

# **Pearson BTEC International Level 3 Specialist Award in Liverpool Coaching Employability Skills**

## **Specification**

First registration July 2021

Issue 1

**Edexcel, BTEC and LCCI qualifications**

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Publication Code VQ000163

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# Welcome

With a track record built over 40 years of learner success, our BTEC International qualifications are recognised internationally by governments, industry and higher education.

## What are BTEC International Specialist and Professional qualifications?

These BTEC qualifications are available at Levels 1–3 (Specialist) and at Levels 4–7 (Professional).

BTEC International Specialist and Professional qualifications give learners the knowledge and/or skills that they need to prepare for employment in a sector or job role. They also provide career development opportunities for those already in work.

They put learning into the context of the world of work, giving learners the opportunity to apply their learning in relevant and realistic work contexts. This applied, practical approach means that learners develop the knowledge and skills they need for career progression or further study.

## Sizes of qualification

Pearson estimates the number of guided learning hours (GLH) that will be needed for centre staff to deliver the qualification. This includes all training that involves centre staff in teaching and supervising learners, as well as all assessment activities.

BTEC Specialist and Professional qualifications are available in the following sizes:

- Award – a qualification with a GLH value of 10–120 hours
- Certificate – a qualification with a GLH value of 121–369 hours
- Diploma – a qualification with a GLH value of 370 hours or above.

## Collaborative development

This qualification has been developed as a collaboration between Pearson and Liverpool Football Club. In partnership we have been able to draw on the expertise and resources of both organisations to develop this qualification. Learners with an interest in sports coaching and the employability skills needed to work within the sports industry will benefit from these materials.

Liverpool Football Club is one of the world's most successful sports clubs and runs senior teams for men and women, with supporting academies. The sporting and commercial success of Liverpool Football Club has led to huge international growth of the fan base. At its core Liverpool Football Club holds to a philosophy of values called The Liverpool Way, which is central to everything the club does. There are benefits for all in understanding The Liverpool Way, be you a footballer or practitioner of any other sporting activity. A fundamental principle for both Pearson and Liverpool Football Club is the centrality of ethical principles to sporting practice in terms of diversity, inclusivity and respect.

Both Pearson and Liverpool Football Club are thrilled to bring this qualification and these resources to you.

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# Introduction to BTEC International Specialist qualifications for the Sports sector

This specification contains all the information you need to deliver the Pearson BTEC International Specialist Award in Liverpool Coaching Employability Skills

This qualification is part of a suite of sports sector qualifications offered by Pearson and developed in collaboration with Liverpool Football Club. These qualifications for the sports industry have been designed with input from industry practitioners. They are designed to give learners an understanding of the different roles available and equip them with the skills that are necessary to prepare them for their first job.

The qualification titles are given below.

In the Sport sector these qualifications are:

- Pearson BTEC International Level 3 Specialist Award in the History and Governance of Liverpool Football Club
- Pearson BTEC International Level 3 Specialist Award in Liverpool Football Club as a Business
- Pearson BTEC International Level 3 Specialist Award in Liverpool Coaching Skills and Practice
- Pearson BTEC International Level 3 Specialist Award in Liverpool Coaching Employability Skills
- Pearson BTEC International Level 3 Specialist Award in Principles of Psychology in Sport
- Pearson BTEC International Level 3 Specialist Award in Principles of Sports Anatomy and Physiology
- Pearson BTEC International Level 3 Specialist Award in Principles of Nutrition and Performance in Sport

This specification signposts the other essential documents and support that you need as a centre in order to deliver, assess and administer the qualification, including the staff development required. A summary of all essential documents is given in *Section 7 Administrative arrangements*.

This qualification is not regulated in England.

The information in this specification is correct at the time of publication.

## Qualifications, sizes and purposes at a glance

Title	Size and structure	Summary purpose
<b>Pearson BTEC International Specialist Award in Liverpool Coaching Employability Skills</b>	30 GLH One unit, of which is mandatory.	This qualification is designed to provide an overview to learners who have an interest in coaching football and the employability skills that can be gained through coaching at a premier football club.



# 1 Qualification purpose and progression

## Pearson BTEC International Specialist qualifications for Sport

### Who is this qualification for?

The Pearson BTEC International Level 3 Specialist Award in Liverpool Coaching Employability Skills is designed to allow learners to develop their interest and knowledge of the Liverpool Football club. Learners will explore employability skills and look in detail at the requirements of a Liverpool Football Club International Academy Coach in ensuring successful player development.

