



SFJ Awards Level 2 Award in Fire & Rescue Service – Introduction to Working with Children and Young People

SFJ Awards Level 2
Qualification Handbook

Qualification Number: 610/5106/8
Operational Start Date: 01 Jan 2025

Contents

Contents.....	2
1. Introduction	5
1.1. About SFJ Awards.....	5
1.2. Customer Service Statement.....	5
1.3. Centre Support	5
2. The Qualification	6
2.1. Qualification Objective.....	6
2.2. Pre-entry Requirements	7
2.3. Qualification Structure	7
2.4. Total Qualification Time (TQT).....	7
2.5. Grading.....	8
2.6. Age Range and Geographical Coverage.....	8
2.7. Opportunities for Progression.....	8
2.8. Use of Languages	9
3. Qualification Units	10
3.1. Mandatory Units	10
4. Centre Requirements	21
4.1. Centre Responsibilities.....	21
4.2. Centre Assessment Standards Scrutiny (CASS) Strategy.....	22
4.3. Facilities	22
4.4. Trainers	23
5. Assessment	23
5.1. Qualification Assessment Methods	23
5.2. Assessing Competence.....	24
5.3. Methods for Assessing Competence.....	24
5.3.1. Observation.....	25
5.3.2. Testimony of Witnesses and Expert Witnesses	25
5.3.3. Work Outputs (Product Evidence).....	25
5.3.4. Professional Discussion	25
5.3.5. Questioning the Learner	26

5.3.6. Simulations	26
5.4. Assessing Knowledge and Understanding	27
5.5. Methods for Assessing Knowledge and Understanding	27
5.6. Assessment Planning	28
6. Assessor Requirements	28
6.1. Occupational Knowledge and Competence.....	29
6.2. Qualification Knowledge	29
6.3. Assessor Competence	29
6.4. Continuing Professional Development.....	31
7. Internal Quality Assurer Requirements	31
7.1. Occupational Knowledge.....	31
7.2. Qualification Knowledge	31
7.3. Internal Quality Assurer Competence.....	32
7.4. Continuing Professional Development.....	33
8. Expert Witnesses	33
8.1. Occupational Competence	33
8.2. Qualification Knowledge	34
9. External Quality Assurers.....	34
9.1. External Quality Assurer Competence.....	34
9.2. Continuing Professional Development.....	34
10. Standardisation	35
10.1. Internal Standardisation	35
10.2. External Standardisation	35
11. Recognition of Prior Learning (RPL).....	35
12. Equality and Diversity	35
13. Health and Safety	36

Document Control

Revisions and Amendment Register

Date of Issue	Page No	Revision	Version
28/01/2025	29	Amendment to assessor competence	V2

1. Introduction

1.1. About SFJ Awards

SFJ Awards is part of the Workforce Development Trust group, together with Skills for Justice, Skills for Health and People 1st International. The Workforce Development Trust is a not-for-profit organisation helping employers to continually improve their workforce through increasing productivity, improving learning solutions and helping to boost the skills for staff across a wide range of industries throughout the UK and internationally.

SFJ Awards is an independent Awarding Organisation, regulated by the UK qualifications regulators, including Ofqual, CCEA and Qualifications Wales, to assess, quality assure and certificate learners and employees, helping training providers and employers to continue developing a highly skilled workforce for the future. Our values are 'For Skills, For Flexibility and For Jobs' and our work embodies the core charitable aims of the wider Workforce Development Trust group that ultimately supports better jobs. We add value to employers and training providers by delivering a wide range of sector-specific regulated qualifications, bespoke learner certification and quality assurance; SFJ Awards is also an End-Point Assessment Organisation for Apprenticeships in England.

Whilst predominantly delivering qualifications and assessments to meet the needs of Policing, Fire and Rescue, Community Justice, Custodial Care, Armed Forces, Security and Emergency Services, we continue to grow into markets that require a robust, and quality assured certification solution.

1.2. Customer Service Statement

Our Customer Service Statement is published on the SFJ Awards [website](#) giving the minimum level of service that centres can expect. The Statement will be reviewed annually and revised as necessary in response to customer feedback, changes in legislation, and guidance from the qualifications regulators.

1.3. Centre Support

SFJ Awards works in partnership with its customers. For help or advice contact:

SFJ Awards
Consult House
Meadowcourt Business Park

4 Hayland Street
Sheffield
S9 1BY

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com

2. The Qualification

2.1. Qualification Objective

This handbook relates to the following qualification:

SFJ Awards Level 2 Award in Fire & Rescue Service – Introduction to Working with Children and Young People

This qualification has been developed by SFJ Awards in collaboration with the National Fire Chiefs Council (NFCC).

The UK fire and rescue services (FRS) provide a multitude of different educational sessions and interventions for children and young people. It is recognised by the National Fire Chiefs Council (NFCC) that the FRS staff and volunteers delivering this important work should have the ability to access training which will enable them to carry out these activities with the appropriate level of skill and knowledge.

This qualification will provide an excellent opportunity for anyone working within the FRS with children and young people to gain recognition for the fantastic and beneficial work that they do, providing a professional pathway for development and progression.

The qualification is available to any staff or volunteers who work with children and young people as part of their role within the FRS. It will form part of the induction programme.

