

Enhancing Employability



Laser Learning Awards

LASER supports its recognised centres to develop flexible and responsive credit based courses. This includes those that widen access to lifelong learning, and address exclusion and participation. The structure of our qualifications enables learners to be recognised for their achievement, to accumulate credit, and use this to access further qualifications and learning over time.

LASER makes sure:

- quality assurance underpins all provision.
- only centres that meet national standards are recognised (for course and qualification delivery and quality assurance).

LASER staff:

- have a wide experience of centre, course and qualification approval.
- support centres to make sure awards are valid and valued.

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Qualification Overview

OFQUAL QUALIFICATION NUMBERS

600/7483/8	LASER Level 1 Award for Enhancing Employability
600/7744/X	LASER Level 1 Certificate for Enhancing Employability
600/7484/X	LASER Level 2 Award for Enhancing Employability
600/7951/4	LASER Level 2 Certificate for Enhancing Employability

Laser Learning Awards is an awarding organisation regulated by Ofqual, the regulator of qualifications, examinations and assessments in England.

PURPOSE AND AIM OF QUALIFICATIONS	These qualifications are intended to develop a wide range of transferable employability skills relevant to vocational employment, promote a basic knowledge of health and safety and allow learners to 'taste' and gain experience in generic work-related activities such as customer service and/or using material, tools and equipment. These qualifications were previously known as qualifications in 'Developing Skills for Employment'.
WHO IS IT FOR?	These qualifications are approved for any learner aged 14 years or older and may be of particular benefit to young people aged 14-19. The qualifications could easily be used as a vehicle to accredit work experience sessions (work experience being one of the key strands of the new 'Study Programmes' reforms for 16-19s). The qualifications are also highly suitable as a basis for pre-employment training.
ENTRY REQUIREMENTS	There are no specific entry requirements.
RULES OF COMBINATION	To achieve the L1 Award or the L2 Award, the learner must achieve a total of 6 credits. A minimum of 4 credits must be achieved from Group A, of which a minimum of 3 credits must be achieved from A1. To achieve the L1 Certificate or the L2 Certificate the learner must achieve a total of 13 credits. A minimum of 8 credits must be achieved from Group A, of which a minimum of 6 credits must be achieved from A1. Units with the same title at different levels can only be counted once towards the credits required for the qualification. Please note that Unit 'Participating in a Vocational Taster' (R/600/3241) is barred against Unit 'Participating in Vocational Tasters' (Y/600/3242).
UNITS	Please follow the link to the units list and click on the unit titles.
ASSESSMENT	The qualifications are achieved by providing evidence covering the learning outcomes and assessment criteria of each unit. Details of assessment methods are contained within each unit. There is no external assessment: evidence is assessed and internally verified by the provider, and verified externally by LASER.
PRICE	For LASER's price list, please click here .
DATES	Operational Start Date: 1 January 2013 Qualifications Review Date: 31 August 2021
TO DELIVER	Providers must be recognised by LASER. Click here for details of how to become Recognised Centre. Once approved, centres can download New Course Notification forms from our Quartz Web Portal and will also have access to our Secure Area with a wide range of information and secure web-based functions, designed to make the administration and assessment of our qualifications simple and efficient.

1. About the Qualification(s)

There are four LASER qualifications for Enhancing Employability: an Award (6 credits) and a Certificate (13 credits), both available either at Level 1 or Level 2. All are regulated by Ofqual and sit on the Regulated Qualifications Framework (RQF).

These qualifications are intended to develop a wide range of transferable employability skills relevant to vocational employment, promote a basic knowledge of health and safety and allow learners to 'taste' and gain experience in generic work-related activities such as customer service and/or using material, tools and equipment. These qualifications were previously known as qualifications in 'Developing Skills for Employment'.

A one page Qualification Summary outlining the qualifications is provided in [Qualification Overview](#).

To offer these qualifications, a centre must be recognised by LASER. For further information about becoming a Recognised Centre or working in partnership with a Recognised Centre please visit [our website](#).

Existing recognised centres must complete a New Course Notification Form before starting to deliver the qualification, which is available via our [Quartz Web Portal](#). Full details of all LASER requirements are provided in the LASER centre handbook which is also available via our [Quartz Web Portal](#).