Learners will also develop an appreciation of the impact and role Liverpool Football Club is as an employer and the role of sport in developing employability skills and the demographic of those being coached.

Both Pearson and Liverpool Football Club are thrilled to bring this qualification and these resources to you.

## 2 Qualification summary and key information

<b>Qualification title</b>	<b>Pearson BTEC International Specialist Award in Liverpool Coaching Employability Skills</b>
Operational start date	01/07/2021
Entry requirements	No prior knowledge, understanding, skills or qualifications are required before learners register for this qualification
Guided Learning Hours (GLH)	30
Assessment	This unit is assessed using assignments that are set and marked by the centre
Unit grading information	Pass/Merit/Distinction
Qualification grading information	A minimum of a Pass grade must be achieved to pass this qualification

## 3 Structure

### Qualification structure

#### Pearson BTEC International Specialist Award in Liverpool Coaching Employability Skills

Learners will need to meet the requirements outlined in the table below before the qualification can be awarded.

Pearson BTEC International Specialist Award in Liverpool Coaching Employability Skills	
Unit title	GLH
<b>Mandatory units – learners must achieve this unit</b>	
The Liverpool Coach - Employability Skills	<b>30</b>

## 4 Unit

### Understanding your units

The units in this specification set out our expectations of assessment in a way that helps you to prepare your learners for assessment. The units help you to undertake assessment and quality assurance effectively.

Each unit in the specification is set out in a similar way. This section explains how the unit works. It is important that all teachers, assessors, internal verifiers and other staff responsible for the programme review this section.

Section	Explanation
<b>Unit number</b>	The number is in a sequence in the specification. Where a specification has more than one qualification, numbers may not be sequential for all qualifications.
<b>Unit title</b>	This is the formal title that we always use, and it will appear on learners' certificates.
<b>Level</b>	All units and qualifications have a level assigned to them. The levels correspond with the levels used in the UK's Regulated Qualification Framework.
<b>Unit type</b>	This says if the unit is mandatory or optional for the qualification.
<b>Guided Learning Hours (GLH)</b>	Guided Learning Hours (GLH) is an estimate of the number of hours that will be needed for a typical learner to achieve the unit. Guided learning includes all training that involve centre staff in teaching and supervising learners, as well as all assessment activities.
<b>Unit introduction</b>	This summarises the content of the unit and how learners will benefit from taking it.
<b>Learning outcomes and grading criteria</b>	The learning outcomes set out what a learner must know, understand or be able to do as the result of a process of learning. The grading criteria specify the standard the learner is required to meet to achieve a Pass, Merit or Distinction for the unit.
<b>Unit content</b>	This section sets out what needs to be taught. Content is compulsory except when it follows an 'e.g.'. Learners should not be asked to complete the assessment until all of the content for the unit has been taught.
<b>Essential information for assessors</b>	This section gives information to support delivery and the implementation of assessment.
<b>Essential resources</b>	This lists any specialist resources needed to deliver the unit. Centres will be asked to show that these resources are in place when they seek approval from Pearson to offer the qualification.

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The Liverpool Coach- Employability Skills	9
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# The Liverpool Coach- Employability Skills

Level: 3

Unit type: **Mandatory**

Guided learning hours: **30**

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## Unit introduction

Being one of the world's greatest clubs with a large worldwide fan base, it is no surprise that Liverpool Football Club (LFC) has placed a high expectation upon employees to uphold the world renowned name and image of such a high profile club. In this unit, you will explore the principles of employability and what it takes to be a successful coach. You will explore the impact that volunteering can have and any special considerations that are required to be successful before going on to look at the requirements of a coaching career. You will examine the role of the national governing bodies (NGB) in creating, developing and maintaining a plethora of quality coaches to ensure the sport continues to develop as well as considering the impact that the local demographic can have on the way coaching takes place. You will look in depth at The Liverpool Way ethics and values as well as LFC as an employer before delving into the role sport has in developing the employability skills of coaches. You will complete this unit by undertaking the employment process. You will apply for, prepare and complete an interview for a role within the LFC International Academy (IA) coaching structure.

This unit will prepare you for progression into the world of employment especially within a coaching role, whether this be directly or via higher education. It will focus your skills to those of LFC with focus on the employability of the IA coach set-up.