This qualification is designed for staff and volunteers who work at differing levels with children and young people and includes areas such as child development, youth work, understanding challenging behaviour, ACES and trauma, communication and neurodiversity.

2.2. Pre-entry Requirements

There are no pre-entry requirements for this qualification. However, centres must ensure that learners are able to complete this qualification, for example, through completing a skills scan to ensure they can work at the appropriate level.

2.3. Qualification Structure

To be awarded this qualification the learner must achieve the **3** mandatory units as shown in the table below.

Unit No	Unit Title	Level	GLH
1.	Introduction to Working with Children and Young People	2	4
2.	Understanding Children and Young People	2	5
3.	Building Relationships and Communicating with Children and Young People	2	5

2.4. Total Qualification Time (TQT)

Values for Total Qualification Time¹, including Guided Learning, are calculated by considering the different activities that Learners would typically complete to achieve and demonstrate the learning outcomes of a qualification. They do not include activities which are required by a Learner's Teacher based on the requirements of an individual Learner and/or cohort. Individual Learners' requirements and individual teaching styles mean there will be variation in the actual time taken to complete a qualification. Values for Total Qualification Time, including Guided Learning, are estimates.

Some examples of activities which can contribute to Total Qualification Time include:

- Independent and unsupervised research/learning
- Unsupervised compilation of a portfolio of work experience

¹ Total Qualification Time, Ofqual
<https://www.gov.uk/guidance/ofqual-handbook/section-e-design-and-development-of-qualifications>

- Unsupervised e-learning
- Unsupervised e-assessment
- Unsupervised coursework
- Watching a pre-recorded podcast or webinar
- Unsupervised work-based learning
- All Guided Learning

Some examples of activities which can contribute to Guided Learning include:

- Classroom-based learning supervised by a Teacher
- Work-based learning supervised by a Teacher
- Live webinar or telephone tutorial with a Teacher in real time
- E-learning supervised by a Teacher in real time
- All forms of assessment which take place under the Immediate Guidance or Supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

The Total Qualification Time and Guided Learning Hours for this qualification are as follows:

Qualification Title	TQT	GLH
SFJ Awards Level 2 Award in Fire & Rescue Service – Introduction to Working with Children and Young People	20	14

2.5. Grading

This qualification is graded pass / fail.

2.6. Age Range and Geographical Coverage

This qualification is recommended to learners aged **18** years and over and is regulated in England, Wales and Northern Ireland.

2.7. Opportunities for Progression

This qualification provides foundational knowledge and skills for those interested in roles within the Fire and Rescue Service that involve working with children and young people. It can lead to further training and qualifications in community safety, youth engagement, and specialised fire safety roles within the UK Fire and Rescue Service.

2.8. Use of Languages

SFJ Awards business language is English and we provide assessment materials and qualification specifications that are expressed in English. Assessment specifications and assessment materials may be requested in Welsh or Irish and, where possible, SFJ Awards will try to fulfil such requests. SFJ Awards will provide assessment materials and qualification specifications that are expressed in Welsh or Irish and support the assessment of those learners, where the number of learners makes it economically viable for SFJ Awards to do so. More information is provided in the SFJ Awards' Use of Language Policy.

For learners seeking to take a qualification and be assessed in British Sign Language or Irish Sign Language, please refer to SFJ Awards' Reasonable Adjustments Policy. A learner may be assessed in British Sign Language or Irish Sign Language where it is permitted by SFJ Awards for the purpose of Reasonable Adjustment.

Policies are available on our website sfjawards.com or on request from SFJ Awards.

3. Qualification Units

3.1. Mandatory Units

Title	Introduction to Working with Children and Young People		
Level	2		
Unit Number	1		
GLH	4		
Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>		Guidance and/or Indicative Content
1. Understand the value and importance of youth work	1.1	Describe the background, nature, and purpose of youth work	National Youth Agency Framework - Guidance for overarching youth work: https://nya.org.uk/what-is-youth-work/
	1.2	Evaluate the benefits of youth work for children and young people	
	1.3	Explain the professional responsibilities for those working with children and young people	Information should be relevant to own FRS Policies e.g. Safeguarding Policy

	1.4	Explain why it is important to know what the professional responsibilities are when working with children and young people	
2. Understand why fire and rescue services work with children and young people	2.1	Explain why fire and rescue services work with children and young people	CYP offer revised document v.4.pdf (nfcc.org.uk)
	2.2	Summarise the different methods in which fire and rescue services work with children and young people	
	2.3	Explain the benefits of the delivery of educational sessions, engagement and interventions to children and young people. Including the benefits to: <ul style="list-style-type: none"> • Children and Young People • The Fire and Rescue Service • The Community 	
3. Understand own role when working with Children and Young People	3.1	Explain the role of the fire and rescue service staff/volunteer when working with children and young people	
	3.2	Explain the importance of delivering appropriate resources to meet the needs and abilities of all children and young people	Consider personalised learning, trauma informed practice etc.