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2. Offering the Qualification

2.1 AIMS AND OBJECTIVES

These qualifications are designed to provide learners with an opportunity to:

- investigate and gain experience in a chosen vocational area
- develop practical skills and techniques in a chosen vocational area
- communicate in a practical environment
- develop awareness of health and safety issues in practical environments
- plan work experience
- develop customer service skills
- use materials, tools and equipment in a practical environment
- handle money used to purchase goods and services
- select units appropriate to their needs and aspirations

2.2 TARGET GROUP

These qualifications are approved for any learner aged 14 years or older and may be of particular benefit to young people aged 14-19. The qualifications could easily be used as a vehicle to accredit work experience sessions (work experience being one of the key strands of the 'Study Programmes' reforms for 16-19s). The qualifications are also highly suitable as a basis for pre-employment training.

2.3 ENTRY REQUIREMENTS

There are no specific entry requirements but tutors must ensure that the level of the qualification is appropriate to the learner.

2.4 ACHIEVING THE QUALIFICATION(S)

To achieve one of the LASER Enhancing Employability qualifications, the learner must undertake a number of units of assessment (these are prescribed but there are options for the centre to choose from), and achieve a specified value of 'credit' by meeting the assessment criteria for those units of assessment.

The '**rules of combination**' for each qualification (i.e. the value of credit the learner must achieve, and instructions about the units of assessment they must undertake to do so) are stated below, along with lists of the units of assessment.

LASER Level 1 Award for Enhancing Employability

Qualification Number: 600/7483/8

Rules of Combination:

The learner must achieve a total of 6 credits. A minimum of 4 credits must be achieved from Group A, of which a minimum of 3 credits must be achieved from A1. The remaining credits can be achieved from any group at Entry 3 or Level 1. Units with the same or similar title at different levels can only be counted once towards the credits required for the qualification, and Unit 'Participating in a Vocational Taster' (R/600/3241) is barred against Unit 'Participating in Vocational Tasters' (Y/600/3242).

Only one unit in each pair can count towards achievement of the Level 1 Award:

- Developing Customer Service Skills at E3 (M/602/2198) **or** Customer Service Skills at L1 (J/600/3236)
- Introduction to Handling Payment for Goods and Services at E3 (H/602/2201) **or** Handling Payment for Goods and Services at L1 (R/600/3238)
- Introduction to the Use of Materials in a Practical Activity at E3 (M/602/2203) **or** Use of Materials in a Practical Activity at L1 (H/600/3244)
- Introduction to the Use of Tools and Equipment for a Practical Activity at E3 (A/602/2205) **or** Use Tools and Equipment for a Practical Activity at L1 (K/600/3245)
- Preparation for Work Experience at E3 (F/602/2206) **or** Preparation for Work Experience at L1 (D/600/3243)
- Participating in Vocational Tasters at L1 (Y/600/3242) **or** Participating in a Vocational Taster at L1 (R/600/3241)

LASER Level 1 Award for Enhancing Employability

OFQUAL CODE: 600/7483/8

OFQUAL UNIT CODE	LASER UNIT CODE	UNIT TITLE	UNIT DESCRIPTION	CREDIT VALUE	UNIT LEVEL
A/600/3234	CAL491	Communicating in a Practical Environment	Group A1	3	Level 1
L/600/3237	CAL493	Developing Practical Skills and Techniques	Group A1	3	Level 1
Y/600/3239	CAL494	Health and Safety in a Practical Environment	Group A1	1	Level 1
L/600/3240	CAL500	Investigating a Vocational Area	Group A1	2	Level 1
R/600/3241	CAL501	Participating in a Vocational Taster	Group A1	2	Level 1
Y/600/3242	CAL502	Participating in Vocational Tasters	Group A1	6	Level 1
J/600/3236	CAK542	Customer Service Skills	Group A2	3	Level 1
R/600/3238	CAK546	Handling Payment for Goods and Services	Group A2	2	Level 1
D/600/3243	CAK551	Preparation for Work Experience	Group A2	1	Level 1
H/600/3244	CAK553	Use of Materials in a Practical Activity	Group A2	2	Level 1
K/600/3245	CAK556	Use Tools and Equipment for a Practical Activity	Group A2	2	Level 1
M/602/2198	CAL492	Developing Customer Service Skills	Group B	3	Entry 3
H/602/2201	CAL497	Introduction to Handling Payment for Goods and Services	Group B	2	Entry 3
M/602/2203	CAL498	Introduction to the Use of Materials in a Practical Activity	Group B	3	Entry 3
A/602/2205	CAL499	Introduction to the Use of Tools and Equipment for a Practical Activity	Group B	2	Entry 3
F/602/2206	CAL503	Preparation for Work Experience	Group B	1	Entry 3

