclusive nature of the 14–16 cohort and recognises that learners, particularly at Entry Levels, may require structured guidance to access assessment tasks.

Support must enable access without compromising validity.

The following forms of teacher/ assessor support are permitted at all levels:

- Clarification of task instructions
- Re-reading or rephrasing instructions (without altering demand)
- Use of prompts to refocus attention
- Use of communication aids or assistive technology
- Modelling of process (but not modelling of answers)
- General encouragement and reassurance.

Support expectations vary appropriately by level.

At Level 1:

- Clarification permitted
- Minimal scaffolding
- Learner expected to complete tasks with limited prompting.

Independence expectations increases progressively across levels. While support may be used to enable access, the final evidence must reflect the learner’s own knowledge, skills and understanding at the appropriate level of demand. Internal and External Quality Assurance processes will monitor the appropriateness of support provided.

Marking against Assessment Criteria

All assessment criteria must be met in order for learners to pass the qualification. Therefore, the 'pass criteria' for each assessment is whether the allocated (mapped) assessment criteria have all been met. The indicative content provided amplifies what is expected to be included in a response for a learner to be assessed as having passed. Where not all criteria have been met within a specific assessment (e.g. if an essay is submitted that met some but not all of the criteria mapped to the assessment), only the criteria not yet met would need to be re-assessed.

This could be through an alternative assessment method e.g., professional discussion if this is appropriate for the outstanding assessment criteria.

High performance in one assessment criterion does not compensate for poor or no performance against another criterion. Assessment decisions are made against each assessment criteria in each of the units in order for the learner to achieve a 'pass' overall at qualification level.

Resubmissions and Reassessment

A learner must only be formally assessed against assessment criteria for a unit once their teacher/ assessor has confirmed they are ready to be assessed.

If the learner does not achieve all assessment criteria on the first attempt, they will be given a maximum of two (2) further opportunities to address the assessment criteria unmet on the first attempt.

Resubmissions must be proportionate, retain the original assessment method where possible, have clear deadlines, and remain subject to IQA/EQA.

Wherever possible, learners are not expected to reattempt the whole assessment and an alternative assessment method may be used by the provider where this would be appropriate.

For example, a question and answer session as a retake for a workbook activity.

Resubmissions must:

- be proportionate to the degree of non-achievement
- be consistent with the way the learning outcome(s) were originally assessed
- be subject to a clear deadline
- be applied consistently in equivalent assessment situations, so that all learners have equivalent opportunities for resubmission and reassessment
- ensure that the additional or revised work being resubmitted is clearly distinguishable from the work originally submitted
- be subject to quality assurance.

Providers must use recording documentation to record reattempted assignment results and feedback. This must include any additional teaching/learning that is required before a resubmission. Feedback must identify general areas for development without providing task-specific solutions.

Providers are required to collect data around resubmissions to enable Open Awards to externally quality assure how this requirement is implemented in practice, and so data can be monitored across and within providers.

If a learner did not meet all criteria after two resubmission opportunities, a 'fail' would be awarded and the learner would need to be re-entered for the qualification as a whole.

As above, opportunities must be given for learners to be assessed against specific assessment criteria where the provided evidence does not meet the criteria or the standard required. Providers are responsible for setting their own course duration/ length to ensure learners have sufficient time to complete all learning and assessment requirements.

If a learner does not pass all assessment criteria across the qualification, they will be issued with a unit transcript.

If the learner decided to attempt the qualification again, any unit achievement could be used towards achievement of the qualification as a whole, provided that it was within the unit validity period to ensure its currency. The provider would be required to complete an initial assessment to identify gaps in knowledge, skills, behaviours and apply to Open Awards to recognise the existing units in line with Open Awards' recognition of prior learning policy.

Learner Feedback

Tutors and assessors must provide timely feedback for each completed assessment task. Learners must be informed in advance when feedback will be issued, e.g. through the assignment brief.

Feedback must be clear, focused and developmental. It must reference the relevant assessment criteria and explain the basis for the assessment decision (Pass/Fail). Where multiple assignments contribute to a unit, feedback must address each task separately to support learner understanding of strengths and areas for improvement.

Where a learner has not met one or more assessment criteria, feedback must identify which criteria have not been achieved and indicate the general area requiring improvement. Feedback should support progress and clarify expectations for any permitted resubmission, but must not provide model answers or overly detailed guidance that could constitute coaching.

Feedback must be provided in the language of assessment selected by the learner (English or Welsh).

Providers must ensure that learners are not disadvantaged on the basis of language choice. Where a qualification is delivered and assessed in Welsh, feedback must also be provided in Welsh.

External Quality Assurance activity will take account of language choice to ensure fairness and consistency across both languages.

Training and Support

Open Awards offers a variety of training and support to providers. Our online training and support is free of charge and can be accessed via a link on the Open Awards website. Please contact our Customer Service Team if you need support to access it.

Quality Assurance and Standardisation

Delivery of this qualification must be done so in accordance with Qualifications Wales regulatory guidelines and in line with Open Awards' quality assurance processes. Please see our website for more information.

Internal Quality Assurance (IQA)

All providers delivering Open Awards provision must operate rigorous internal quality assurance systems. Providers must produce an IQA Plan and complete pre-course verification before delivery commences.

This activity must include pre-course verification to confirm that:

- Assessment tasks are appropriately mapped to all assessment criteria
- Assessment tasks are suitable for the level
- Tasks enable learners to generate sufficient, valid and authentic evidence
- Delivery and assessment arrangements are inclusive and accessible
- Adequate staffing and resources are in place.

IQA activity must:

- Be agreed before delivery commences
- Outline the provider's sampling strategy
- Identify risk-based sampling arrangements
- Confirm how standardisation activities will be undertaken
- Detail how assessment decisions will be monitored for consistency
- Identify how feedback and marking decisions will be quality assured.