	3.3	Summarise own responsibilities for safeguarding and signposting when working with children and young people	This should capture the importance of following organisations policies and procedures
	3.4	Summarise own responsibilities around data sharing and data protection when working with children and young people	
Additional information about the unit			
Assessment guidance	<p>Observation by tutors of participation in discussion and attitude, values displayed including participation in completion of exercises and feeding back to the main group.</p> <p>Satisfactory completion of Workbooks.</p>		
Links	<p>What is youth work? - National Youth Agency (nya.org.uk)</p> <p>Our 2024 Manifesto: Youth work for all young people - National Youth Agency (nya.org.uk)</p> <p>00955 NFCC TRAINING AND COMPETENCIES final.pdf</p>		

Title	Understanding Children and Young People		
Level	2		
Unit Number	2		
GLH	5		
Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>		Guidance and/or Indicative Content
1. Understand the fundamental aspects of child development	1.1	Explain the meaning of child development	Consider Piaget's stages of cognitive development
	1.2	Describe the stages of brain development and the changes that occur in adolescence.	
2. Explain the meaning of attachment and how it relates to child development	2.1	Define attachment	
	2.2	Explain the meaning of the four categories of attachment	This should capture the risks of pathological development
	2.3	Define the role of a primary caregiver	

	2.4	Explain how a secure attachment with a primary caregiver can have a positive impact on child development	
	2.5	Define attachment disorder	
	2.6	Identify the potential signs and symptoms of attachment disorder and insecure attachment	
3. Understand Adverse Childhood Experiences (ACEs) and trauma and the impact these can have on children and young people	3.1	Define ACEs and Trauma	
	3.2	Identify factors that could negatively affect a CYPs development	
	3.3	Identify the signs of trauma giving examples of <ul style="list-style-type: none"> ▪ Behaviour ▪ Physical ▪ Mental 	This should capture the adverse effects following an adverse childhood experience
4. Understand Trauma Informed Practice and how to implement this when working with children and young people		Explain the meaning of Trauma Informed Practice	This refers to the working definition of trauma informed practice
	4.2	Summarise what is meant by the terms re-traumatisation, and vicarious or secondary trauma	

	4.3	Explain the perceived image of children and young people and how this influences their own attitudes and values	
	4.4	Explain how our attitudes and values influence our work with children and young people	Consider the basics of pro social behaviour
	4.5	Describe how you would use a trauma informed approach when working with children and young people	This should capture the characteristics of a trauma informed approach
5. Understand the needs of children and young people, and how to create an inclusive environment	5.1	Define the abbreviation 'SEND'	
	5.2	Identify a range of SEND that you may encounter when working with children and young people	
	5.3	Identify barriers that children and young people with SEND may experience that could limit participation	Consider some of the barriers to participation
	5.4	Define what is meant by reasonable adjustments	
	5.5	Provide three examples of strategies which could be used to overcome barriers to participation	

Additional information about the unit

<p>Assessment guidance</p>	<p>Observation by tutors of participation in discussion and attitude, values displayed including participation in completion of exercises and feeding back to the main group.</p> <p>Satisfactory completion of Workbooks.</p>
<p>Links</p>	<p>Piaget's Stages of Cognitive Development Explained (verywellmind.com)</p> <p>4 Attachment Styles: How They Form and Their Effects (verywellmind.com)</p> <p>Signs and Causes of Attachment Issues (verywellmind.com)</p> <p>What Are Adverse Childhood Experiences (ACEs)? (verywellmind.com)</p> <p>Trauma: Definition, Symptoms, Traits, Causes, Treatment (verywellmind.com)</p> <p>Working definition of trauma-informed practice - GOV.UK (www.gov.uk)</p> <p>SEND Code of Practice January 2015.pdf (publishing.service.gov.uk)</p> <p>The Basics of Pro Social Modelling - Intervention Hub (intervention-hub.com)</p> <p>What is special educational needs and disabilities (SEND)? - Kent County Council</p> <p>Serious Violence Duty (accessible) - GOV.UK (www.gov.uk)</p>

Title	Building Relationships and Communicating with Children and Young People		
Level	2		
Unit Number	3		
GLH	5		
Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>		Guidance and/or Indicative Content
1. Understand the key factors that impact behaviour	1.1	Identify the key factors that impact behaviour in children and young people	
	1.2	Explain how these key factors impact behaviour in children and young people	Capture examples of how key factors can impact behaviour
2. Understand the importance of different leadership styles and how this can impact behaviours and outcomes.	2.1	Define the three different leadership styles	
	2.2	Explain the positive and negative impacts of the different leadership styles	
	2.3	Analyse the effectiveness of each leadership style in different contexts when working with children and young people	Consider the benefits of the three leadership styles

	2.4	Explain how different leadership styles can impact behaviours and outcomes	
3. Understand the importance of building positive relationships and creating a positive environment to promote effective interactions and outcomes	3.1	Explain the importance of building a good rapport with children and young people and their families/caregivers	
	3.2	Define the purpose and benefit of setting simple ground rules with children and young people	
	3.3	Explain the importance of creating a positive environment to promote effective interactions and outcomes	
	3.4	Describe what pro-social modelling is and how it can be successfully used to create effective interactions and outcomes	This should capture the four main principles
	3.5	Explain why it is important to be a positive role model for children and young people	
	3.6	Explain the meaning of positive reinforcement and how it can be displayed when working with children and young people	This should capture an example of positive reinforcement in practice
4. Understand behaviour management and how to deal with behaviour that challenges	4.1	Define behaviour management	
	4.2	Define challenging behaviour	