LASER Level 1 Certificate for Enhancing Employability
Qualification Number: 600/7744/X
Rules of Combination:

The learner must achieve a total of 13 credits. A minimum of 8 credits must be achieved from Group A, of which a minimum of 6 credits must be achieved from A1. The remaining credits can be achieved from any group at Entry 3 or Level 1. Units with the same or similar title at different levels can only be counted once towards the credits required for the qualification, and Unit 'Participating in a Vocational Taster' (R/600/3241) is barred against Unit 'Participating in Vocational Tasters' (Y/600/3242).

Only one unit in each pair can count towards achievement of the Level 1 Certificate:

- Developing Customer Service Skills at E3 (M/602/2198) **or** Customer Service Skills at L1 (J/600/3236)
- Introduction to Handling Payment for Goods and Services at E3 (H/602/2201) **or** Handling Payment for Goods and Services at L1 (R/600/3238)

- Introduction to the Use of Materials in a Practical Activity at E3 (M/602/2203) **or** Use of Materials in a Practical Activity at L1 (H/600/3244)
- Introduction to the Use of Tools and Equipment for a Practical Activity at E3 (A/602/2205) **or** Use Tools and Equipment for a Practical Activity at L1 (K/600/3245)
- Preparation for Work Experience at E3 (F/602/2206) **or** Preparation for Work Experience at L1 (D/600/3243)
- Participating in Vocational Tasters at L1 (Y/600/3242) **or** Participating in a Vocational Taster at L1 (R/600/3241)

LASER Level 1 Certificate for Enhancing Employability

OFQUAL CODE: 600/7744/X

OFQUAL UNIT CODE	LASER UNIT CODE	UNIT TITLE	UNIT DESCRIPTION	CREDIT VALUE	UNIT LEVEL
A/600/3234	CAL491	Communicating in a Practical Environment	Group A1	3	Level 1
L/600/3237	CAL493	Developing Practical Skills and Techniques	Group A1	3	Level 1
Y/600/3239	CAL494	Health and Safety in a Practical Environment	Group A1	1	Level 1
L/600/3240	CAL500	Investigating a Vocational Area	Group A1	2	Level 1
R/600/3241	CAL501	Participating in a Vocational Taster	Group A1	2	Level 1
Y/600/3242	CAL502	Participating in Vocational Tasters	Group A1	6	Level 1
J/600/3236	CAK542	Customer Service Skills	Group A2	3	Level 1
R/600/3238	CAK546	Handling Payment for Goods and Services	Group A2	2	Level 1
D/600/3243	CAK551	Preparation for Work Experience	Group A2	1	Level 1
H/600/3244	CAK553	Use of Materials in a Practical Activity	Group A2	2	Level 1
K/600/3245	CAK556	Use Tools and Equipment for a Practical Activity	Group A2	2	Level 1
M/602/2198	CAL492	Developing Customer Service Skills	Group B	3	Entry 3
H/602/2201	CAL497	Introduction to Handling Payment for Goods and Services	Group B	2	Entry 3
M/602/2203	CAL498	Introduction to the Use of Materials in a Practical Activity	Group B	3	Entry 3
A/602/2205	CAL499	Introduction to the Use of Tools and Equipment for a Practical Activity	Group B	2	Entry 3
F/602/2206	CAL503	Preparation for Work Experience	Group B	1	Entry 3

LASER Level 2 Award for Enhancing Employability
Qualification Number: 600/7484/X
Rules of Combination:

The learner must achieve a total of 6 credits. A minimum of 4 credits must be achieved from Group A, of which a minimum of 3 credits must be achieved from A1. The remaining credits can be achieved from any group at Level 2 or Level 1. Units with the same or similar title at different levels can only be counted once

towards the credits required for the qualification, and Unit 'Participating in a Vocational Taster' (A/600/3251) is barred against Unit 'Participating in Vocational Tasters' (F/600/3252).

