

## **NVQ 4 Registered Manager (Adults)**

### **Frequently Asked Questions**

Following the successful series of events to launch the new NVQ 4 Registered Manager (Adults) qualification during the autumn of 2002, we received requests from those attending for us to collate and distribute a range of the questions and answers that were covered on the day.

In answer to this request we are pleased to have produced the following question topics with answers, grouped under five main headings, Independence of Assessment, APL Issues, Status of D32,D33,and D34, Occupational Competence of Assessors and Internal Verifiers, and a Miscellaneous section. The questions, which are posed from centres to Edexcel as the Awarding Body, have been modified where required in order to make them as applicable to as many centres and circumstances as possible.

We hope that as an Edexcel approved centre you find these useful.

If you have any further queries about implementation issues, please direct these to your External Verifier in the first instance.

### **Questions/comments from the “What are the Issues?” Activity**

#### **A) Independence of Assessment**

- 1) I assume the tutor of Underpinning Knowledge cannot assess?  
*They can assess if they are occupationally competent and as long as the element of independence of assessment is addressed in some other way*
- 2) What does ‘independence’ mean in terms of assessment? E.g. someone working in one SSD establishment assessing a candidate in another establishment.  
*We would refer you to the second paragraph of section 2.2.3 of the Assessment Guidance for clear guidance on this.*
- 3) Can you please give a definition of ‘no vested interest’ for independent assessment, which is quoted in the assessment strategy?  
*Again, please see the Assessment Guidance section 2.2.3 which in summary says that the independent assessor must not have any direct managerial relationship with the candidate or be involved in their development for this award, or work in the same location, or be a relative of the candidate*
- 4) What is the status of the adviser? How can this role be integrated into assessment planning?  
*The role of the adviser is to identify opportunities to gather evidence, facilitate assessment planning, contribute to the development programme and encourage and support the candidate. When advising the candidate, the adviser may necessarily discuss the planning of assessment opportunities and so this needs to be done in conjunction with the assessor. It is one of the main tasks of the assessor to plan assessments, and so we would suggest that communication with the adviser, perhaps in terms of sending copies of notes from assessor/candidate meetings are sent to the adviser and vice versa.*

#### **B) APL Issues**

*Note : In the first instance, for general questions on APL, we would refer centres to the Edexcel APL policy (available on the Edexcel website at [www.edexcel.org.uk](http://www.edexcel.org.uk) under About Us: Policies and Research: Policies for centres: Notice board, or type in APL in the “search” window .*

*Please also see the specific APL Guide to achieving the Registered Manager (Adults )NVQ 4 from our publishers 01623 467467 quoting publication order code NO12730*

- 1) Is it essential to have D36 to assess APL for this award?  
*No. If the candidate and assessor agree to use APL as one assessment method, then it is up to the candidate to prove that the evidence they are putting forward to be assessed meets the standards. (Note that the new A units from the Learning and Development standards for assessors, includes APL as one of the assessment methods in which assessors should demonstrate competence)*

- 2) If a candidate holds the HND Care Management can they be APL'd as there is no NVQ requirement re assessment?  
*The HND could provide evidence of underpinning knowledge and understanding, but would be unlikely to provide any performance evidence.*
- 3) Is SC18 the same as RM1?  
*No, they have a different focus. RM1 concentrates on the management of services whereas SC18 concentrates on the planning and agreeing of service responses, which meet individual needs and circumstances.*
- 4) Some of my NVQ Level 4 Management candidates will only need units O3 and RM1 to achieve the RMA. What about my Level 5 Management candidates who have done similar units? (e.g. Level 5 - D3 instead of D2).  
*D3 and D2 have significant differences, but we see there may well be much potential evidence from a level 5 Management candidate that can be relevant to the Registered Manager (Adults) NVQ 4.*
- 5) When using APL what happens to managers who have nursing qualifications e.g. RGN?  
*Again we see that there may well be evidence from current professional practice of nurses that can be used in the APL process.*
- 6) How can the values of O3 be assessed in a candidate's evidence who has completed a generic management award?  
*In this case we would suggest the candidate complete RM1 from scratch as this is likely to produce much evidence for O3. It is important to remember that O3 does have to be assessed separately in its own right however.*
- 7) What about other care awards from other awarding bodies - will they be able to APL?  
*Yes.*
- 8) Mindful of the fact that most care managers are involved in meeting the Minimum National Standards, showing this as current evidence is best value for candidates.  
*Yes we would agree with this statement*
- 9) Are you going to provide APL guidance against Management Level 5?  
*We do not anticipate specifically providing this at this stage.*
- 10) How long is the shelf life of qualifications, which can be used for APL?  
*We would refer centres and candidates to the Edexcel APL policy, which states that normally evidence, which is 2/3 years old, is usually acceptable to assessors as demonstrating competence.*