	4.3	Define behaviour escalation	
	4.4	Identify a model that is used for conflict resolution and with an example, identify how this can be utilised when working with children and young people	Capture types of conflict resolution approaches e.g. restorative approach
	4.5	Explain how an environment can impact the behaviour of children and young people	
	4.6	Explain how best to manage a chaotic environment and what strategies could be used to overcome a difficult situation	
5. Understand the importance of effective communication when working with children and young people	5.1	Describe what effective communication is	Consider the type of language, level of vocabulary used etc.
	5.2	Explain why it is important to have good communication skills when working with children and young people	
	5.3	Describe a skilful communicator and what attributes they would have	
	5.4	Identify what techniques can be used to encourage people to talk	
	6.1	Compare different question types	

6. Understand communication skills and how to effectively engage with children and young people and their families/caregivers	6.2	Explain which question types would be most effective to use when working with children and young people and why	
	6.3	Describe non-verbal communication and how it can be used effectively when working with children and young people	
	6.4	Explain barriers to communication and strategies that could be used to overcome these	
Additional information about the unit			
Assessment guidance	<p>Observation by tutors of participation in discussion and attitude, values displayed including participation in completion of exercises and feeding back to the main group.</p> <p>Satisfactory completion of Workbooks.</p>		
Links	<p>Building supportive relationships with young people YoungMinds</p> <p>Maslow's Hierarchy of Needs (verywellmind.com)</p> <p>The Basics of Pro Social Modelling - Intervention Hub (intervention-hub.com)</p> <p>From Chaos to Calm: Effective Behaviour Management Strategies for the Classroom (routledge.com)</p> <p>Promoting mental health and wellbeing NSPCC Learning</p> <p>Factsheet%204%20Barriers%20to%20participation.pdf (councilfordisabledchildren.org.uk)</p>		

4. Centre Requirements

4.1. Centre Responsibilities

Centres must be approved by SFJ Awards and also have approval to deliver the qualifications they wish to offer. This is to ensure centres have the processes and resources in place to deliver the qualifications. Approved centres must adhere to the requirements detailed in the SFJ Awards Centre Handbook, which includes information for centres on assessment and internal quality assurance processes and procedures.

When a centre applies to offer a qualification, they will need to provide evidence that they have sufficient resources and infrastructure in place for delivery of that qualification:

- evidence of assessor and IQA competence
- sample assessment materials and mark schemes
- scheme of work
- details of available resources.

Centres are responsible for ensuring that their assessor and internal quality assurance staff:

- are occupationally competent and/or knowledgeable as appropriate to the assessor or IQA role they are carrying out
- have current experience of assessing/internal quality assuring as appropriate to the assessor or IQA role they are carrying out
- have access to appropriate training and support
- are independent and any conflicts of interests are managed and monitored appropriately by SFJ Awards.

Information on the induction and continuing professional development of those carrying out assessment and internal quality assurance must be made available by centres to SFJ Awards through the external quality assurance process.

This handbook should be used in conjunction with the following SFJ Awards documents:

- Assessment Guidance
- Centre Handbook
- Centre Assessment Standards Scrutiny (CASS) Strategy
- Conflict of Interest Policy
- Whistleblowing Policy
- Malpractice and Maladministration Policies

- Equality and Diversity Policy
- Appeals Policy
- Complaints Policy
- Sanctions Policy
- Examinations and Invigilation Policy
- Risk and Centre Monitoring Policy
- Fair Access and Equality of Opportunity Policy
- Reasonable Adjustment and Special Considerations Policy
- Standardisation Policy
- Direct Claims Policy
- Centre Approval Process

All documents referenced in the strategy are available to centres on Odyssey, SFJ Awards learner management system, or on request from SFJ Awards.

4.2. Centre Assessment Standards Scrutiny (CASS) Strategy

Awarding Organisations are required by Ofqual to have a CASS Strategy in place to improve the controls where an assessment is devised and marked by a centre.² In line with our CASS Strategy, SFJ Awards will determine the most appropriate CASS approach for each qualification / qualification suite using a risk based approach.

Any Subject Matter Experts (SMEs) used by centres to develop and/or mark assessments must declare any conflict of interest and centres must ensure that any such conflicts are mitigated. All details of such conflicts of interest must be recorded by the centre.

SFJ Awards will require sample assessments from centres to maintain confidence with our centres' approach to maintaining the integrity of our quality assurance strategy defined within the CASS strategy. Centre marking will be subject to external quality assurance.

Centres are permitted to develop and mark assessments for the qualification(s) in this handbook, in line with our CASS Strategy.

4.3. Facilities

Training and assessment for approved qualifications must take place in a suitable environment that has been approved by SFJ Awards. The environment must be adequately equipped for training, conducive to effective learning, and must comply with current Health and Safety requirements. Equipment for practical activities must be readily available and fit for purpose. All examination venues must comply with the

² [Condition H2 - Centre Assessment Standards Scrutiny where an assessment is marked by a Centre](#)

QD2.10 Qualification Handbook

SFJ Awards Level 2 Award in Fire & Rescue Service – Introduction to Working with Children and Young People V2

policy, standards, and regulations specified by SFJ Awards to gain approval for knowledge-based assessment.

Training and assessment facilities must comply with the ongoing approval arrangements of SFJ Awards.