Only one unit in each pair can count towards achievement of the Level 2 Award:

- Customer Service Skills at L1 (J/600/3236) **or** Customer Service Skills at L2 (M/600/3246)
- Handling Payment for Goods and Services at L1 (R/600/3238) **or** Handling Payment for Goods and Services at L2 (A/600/3248)
- Preparation for Work Experience at L1 (D/600/3243) **or** Preparation for Work Experience at L2 (J/600/3253)
- Use of Materials in a Practical Activity at L1 (H/600/3244) **or** Use of Materials in a Practical Activity at L2 (L/600/3254)
- Use Tools and Equipment for a Practical Activity at L1 (K/600/3245) **or** Use Tools and Equipment for a Practical Activity at L2 (R/600/3255)
- Participating in a Vocational Taster at L2 (A/600/3251) **or** Participating in Vocational Tasters at L2 (F/600/3252)

LASER Level 2 Award for Enhancing Employability			OFQUAL CODE: 600/7484/X		
OFQUAL UNIT CODE	LASER UNIT CODE	UNIT TITLE	UNIT DESCRIPTION	CREDIT VALUE	UNIT LEVEL
F/600/3235	CAK541	Communicating in a Practical Environment	Group A1	3	Level 2
T/600/3247	CAK544	Developing Practical Skills and Techniques	Group A1	3	Level 2
F/600/3249	CAK545	Health and Safety in a Practical Environment	Group A1	1	Level 2
T/600/3250	CAK548	Investigating a Vocational Area	Group A1	2	Level 2
A/600/3251	CAK549	Participating in a Vocational Taster	Group A1	2	Level 2
F/600/3252	CAK550	Participating in Vocational Tasters	Group A1	6	Level 2
M/600/3246	CAK543	Customer Service Skills	Group A2	3	Level 2
A/600/3248	CAK547	Handling Payment for Goods and Services	Group A2	2	Level 2
J/600/3253	CAK552	Preparation for Work Experience	Group A2	1	Level 2
L/600/3254	CAK555	Use of Materials in a Practical Activity	Group A2	2	Level 2
R/600/3255	CAK557	Use Tools and Equipment for a Practical Activity	Group A2	2	Level 2
J/600/3236	CAK542	Customer Service Skills	Group B	3	Level 1
R/600/3238	CAK546	Handling Payment for Goods and Services	Group B	2	Level 1
D/600/3243	CAK551	Preparation for Work Experience	Group B	1	Level 1
H/600/3244	CAK553	Use of Materials in a Practical Activity	Group B	2	Level 1
K/600/3245	CAK556	Use Tools and Equipment for a Practical Activity	Group B	2	Level 1

LASER Level 2 Certificate for Enhancing Employability

Qualification Number: 600/7951/4

Rules of Combination:

The learner must achieve a total of 13 credits. A minimum of 8 credits must be achieved from Group A, of which a minimum of 6 credits must be achieved from A1. The remaining credits can be achieved from any group at Level 2 or Level 1. Units with the same or similar title at different levels can only be counted once towards the credits required for the qualification, and Unit 'Participating in a Vocational Taster' (A/600/3251) is barred against Unit 'Participating in Vocational Tasters' (F/600/3252).

LASER Level 2 Certificate for Enhancing Employability				OFQUAL CODE: 600/7951/4	
OFQUAL UNIT CODE	LASER UNIT CODE	UNIT TITLE	UNIT DESCRIPTION	CREDIT VALUE	UNIT LEVEL
F/600/3235	CAK541	Communicating in a Practical Environment	Group A1	3	Level 2
T/600/3247	CAK544	Developing Practical Skills and Techniques	Group A1	3	Level 2
F/600/3249	CAK545	Health and Safety in a Practical Environment	Group A1	1	Level 2
T/600/3250	CAK548	Investigating a Vocational Area	Group A1	2	Level 2
A/600/3251	CAK549	Participating in a Vocational Taster	Group A1	2	Level 2
F/600/3252	CAK550	Participating in Vocational Tasters	Group A1	6	Level 2
M/600/3246	CAK543	Customer Service Skills	Group A2	3	Level 2
A/600/3248	CAK547	Handling Payment for Goods and Services	Group A2	2	Level 2
J/600/3253	CAK552	Preparation for Work Experience	Group A2	1	Level 2
L/600/3254	CAK555	Use of Materials in a Practical Activity	Group A2	2	Level 2
R/600/3255	CAK557	Use Tools and Equipment for a Practical Activity	Group A2	2	Level 2
J/600/3236	CAK542	Customer Service Skills	Group B	3	Level 1
R/600/3238	CAK546	Handling Payment for Goods and Services	Group B	2	Level 1
D/600/3243	CAK551	Preparation for Work Experience	Group B	1	Level 1
H/600/3244	CAK553	Use of Materials in a Practical Activity	Group B	2	Level 1
K/600/3245	CAK556	Use Tools and Equipment for a Practical Activity	Group B	2	Level 1