The Internal Quality Assurer must work collaboratively with tutors and assessors prior to delivery to ensure that all arrangements meet Open Awards' requirements. Evidence of Delivery and Assessment Planning and IQA planning must be retained and made available for External Quality Assurance review

Full details of Open Awards' Internal Quality Assurance requirements are set out in the Open Awards Provider Handbook and the Centre Assessment Standards Scrutiny (CASS) Strategy.

Providers must ensure that their IQA arrangements align with:

- Qualification Guide (this document)
- Open Awards Provider Handbook
- CASS Strategy.

Where there is any uncertainty regarding interpretation of requirements, the Open Awards Provider Handbook and associated quality assurance documentation must be followed.

External Quality Assurance (EQA)

External Quality Assurance (EQA) activity is conducted in accordance with:

- Open Awards Centre Assessment Standards Scrutiny (CASS) Strategy
- Open Awards Provider Handbook.

The Open Awards Provider Handbook provides detailed information regarding:

- Provider approval and risk rating
- Compliance monitoring
- External verification procedures
- Sanctions and escalation processes
- Appeals and maladministration procedures.

This qualification is classified as low risk under Open Awards' CASS Strategy. provider-level risk ratings (New/Low/Medium/High) determine EQA sampling frequency and scope. See the Open Awards Provider Handbook and CASS Strategy for full details.

Providers are responsible for ensuring that delivery and assessment practices comply with the requirements set out in these documents.

The Open Awards Quality Assurance Team has overarching responsibility for ensuring the provider's ongoing compliance through their quality assurance policies and practices.

The Open Awards Quality Assurance Team's role is to:

- support providers to improve the quality and standards of delivery, assessment and internal quality assurance
- externally quality assure providers' recommendations for awards
- ensure consistency in standards between providers and over time
- ensure ongoing compliance with the Open Awards Provider Agreement, policies and procedures.

The level of external quality assurance intervention a provider receives is determined by the provider's quality risk rating (New Provider, Low, Medium or High). Risk ratings are reviewed, as a minimum, on an annual basis.

Annual Quality Assurance Reviews

The Annual Quality Assurance Review will provide the Open Awards Quality Assurance Team with an up-to-date record of specific areas of compliance with the Provider agreement. This enables Open Awards to make a judgement on the provider's ongoing compliance in the following areas:

- Quality assurance policies
- Business policies
- Staffing and resources
- Data management
- Engagement with Open Awards
- Internal quality assurance arrangements
- Provider administration.

The Open Awards Quality Assurance Team will review progress towards the Provider Improvement Action Plan (PIAP) and may incorporate external verification activities into the review. Where concerns are raised as a result of this activity, the provider's risk rating may be increased and review visits undertaken more frequently.

Please see Open Awards Provider Handbook and EQA Guidance for more information.

External Verification

The process of external verification is to make sure that assessments meet nationally agreed standards by reviewing whether assessment decisions (including grading decisions where appropriate) made by assessors and the checks carried out by the Internal Quality Assurer at the provider are valid.

The frequency of external verification activities required at each approved provider is dependent upon the risk rating of the qualification and the provider risk rating. The higher the risk of the qualification and provider will mean an increase in the frequency of external quality assurance activities. Details of sample sizes can be found in the Open Awards Provider Handbook.

Provider approval, compliance monitoring and external quality assurance is carried out by the Open Awards Quality Assurance Team/ External Quality Assurers who will confirm that the provider is assessing to standard and ensure that there are robust internal quality assurance systems embedded.

This qualification has been classified as low risk in line with our CASS strategy. For further guidance on External Quality Assurance activities for low risk qualifications, please refer to Open Awards Provider Handbook and EQA Guidance.

Standardisation

Providers are required to complete internal standardisation activities to ensure all assessors are making consistent and valid assessment decisions. In addition,

Providers are required contribute to national standardisation events, as a minimum once per year. Open Awards offers standardisation events and qualification-specific forums 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.

For further guidance on Quality Assurance and Standardisation, please refer to Open Awards Provider Handbook.

Recognition of Prior Learning and Achievement (RPL)

RPL is a method of assessment 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. Evidence of learning must be sufficient, reliable and valid.

Where a learner transfers to a different level RPL may be considered in accordance with Open Awards Recognition of Prior Learning Policy.

RPL may be used where:

- Previously completed units remain current and valid
- The evidence meets the assessment criteria of the new level
- The provider has conducted an appropriate mapping exercise.

It is the responsibility of the provider 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 quality assurance by the Open Awards Quality Assurance Team.

Units from Other Awarding Organisations

Only units that form part of the approved Open Awards Skills for Life and Work suite may contribute towards achievement of this qualification.

Units certificated by another Awarding Organisation, or units taken from other Open Awards qualifications outside of this approved suite, may not be counted towards the Guided Learning Hours or credit requirements for this qualification.

Direct Recognition of Prior Learning (RPL) may be considered only where the learner has previously achieved the same Open Awards unit (with the same unit code and level).

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

Appendices and Links

The following Open Awards documents form part of the mandatory qualification documentation and must be used together:

- Qualification Guide (this document)
- Relevant Unit Specifications
- Open Awards Provider Handbook
- Centre Assessment Standards Scrutiny (CASS) Strategy
- External Quality Assurance (EQA) Guidance
- Reasonable Adjustments and Special Consideration Policy
- Recognition of Prior Learning (RPL) Policy
- Malpractice and Maladministration Policy
- Enquiries, Complaints and Appeals Policy
- Equality and Diversity Policy
- Invoicing Policy
- Privacy Policy.

All documents are available via the Open Awards Portal. Providers are responsible for ensuring that they are using the most up-to-date versions of all documentation.

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