4.4. Trainers

Some sectors specify trainer requirements for qualification delivery, for example first aid and security. Details of any specific trainer requirements are included in this qualification handbook. Centres should therefore check the handbook, or with SFJ Awards, for any trainer requirements that apply to the qualification(s) they wish to deliver. Centres applying for approval with SFJ Awards will be required to provide SFJ Awards with current evidence of how each trainer meets the requirements, for example certificates of achievement, CV or CPD records.

5. Assessment

5.1. Qualification Assessment Methods

Assessment methods³ that can be used for the SFJ Awards Level 2 Award in Fire & Rescue Service – Introduction to Working with Children and Young People are as follows:

- Aural Examination
- E-assessment
- Multiple Choice Examination
- Portfolio of Evidence (including for example records of professional discussions, question and answer sessions, work products)
- Practical Demonstration / Assignment
- Practical Examination
- Task-based Controlled Assessment
- Written Examination
- Observation
- Professional Discussion
- Interview
- Presentation and Questioning
- Project

³ Selected from assessment methods listed on Ofqual's regulatory system (Portal)

5.2. Assessing Competence

The purpose of assessing competence is to make sure that an individual is competent to carry out the activities required in their work.

Assessors gather and judge evidence during normal work activities to determine whether the learner demonstrates their competence against the standards in the qualification unit(s). Competence should be demonstrated at a level appropriate to the qualification. The skills required at the different qualification levels are defined in Ofqual's level descriptors.⁴ Further information on qualification levels is included in the SFJ Awards Assessment Guidance.

Evidence must be:

- Valid
- Authentic
- Sufficient
- Current
- Reliable

Assessment should be integrated into everyday work to make the most of opportunities that arise naturally within the workplace.

5.3. Methods for Assessing Competence

Qualifications may be assessed using any method, or combination of methods, as stipulated either by SFJ Awards or within specific qualifications, and which clearly demonstrate that the learning outcomes and assessment criteria have been met. Some sectors may have specific assessment requirements that apply to their qualifications and where these apply, details will be included in the qualification-specific handbook.

Assessors need to be able to select the right assessment methods for the competences that are being assessed, without overburdening the learner or the assessment process, or interfering with everyday work activities. SFJ Awards expect assessors to use a combination of different assessment methods to make a decision about an individual's occupational competence. Assessment methods which are most likely to be used are outlined below. However, these are included for guidance only and there may be other methods which are suitable. Further information on assessment methods is included in the SFJ Awards Assessment Guidance.

⁴ Ofqual Handbook: General Conditions of Recognition, Section E - Design and development of qualifications www.gov.uk/guidance/ofqual-handbook/section-e-design-and-development-of-qualifications

5.3.1. Observation

SFJ Awards believe that direct observation in the workplace by an assessor or testimony from an expert witness is preferable as it allows for authenticated, valid and reliable evidence. Where learners demonstrate their competence in a real work situation, this must be done without the intervention from a tutor, supervisor or colleague.

However, SFJ Awards recognise that alternative sources of evidence and assessment methods may have to be used where direct observation is not possible or practical.

5.3.2. Testimony of Witnesses and Expert Witnesses

Witness testimonies are an accepted form of evidence by learners when compiling portfolios. Witness testimonies can be generated by peers, line managers and other individuals working closely with the learner. Witnesses are defined as being those people who are occupationally expert in their role.

Testimony can also be provided by expert witnesses who are occupationally competent **and** familiar with the qualification unit(s). Assessors will not need to spend as long assessing expert witness testimony as they would a witness testimony from a non-expert. Therefore, if expert witnesses are involved in the assessment strategy for a qualification a greater number of learners can be managed by a smaller number of assessors.

The assessor is however responsible for making the final judgement in terms of the learner meeting the evidence requirements for the qualification unit(s).

5.3.3. Work Outputs (Product Evidence)

Examples of work outputs include plans, reports, budgets, photographs, videos or notes of an event. Assessors can use work outputs in conjunction with other assessment methods, such as observation and discussion, to confirm competence and assure authenticity of the evidence presented.

5.3.4. Professional Discussion

Discussions allow the learner to describe and reflect on their performance and knowledge in relation to the standards. Assessors can use discussions to test the authenticity, validity and reliability of a learner's evidence. Written/audio records of discussions must be maintained.

5.3.5. Questioning the Learner

Questioning can be carried out orally or in written form and used to cover any gaps in assessment or corroborate other forms of evidence. Written/audio records of all questioning must be maintained.

5.3.6. Simulations

Simulations may take place either in a non-operational environment which is not the learner's workplace, for example a training centre. The qualification handbook will specify whether simulations are allowed for the qualification and/or units within it. Proposed simulations must be reviewed to ensure they are fit for purpose as part of the IQA's pre-delivery activity.

Simulations can be used when:

- the employer or assessor consider that evidence in the workplace will not be demonstrated within a reasonable timeframe
- there are limited opportunities to demonstrate competence in the workplace against all the assessment criteria
- there are health and safety implications due to the high-risk nature of the work activity
- the work activity is non-routine and assessment cannot easily be planned for
- assessment is required in more difficult circumstances than is likely to happen day to day.