Only one unit in each pair can count towards achievement of the Level 2 Certificate:

- Customer Service Skills at L1 (J/600/3236) or Customer Service Skills at L2 (M/600/3246)
- Handling Payment for Goods and Services at L1 (R/600/3238) or Handling Payment for Goods and Services at L2 (A/600/3248)
- Preparation for Work Experience at L1 (D/600/3243) or Preparation for Work Experience at L2 (J/600/3253)
- Use of Materials in a Practical Activity at L1 (H/600/3244) or Use of Materials in a Practical Activity at L2 (L/600/3254)

- Use Tools and Equipment for a Practical Activity at L1 (K/600/3245) or Use Tools and Equipment for a Practical Activity at L2 (R/600/3255)
- Participating in a Vocational Taster at L2 (A/600/3251) or Participating in Vocational Tasters at L2 (F/600/3252)

Examples of Course Design

The following examples illustrate how the Enhancing Employability qualifications could be used to underpin work experience in a particular vocational area.

Example 1

Course title: Introduction to Hair and Beauty

Leading to: LASER Level 1 Certificate in Enhancing Employability

UNIT TITLE	UNIT LEVEL	CREDIT VALUE
1. Health and Safety in a Practical Environment	1	1 credit
2. Developing Practical Skills and Techniques	1	3 credits
3. Communicating in a Practical Environment	1	3 credits
4. Customer Service Skills	1	3 credits
5. Preparation for Work Experience	Entry 3*	1 credit
6. Handling Payment for Goods or Services	Entry 3*	2 credits
	TOTAL	13 credits

* Example shows a spiky profile - learners work towards 3 credits at Entry 3 while meeting the Rules of Combination for the qualification.

Example 2

Course title: Exploring Carpentry

Leading to: LASER Level 2 Certificate in Enhancing Employability

UNIT TITLE	UNIT LEVEL	CREDIT VALUE
1. Investigating a Vocational Area	2	2 credits
2. Developing Practical Skills and Techniques	2	3 credits
3. Health and Safety in a Practical Environment	2	1 credit
4. Participating in a Vocational Taster	2	2 credits
5. Preparation for Work Experience	2	1 credit
6. Use of Materials in a Practical Activity	2	2 credits
7. Use Tools and Equipment for a Practical Activity	2	2 credits
	TOTAL	13 credits

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2.5 TOTAL QUALIFICATION TIME AND GUIDED LEARNING HOURS

The LASER Level 1 and 2 suites of qualifications in Enhancing Employability have credit values of between 6 and 13 credits, with a recommended Total Qualification Time of between 60 and 130 hours. The recommended guided learning hours and total qualification times are as follows:

QUALIFICATION TITLE	CREDIT VALUE	MIN / MAX GUIDED LEARNING HOURS (GLH)	TOTAL QUALIFICATION TIME* (TQT)
Level 1 Award	6	54/56	60
Level 1 Certificate	13	117/122	130
Level 2 Award	6	48/50	60
Level 2 Certificate	13	104/109	130

* Total Qualification Time represents an estimate of the total amount of time that a learner could reasonably expect to devote to successfully achieving the qualification. Total Qualification Time (TQT) is made up of Guided Learning hours (GLH) and Additional Hours (AH).