### **C) Status of D32/33/34**

- 1) What is the D unit status on this award after January 2003?  
*All centres have been informed that references to D units in any current NVQ either as core or optional units, will be replaced by the corresponding A and/or V units from 1 January 2003. This means for the Registered Manager (Adults) NVQ 4 qualification that Group F will now contain A1, A2 and V1, Approved centres for the Registered manager NVQ will gain automatic approval to offer the A and V units as part of this NVQ. Candidates registering for the Registered Manager NVQ before mid December 2002, will be registering against the original qualification structure i.e. the option units will include the D units.  
It will not be possible to register for the D units after this date.  
Registrations on or after 1 January will include the A and V units in the optional unit structure.*
- 2) Is D32/33 (i.e. 2 units) going to be represented by the new A1 unit (i.e. 1 unit)?  
*Yes*
- 3) Why are the "A&V" units not incorporated in the new award?

*The standards for and qualification structure of the Registered Manager (Adults) NVQ 4 were accredited by QCA before the final version of the Learning and Development suite of qualifications and units became available themselves. Reference was made in the Assessment Strategy to the expectation that the D units would be replaced at some point by the " new qualifications for assessors and internal verifiers"*

- 4) Does new A1 assessor qualification count as 2 units in RM awards?  
*No, as one unit only.*
- 5) Do we have to use A/V units instead of TDLB D32/33/34?  
*Yes, please see answer to question 1 above.*
- 6) Can a candidate use D32/33/34 to APL against the new A and V units for the Registered Manager (Adults) NVQ4?  
*Yes in part. Edexcel has put together a Continuous Professional Development publication (this can be ordered from our publications department by telephoning 01623 467467 and quoting publication Code number NO12885, available from mid January 2003) especially for those who wish to progress towards the new A and V units. This pack can be used either as a professional development guide or can be used as support material for those who wish to formally achieve the new A and V units.*
- 7) Do assessors and internal verifiers for the Registered Manager (Adults) NVQ4 have to obtain the new A and V units in order to assess/verify?  
*No, but all centres for all NVQs have to demonstrate that their assessors and internal verifiers are keeping up to date with developments in this area and demonstrate good practice. One way of doing this is for them to be registered for and working towards the new A and V units*

#### **D) Occupational competence of Advisers, Assessors, and IV's**

- 1) What qualifications would the adviser need?  
*The Assessment guidance does not specify specific qualifications for the adviser but requires them to have had direct experience of performing the competencies and a thorough technical knowledge of constitutes continuous effective performance.*
- 2) In order to demonstrate that they are occupationally competent, do advisers, assessors and IVs need to meet all of following? Occupationally competent in management; Occupationally competent in Care; to be assessing in a setting where they are occupationally competent.  
*It is important to go back to the assessment strategy and guidance to identify the specific requirements. For example, one of the requirements is for a thorough technical knowledge of the setting in which the manager is operating. Centres may wish to demonstrate this through robust and comprehensive individual development plans.*
- 3) What strategies could be put in place for attaining occupational competence for those who don't work in 'Care Management'?  
*See answer to question 2 above*
- 4) Why can't tutors be the independent assessors? Is it an issue about their practice being out of date?  
*By definition, tutors will have been involved in the training and development of candidates and therefore cannot take an independent role in assessment. We would hope to see a programme of continuous professional development for tutors in order to keep them up to date.*
- 5) Is it ok to split assessor/IV of Care and Management units?  
*Yes*
- 6) Should we be monitoring the 'quality' of our assessors?  
*Yes, this is a vital part of the internal verifier's role.*

- 7) Would a care home manager who is job competent but not a qualified manager be able to assess?  
*Yes, so long as they are a qualified assessor or working towards their qualification.*
- 8) What occupational competence is required for RM1 assessors? Must it be managing a care service?  
*Occupational competence can be demonstrated through actually managing a care service or a more generic manager demonstrating a "thorough technical knowledge" See also answer 2 above*
- 9) Does the independent assessor need to hold D units?  
*Yes, as with any NVQ, assessors need to be holding the assessor qualification or be working towards it.*
- 10) Can a tutor/trainer IV deliver workshops and then IV?  
*Essentially this would depend on the nature of the workshop, but it is not advisable as it may well compromise the assessment and verification process.*