Simulations must follow the principles below:

1. The nature of the contingency and the physical environment for the simulation must be realistic
2. Learners should be given no indication as to exactly what contingencies they may come across in the simulation
3. The demands on the learner during the simulation should be no more or less than they would be in a real work situation
4. Simulations must be planned, developed and documented by the centre in a way that ensures the simulation correctly reflects what the specific qualification unit seeks to assess and all simulations should follow these documented plans
5. There should be a range of simulations to cover the same aspect of a unit and they should be rotated regularly.

5.4. Assessing Knowledge and Understanding

Knowledge-based assessment involves establishing what the learner knows or understands at a level appropriate to the qualification. The depth and breadth of knowledge required at the different qualification levels are defined in Ofqual's level descriptors.⁵ Further information on qualification levels is included in the SFJ Awards Assessment Guidance.

Assessments must be:

- Fair
- Robust
- Rigorous
- Authentic
- Sufficient
- Transparent
- Appropriate

Good practice when assessing knowledge includes use of a combination of assessment methods to ensure that as well as being able to recall information, the learner has a broader understanding of its application in the workplace. This ensures that qualifications are a valid measure of a learner's knowledge and understanding.

A proportion of any summative assessment may be conducted in controlled environments to ensure conditions are the same for all learners. This could include use of:

- Closed book conditions, where learners are not allowed access to reference materials
- Time bound conditions
- Invigilation.

Where assessment in controlled environments is considered appropriate for qualifications, or the use of specific assessment materials (for example, exemplars or scenarios) is required, information will be included in the qualification handbook.

5.5. Methods for Assessing Knowledge and Understanding

⁵ Ofqual Handbook: General Conditions of Recognition, Section E - Design and development of qualifications www.gov.uk/guidance/ofqual-handbook/section-e-design-and-development-of-qualifications

SFJ Awards expect assessors to use a variety of different assessment methods to make a decision about an individual's knowledge and understanding, which are likely to include a combination of the following:

- Written tests in a controlled environment
- Multiple choice questions (MCQs)
- Evidenced question and answer sessions with assessors
- Evidenced professional discussions
- Written assignments (including scenario-based written assignments).

Where written assessments are centre-devised and centre-assessed, centres must:

- maintain a sufficient bank of assignments which are changed regularly
- record how risks in tests/exams conducted in controlled environments are mitigated
- conduct assessments in line with SFJ Awards Examination and Invigilation Policy.

Centres must take into account the qualification when selecting knowledge assessment methods to ensure they are appropriate and allow the learner to evidence the assessment criteria. For example, MCQs are unlikely to be appropriate for higher levels qualifications or assessment criteria which require learners to 'explain', 'describe', 'evaluate' or 'analyse'.

5.6. Assessment Planning

Planning assessment allows a holistic approach to be taken, which focuses on assessment of the learner's work activity as a whole. This means that the assessment:

- reflects the skills requirements of the workplace
- saves time
- streamlines processes
- makes the most of naturally occurring evidence opportunities

Planning assessment enables assessors to track learners' progress and incorporate feedback into the learning process; assessors can therefore be sure that learners have had sufficient opportunity to acquire the skills and knowledge to perform competently and consistently to the standards before being assessed. The assessment is therefore a more efficient, cost effective process which minimises the burden on learners, assessors and employers.

6. Assessor Requirements

6.1. Occupational Knowledge and Competence

Due to the risk-critical nature of the work, particularly when assessing in the public and security sectors, and the legal implications of the assessment process, assessors must understand the nature and context of the learners' work. This means that assessors must be occupationally competent. Each assessor must therefore be, according to current sector practice, competent in the functions covered by the unit(s) they are assessing. They will have gained their occupational competence by working within the sector relating to the unit(s) or qualification(s) they are assessing.

Assessors must be able to demonstrate consistent application of the skills and the current supporting knowledge and understanding in the context of a recent role directly related to the qualification unit(s) they are assessing as a practitioner, trainer or manager.

Where assessors are assessing knowledge-based qualifications, they must be occupationally knowledgeable in the sector they are assessing in.

6.2. Qualification Knowledge

Assessors must be familiar with the qualification unit(s) they are assessing. They must be able to interpret and make judgements on current working practices and technologies within the area of work.

6.3. Assessor Competence

Assessors must be able to make valid, reliable and fair assessment decisions. To demonstrate their competence, we expect assessors to be:

- qualified with a recognised assessor qualification, or
 - working towards a recognised assessor qualification.
- or
- have completed the Custom Certification CYP Train the Trainer programme available through SFJ Awards

However, there may be circumstances when assessors have the equivalent competence through training to appropriate national standards, and SFJ Awards will agree this on a case-by-case basis.

Assessors' experience, knowledge and understanding could be verified by a combination of:

- curriculum vitae and employer endorsement or references

- possession of a relevant NVQ/SVQ, or vocationally related qualification
- corporate membership of a relevant professional institution
- interview (the verification process must be recorded and available for audit).

Recognised assessor qualifications include, but are not limited to:

- RQF/QCF Level 3 Award in Assessing Competence in the Work Environment
- RQF/QCF Level 3 Award in Assessing Vocationally Related Achievement
- RQF/QCF Level 3 Certificate in Assessing Vocationally Related Achievement
- An appropriate Assessor qualification in the SCQF as identified by SQA Accreditation
- A1 Assess candidates using a range of methods
- D32/33 Assess candidate performance, using differing sources of evidence.