Guided Learning Hours (GLH) comprises activities completed by the learner under the direct instruction or supervision of a tutor/teacher, lecturer, supervisor, trainer etc. whether through actual attendance or via electronic means. Examples of Guided Learning activities include:

- Supervised:
 - classroom based learning
 - work-based learning
 - e-learning
- Real-time tutorials including webinars, phone, and other electronic delivery methods.
- All forms of assessment which take place under the immediate guidance or supervision of a tutor/teacher, lecturer, supervisor, trainer or other approved/appropriate provider.

Additional Hours (AH) recognises all the other time taken in preparation that is not under the direct supervision of tutor/teacher, lecturer, supervisor, trainer etc. This time does not form part of the GLH, but does contribute to TQT. Example activities that could contribute to Additional Hours could include:

- Unsupervised:
 - independent compilation of portfolio of evidence
 - work-based learning
 - e-learning or e-assessment
 - coursework or research
 - private study time
 - viewing of a pre-recorded podcast or webinar

2.6 LANGUAGE REQUIREMENTS

These qualifications are only available in English.

2.7 PROGRESSION OPPORTUNITIES

The LASER qualifications for Enhancing Employability provide the learner with evidence supportive of progression to employment and further learning opportunities within employment, or further study.

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3. How the Qualification(s) will be Assessed

3.1 OVERVIEW

The qualifications are assessed by the centre and are subject to LASER's requirements for quality assurance. Once recognised as a Laser Centre simply log on to the [Secure Area](#)¹ of the LASER website. When you visit the Laser Qualification Centre you'll find a Quality & Assessment Area which offers a full resource bank of quality information, including the latest LASER Assessment Guidance.

3.2 ASSESSMENT DESIGN

These qualifications are assessed through the development of a portfolio of evidence. The portfolio should comprise a series of tasks devised by the centre, mapped to the assessment criteria. Satisfactory completion of the tasks and compilation of the portfolio will provide evidence that the learner has met the requirements of the qualification.

Some units have specific requirements about how they should be assessed. These requirements are stated on the unit of assessment itself where applicable. To view the unit content, please click on the unit title hyperlinks within the tables in [Section 2.4](#).

The centre must assess the learner in terms of whether they have met each unit assessment criteria. All the unit assessment criteria in a unit must be met (and evidenced) before a unit can be deemed achieved. Level Descriptors are provided in [Appendix 1](#).

Assessment must be valid, reliable and sufficient to meet the outcome, and allow transparent authenticity: this means it must be apparent that evidence produced by a learner is the work of the individual learner, even if they have worked in a group. It is recommended that assessments are internally verified to meet these standards before they are implemented.

Assessed work must be internally quality assured ([See Section 6](#)).

3.3 RECORD KEEPING

The use of a [Tutor Assessment Planning Sheet](#)² is recommended, as this helps to set out the various tasks, their assessment methods and the evidence needed to be produced, in a simple plan that can be shown

¹ All Recognised Centres have access to the [Secure Area](#) of the LASER website.

² Once recognised as a Laser Centre simply log on to the [Secure Area](#) of the LASER website. When you visit the Laser Qualifications Centre you will find all of the resources you need in the Quality & Assessment Area.

to the internal quality assurer and quality reviewer. It also allows the assessor to set out the options where more than one assessment method could be used for any one task: this information can then be transferred as required to the **Individual Learner Record** for each learner, allowing for some different methods to be used for individual learners, if individualised learning is appropriate. These planning sheets can be customised as centres prefer, as long as all essential information is included.

It is acceptable to design one large learning record spreadsheet for a group of learners, but it must be printed for verification and quality review, and each learner's achievement must be signed off with an original tutor signature.

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4. Special Arrangements for Learners with Particular Requirements

For information on special arrangements please refer to the LASER policy document '**Access to Fair Assessment**'. This gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

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5. Tutor/Assessor/Internal Quality Assurer Requirements

LASER recommends tutors, assessors, and internal quality assurers are experienced, and requires that they have a clear understanding of the subject matter. All staff involved in the delivery of the qualification should have, or be working towards, a relevant teaching/assessing/quality assurance qualification as appropriate.

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6. Quality Assurance of the Qualification(s)

Recognised centres must implement the internal quality assurance arrangements detailed in the **LASER Centre Handbook**. To access this simply logon to the **Secure Area** of the LASER website and visit the Laser admin area. The LASER Quality Reviewer will regularly monitor compliance with these requirements. The Quality Reviewer will report on the progress of any agreed actions for quality improvement.