#### **E) Miscellaneous**

- 1) Edexcel NVQ Log Books - can we use our own handbooks issued?  
*Yes, you are free to use your own centre-devised documentation providing that it meets the external verification requirements*
- 2) When will the mentor's award become available?  
*Edexcel has recently announced the availability of a range of Short Course Qualifications one of which includes the BTEC Advanced Certificate in mentoring in the Workplace. Please see the website for more details and the publication available Learning and Development Centre Guidance Code number BA012462*
- 3) Are Edexcel planning to produce underpinning knowledge questions and answers material?  
*Not at present*
- 4) Can we have information on 'fast track' centre approval application?  
*Those centres who were eligible for accelerated approval for the Registered Manager (Adults) NVQ will have been directly invited to take advantage of this. Other centres are requested to complete the full qualification approval form available on the website*
- 5) How can deputies/supervisors claim competency e.g. against RM1, for succession planning?  
*We would encourage employers to consider their Personal Development Planning and Training Policy, and identify areas of activity that are covered by the standards and that would offer the opportunity to deputies to begin to work towards demonstrating competence.*
- 6) What is the timescale for discontinuation of the BTEC Higher Diploma in the Management of Care Services?  
*This qualification will be amended in January 2003 to include the A units and we anticipate reviewing the future of the qualification in twelve months time. Centres will be kept informed.*
- 7) Can the Registered Manager (Adults) NVQ 4 be done by distance learning, tutorial, assessment, facilitation?  
*Yes, a number of centres offer the qualification on a flexible basis.*
- 8) Is there a national database of assessors/IV's where you can 'buy-in' appropriate expertise?  
*No*

- 9) When will the Registered Managers (Children's Services) be accredited?  
*The latest information from TOPSS at this time indicates that we would hope to have the qualification available by mid 2003*
- 10) Do we need to write assignments for units?  
*No*
- 11) Do Edexcel offer both Care Level 4 and RM Level 4?  
*Yes*
- 12) What is the availability of the workbooks, costs etc?  
*The following supporting material is available for purchase now from our Publications centre telephone 01623 467467*
- |   |           |              |                        |
|---|-----------|--------------|------------------------|
| <i>Guidance to Centres</i>  | <i>NO</i> | <i>12724</i> | <i>£3.50 + p and p</i> |
| <i>Candidate Guide and Log book</i>                               | <i>NO</i> | <i>12725</i> | <i>£3.50 + p and p</i> |
| <i>APL Guide to achieving the Registered Manager (Adults) NVQ</i> | <i>NO</i> | <i>12730</i> | <i>£3.00 + p and p</i> |
- 13) When will the standards be out?  
*The standards are available on the TOPSS website at [www.topss.org.uk](http://www.topss.org.uk)  
They are also available as part of the Edexcel Candidate Guide and log book (see answer to question 12 immediately above)*
- 14) Are candidates expected to have formal training in order to achieve RM?  
*As with any NVQ, the Registered manager (Adults) qualification is a competence based programme and candidates are required to demonstrate competence across a defined range of standards. Candidates also have to demonstrate specific knowledge and understanding which may be learned through formal taught programmes. Whilst this approach to learning is not a formal requirement, the learning needs of individual candidates should be identified and a suitable learning programme be provided.*
- 15) Will there be a set format for the paperwork?  
*The candidate guide and log book (see answer to question C12 above)  
Is available to centres but they are free to use their own documentation providing it complies with external verification requirements*
- 16) Is O3 a development of O1 and O2?  
*No, we see O3 as a unit describing the management competence's required to establish a system that ensure that the value base is embedded in the practice of the manager's service .*
- 17) Is fast track approval available to centres currently offering HNC in Managing Health and Care Services?  
*No, a full approval application is required in this instance.*
- 18) What is the cost of registration for the NVQ 4 Registered Manager (Adults)?  
*£120*
- 19) If the choice of units minimises observation, does this have an impact?  
*We advise centres to use the assessment method most appropriate for that unit.*
- 20) Where can I find out more about the National Minimum Care Standards and how they will be interpreted with regard to the Registered Manager qualification requirements?

*See the National Care Standards Commission website [www.carestandards.org.uk](http://www.carestandards.org.uk) under their Whats new? Section and the FAQs that have recently been posted there.*