Where assessors hold an older qualification e.g. D32/33 or A1, they must provide evidence of Continuing Professional Development (CPD) to demonstrate current competence.

Assessors must hold an assessor qualification, or equivalent competence if agreed by SFJ Awards, relevant to the type of qualification(s) they are assessing e.g.

- Level 3 Award in Assessing Competence in the Work Environment:
For assessors who assess **competence in a work environment**, which requires the use of the following assessment methods: observation, examining work products or outputs, oral questioning, discussion, use of witness testimony, learner statements and Recognition of Prior Learning (RPL).
- Level 3 Award in Assessing Vocationally Related Achievement:
For assessors who assess **knowledge and/or skills in vocationally related areas** using the following assessment methods: tests of skills, oral questioning, written questions, case studies, assignments, projects and RPL.

To be able to assess both knowledge and competence-based qualifications, new assessors should be working towards the **Level 3 Certificate in Assessing Vocational Achievement**.

Centres must have in place a procedure to ensure that their trainee assessors have a representative sample of their assessment decisions counter signed by a qualified and competent assessor. SFJ Awards will provide centres with guidance on the ratio of qualified/trainee assessors.

Trainee assessors working towards a qualification must be registered for the qualification with a regulated AO and achieve it within 18 months. Assessor competence will be checked through annual External Quality Assurance checks.

Centres must check the qualification handbook for assessor requirements for the qualification(s) they are approved to deliver as some sectors have different requirements e.g. security, education and training, assessor and quality assurance, and learning and development.

Centres applying for approval with SFJ Awards will be required to provide SFJ Awards with current evidence of how each assessor meets these requirements, for example certificates of achievement. Centres who apply for approval to offer additional qualifications will be required to provide evidence of assessor competence for the qualifications they wish to offer.

6.4. Continuing Professional Development

Assessors must actively engage in continuous professional development activities to maintain:

- occupational competence and knowledge by keeping up-to-date with the changes taking place in the sector(s) for which they carry out assessments
- professional competence and knowledge as an assessor.

It is the centre's responsibility to retain the CPD information of assessors. Assessor competence and CPD will be checked by External Quality Assurers at the centre's annual compliance visit.

7. Internal Quality Assurer Requirements

7.1. Occupational Knowledge

Internal quality assurers (IQAs) must be occupationally knowledgeable across the range of units for which they are responsible prior to commencing the role. Due to the risk-critical nature of the work, particularly in the justice, community safety and security sectors, and the legal implications of the assessment process, they must understand the nature and context of the assessors' work and that of their learners. This means that they must have worked closely with staff who carry out the functions covered by the qualifications, possibly by training or supervising them, and have sufficient knowledge of these functions to be able to offer credible advice on the interpretation of the units.

7.2. Qualification Knowledge

IQAs must understand the content, structure and assessment requirements for the qualification(s) they are internal quality assuring.

Centres should provide IQAs with an induction to the qualifications that they are responsible for quality assuring. IQAs should also have access to ongoing training and updates on current issues relevant to these qualifications.

7.3. Internal Quality Assurer Competence

IQAs must occupy a position in the organisation that gives them the authority and resources to:

- coordinate the work of assessors
- provide authoritative advice
- call meetings as appropriate
- conduct pre-delivery internal quality assurance on centre assessment plans, for example, to ensure that any proposed simulations are fit for purpose
- visit and observe assessment practice
- review the assessment process by sampling assessment decisions
- ensure that assessment has been carried out by assessors who are occupationally competent, or for knowledge-based qualifications occupationally knowledgeable, in the area they are assessing
- lead internal standardisation activity
- resolve differences and conflicts on assessment decisions

To demonstrate their competence, IQAs must be:

- qualified with a recognised internal quality assurance qualification, or
- working towards a recognised internal quality assurance qualification.

However, there may be circumstances when IQAs have the equivalent competence through training to appropriate national standards, and SFJ Awards will agree this on a case-by-case basis. Recognised IQA qualifications include, but are not limited to:

- RQF/QCF Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- RQF/QCF Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- An appropriate IQA qualification in the SCQF as identified by SQA Accreditation
- V1 Conduct internal quality assurance of the assessment process
- D34 Internally verify the assessment process.

Where IQAs hold an older qualification e.g. D34 or V1, they must provide evidence of Continuing Professional Development (CPD) to demonstrate current competence. Approved centres will be required to provide SFJ Awards with current evidence of how each IQA meets these requirements, for example certificates of achievement.

Centres must have in place a procedure to ensure that their trainee IQAs have a representative sample of their IQA decisions counter signed by a qualified IQA who holds a minimum of the **Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice**. SFJ Awards will provide centres with guidance on the ratio of qualified/trainee assessors.

Trainee IQAs working towards one of the above qualifications must be registered for the qualification with a regulated AO and achieve it within 18 months. IQA competence will be checked through annual External Quality Assurance checks.

7.4. Continuing Professional Development

IQAs must actively engage in continuous professional development activities to maintain:

- occupational knowledge by keeping up-to-date with the changes taking place in the sector(s) for which they carry out assessments
- professional competence and knowledge as an IQA.

Centres must check the qualification handbook for IQA requirements for the qualification(s) they are approved to deliver as some sectors have different requirements e.g. security, education and training, assessor and quality assurance, and learning and development.