In brief, centres delivering LASER qualifications must have internal quality assurance systems to underpin the delivery of the qualification. Internal quality assurance is the process by which the centre regularly samples and evaluates its assessment practices and decisions, and acts on the findings, to ensure consistency and fairness. It involves two key processes; verification and standardisation and is done by one or more internal quality assurers.

Systems do vary between centres according to their particular situation, for example practices that work in a large centre are not necessarily effective in a smaller one. However there must be:

- an appropriate quality assurance system in place and
- evidence the system is implemented effectively.

The outcome of the internal quality assurance process is the recommendation of award of credit to learners (RAC). There are two ways credit can be awarded to learners: through a LASER quality reviewer, or through Direct Claims Status.

6.1 DIRECT CLAIMS STATUS (DCS)

Direct Claims Status (DCS) can be awarded when a centre has one or more Approved Internal Quality Assurers (AIQA/s) for the appropriate sector or course(s). These centres can claim the award of credit directly from LASER. An application for [Direct Claims Status](#) must be made by the individual holding AIQA status and must show evidence of good internal quality assurance practice at the centre for which the application is made. When an AIQA leaves an organisation, DCS does not automatically continue for that centre nor can it be automatically transferred for the individual to any new centre. An application must be made in conjunction with the new centre.

AIQA and DCS status is monitored by the Quality Reviewer and can be withdrawn by LASER at any time if quality systems are not effective.

6.2 STANDARDISATION

LASER will hold regular standardisation events to make sure there is consistent application of assessment. Centres are required to contribute to LASER's programme of standardisation and also to carry out appropriate internal standardisation.

LASER hold standardisation events on a rolling basis to make sure comparable standards are being achieved year on year and there is a consistency of delivery and assessment across centres. Quality reviewers will identify samples of learners' work that they want to retain for standardisation purposes during quality assurance visits. Where an AIQA is in place they will identify samples of learners' work to submit to national standardisation events. Centres are required to retain records of the assessment and internal quality assurance processes to contribute to standardisation events. Where units are common to other awarding organisations' qualifications, LASER will work collaboratively to make sure standardisation requirements as set out in the Regulated Qualifications Framework (RQF) and Ofqual's General Conditions of Recognition are met.

Standardisation activities also include opportunities for networking and sharing of resources, together with regular information about new or replacement units. Centres are recommended to attend these annual meetings, in addition to centre visits by Quality Reviewers.

6.3 RETAINING EVIDENCE

For all qualifications, centres must retain complete and accurate records for at least three years from the end of the academic year to which they relate. These records must be made available to LASER on request.

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Appendix 1: Ofqual Level Descriptors – Levels 1 & 2

LEVEL	SUMMARY	KNOWLEDGE AND UNDERSTANDING	APPLICATION AND ACTION	AUTONOMY AND ACCOUNTABILITY
Level 1	Achievement at Level 1 reflects the ability to use relevant knowledge, skills and procedures to complete routine tasks. It includes responsibility for completing tasks and procedures subject to direction or guidance	<p>Use knowledge of facts, procedures and ideas to complete well-defined, routine tasks.</p> <p>Be aware of information relevant to the area of study or work.</p>	<p>Complete well-defined routine tasks.</p> <p>Use relevant skills and procedures.</p> <p>Select and use relevant information.</p> <p>Identify whether actions have been effective.</p>	<p>Take responsibility for completing tasks and procedures subject to direction or guidance as needed.</p>
Level 2	Achievement at Level 2 reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problems. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgement subject to overall direction or guidance.	<p>Use understanding of facts, procedures and ideas to complete well-defined tasks and address straightforward problems.</p> <p>Interpret relevant information and ideas.</p> <p>Be aware of the types of information that are relevant to the area of study or work.</p>	<p>Complete well-defined, generally routine tasks and address straightforward problems.</p> <p>Select and use relevant skills and procedures.</p> <p>Identify, gather and use relevant information to inform actions.</p> <p>Identify how effective these actions have been.</p>	<p>Take responsibility for completing tasks and procedures.</p> <p>Exercise autonomy and judgement subject to overall direction or guidance.</p>

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