8. Expert Witnesses

Expert witnesses, for example line managers and supervisors, can provide evidence that a learner has demonstrated competence in an activity. Their evidence contributes to performance evidence and has parity with assessor observation. Expert witnesses do not however perform the role of assessor.

8.1. Occupational Competence

Expert witnesses must, according to current sector practice, be competent in the functions covered by the unit(s) for which they are providing evidence.

They must be able to demonstrate consistent application of the skills and the current supporting knowledge and understanding in the context of a recent role directly related to the qualification unit that they are witnessing as a practitioner, trainer or manager.

8.2. Qualification Knowledge

Expert witnesses must be familiar with the qualification unit(s) and must be able to interpret current working practices and technologies within the area of work.

9. External Quality Assurers

External quality assurance is carried out by SFJ Awards to ensure that there is compliance, validity, reliability and good practice in centres. External quality assessors (EQAs) are appointed by SFJ Awards to approve centres and to monitor the assessment and internal quality assurance carried out by centres.

SFJ Awards are responsible for ensuring that their external quality assurance team have:

- sufficient and appropriate occupational knowledge
- current experience of external quality assurance
- access to appropriate training and support.

9.1. External Quality Assurer Competence

To demonstrate their competence, EQAs must be:

- qualified with a recognised external quality assurance qualification, or
- working towards a recognised external quality assurance qualification

Relevant qualifications include:

- Level 4 Award in the External Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice

Trainee EQAs working towards one of the above qualifications must be registered for the qualification with a regulated AO and aim to achieve it within 18 months. Whilst working towards a qualification, trainee EQAs will be supported by qualified EQA and receive training, for example by shadowing the EQA on compliance visits. EQA competence will be checked and monitored by SFJ Awards.

9.2. Continuing Professional Development

EQAs must maintain their occupational and external quality assurance knowledge. They will attend training and development designed to keep them up-to-date, facilitate standardisation between staff and share good practice.

10. Standardisation

Internal and external standardisation is required to ensure the consistency of evidence, assessment decisions and qualifications awarded over time.

10.1. Internal Standardisation

IQAs should facilitate internal standardisation events for assessors to attend and participate, in order to review evidence used, make judgments, compare quality and come to a common understanding of what is sufficient.

10.2. External Standardisation

SFJ Awards will enable access to external standardisation opportunities for centres and EQAs over time.

Further information on standardisation is available in the SFJ Awards Quality Assurance (Internal and External) Guidance and the SFJ Awards [Standardisation Policy](#).

11. Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is the process of recognising previous formal, informal or experiential learning so that the learner avoids having to repeat learning/assessment within a new qualification. RPL is a broad concept and covers a range of possible approaches and outcomes to the recognition of prior learning (including credit transfer where an Awarding Organisation has decided to attribute credit to a qualification).

The use of RPL encourages transferability of qualifications and/or units, which benefits both learners and employers. SFJ Awards support the use of RPL and centres must work to the principles included in Section 6 Assessment and Quality Assurance of the SFJ Awards Centre Handbook and outlined in SFJ Awards [Recognition of Prior Learning Policy](#).

12. Equality and Diversity

Centres must comply with legislation and the requirements of the RQF relating to equality and diversity. There should be no barriers to achieving a qualification based on:

- Age
- Disability
- Gender
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race
- Religion and belief
- Sexual orientation

Reasonable adjustments are made to ensure that learners who are disabled or who have additional learning needs are not disadvantaged in any way. Learners must declare their needs prior to the assessment and all necessary reasonable adjustment arrangements must have been approved by SFJ Awards and implemented before the time of their assessment.

All cases where reasonable adjustment has been used must be fully documented, made available for external quality assurance and retained for a minimum of 3 years.

Further information is available in the SFJ Awards [Reasonable Adjustments and Special Considerations Policy](#) and the SFJ Awards [Equality of Opportunity Policy](#).

SFJ Awards will conduct Equality Impact Assessments in the design and development of qualifications to minimise as far as possible any impact on learners with a protected characteristic, disability or additional learning needs.

13. Health and Safety

SFJ Awards are committed to safeguarding and promoting the welfare of learners, employees and volunteers and expect everyone to share this commitment.

SFJ Awards foster an open and supportive culture to encourage the safety and well-being of employees, learners and partner organisations to enable:

- learners to thrive and achieve
- employees, volunteers and visitors to feel secure
- everyone to feel assured that their welfare is a high priority.

Assessment of competence-based qualifications in some sectors can carry a high risk level due to the nature of some roles. Centres must therefore ensure that due

regard is taken to assess and manage risk and have procedures in place to ensure that:

- qualifications can be delivered safely with risks to learners and those involved in the assessment process minimised as far as possible
- working environments meet relevant health and safety requirements.

Copyright

The content of this document is, unless otherwise indicated, Copyright © SFJ Awards and may not be copied, revised, reproduced or distributed, without prior written consent from SFJ Awards. However, approved SFJ Awards centres may use and reproduce this document free of charge when teaching/assessing learners working towards SFJ Awards qualifications, or for SFJ Awards related administration purposes. Learners may copy the document for their own use.



SFJ Awards
Consult House
4 Hayland Street
Sheffield S9 1BY
Tel: 0114 284 1970
sfjawards.com