## Learning outcomes and grading criteria

To achieve a **Pass** grade for the unit, learners must achieve all **pass** criteria.

To achieve a **Merit** grade, learners must achieve all **pass and merit** criteria.

To achieve a **Distinction** grade, learners must achieve all **pass, merit and distinction** criteria.

Pass	Merit	Distinction
<b>Learning outcome A: Explore the principles of employability</b>		<b>AB.D1</b> Compare and contrast the skills and values of a non-LFC IA coach and those of an LFC IA coach including special considerations that may be utilised and the impact of demographic for the different coaches.
<b>A.P1</b> Explain the skills and values required to be an LFC coach.	<b>A.M1</b> Assess the skills and values required to be an LFC coach.	
<b>A.P2</b> Explain the value of volunteering.		
<b>Learning outcome B: Examine the requirements of pursuing a coaching career</b>		
<b>B.P3</b> Explain how a coach uses a NGB to develop their performance.	<b>B.M2</b> Analyse the impact that demographic could have on a session led by an LFC IA coach.	
<b>Learning outcome C: Examine how employers apply The Liverpool Way ethics and values</b>		
<b>C.P4</b> Explain how the LFC Coach Accreditation education process prepares a coach for success.	<b>C.M3</b> Analyse the LFC Coach Accreditation education process in developing employability rights .	
<b>Learning outcome D: Demonstrating employability skills</b>		
<b>D.P5</b> Explain the employability of young people. <b>D.P6</b> Demonstrate competency with the application process for coaching role with the LFC IA.	<b>D.M4</b> Demonstrate competent interview skills for the coaching role you have applied for with the LFC IA.	<b>D.D2</b> Evaluate your employability skills during the application and interview process.



## Unit content

### Learning outcome A: Explore the principles of employability

#### A1 Skills and values employers look for when recruiting

- General skills:
  - communication – verbal, non-verbal, listening
  - creativity – thinks outside the box
  - enthusiasm – not afraid to show this
  - organisation – in order, can work to deadlines
  - team work – works with others instead of against.
- General values:
  - adaptability
  - critical thinker
  - dependable and responsible
  - honesty and integrity
  - initiative
  - loyalty
  - positive attitude
  - professionalism
  - self-confidence
  - self-motivated.
- The understanding, commitment and application of the LFC values:
  - ambition
  - commitment
  - dignity
  - unity.
- The LFC coach skills checklist:
  - appearance
  - session planning
  - organisation
  - communication
  - demonstrations
  - non-negotiable:
    - set up 30 minutes before a session
    - create a World Cup Final atmosphere in your sessions
    - learn and embrace LFC's values
    - deliver sessions based around the LFC IA programme
    - log your sessions on sports session planner
    - refer to LFC players when making coaching points
    - possess a professional coaching appearance
    - keep the ball rolling 70% of the time.

## **A2 Volunteering and work experience**

- Understand the importance of volunteering and work experience in developing work employability skills.
- Method of unpaid work to develop skills and values.
- Develops own knowledge and understanding.
- Demonstrates genuine love for the position/area of employment.
- Positive addition to a curriculum vitae (CV).
- Can lead to paid work.
- Valuable to help decide if this is the right area of work for you.

## **A3 Special consideration**

- Qualifications:
  - specific to the role
  - specific to the needs of participants.
- Safeguarding checks (vary dependent upon location):
  - necessary for working with children and vulnerable adults
  - costs – can be covered by employer, employee may be asked to pay.
- Specific to age:
  - parental engagement
  - language development
  - understanding
  - affordability – deprived areas, costs of sessions, kit, travel.

## **Learning outcome B: Examine the requirements of pursuing a coaching career**

### **B1 Text national governing bodies (NGBs)**

- Structure of the relevant NGB coaching framework.
- Requirements of the NGB for coaching within different locations
- qualifications
- additional requirements, e.g. safeguarding, first aid, positive impact on mental health.
- Development plans to ensure coaches are of the highest standard.
- Continued professional development – striving for the next coaching qualification etc.
- NGB use of role models as a positive influence.
- How a coach uses a NGB.

### **B2 Demographic of those being coached**

- Specific considerations when working with different demographics
  - age
  - gender
  - culture
  - language.

### **B3 Breadth of opportunity for football coaches**

- Grass roots.
- Recreational.
- Academy.
- Elite.
- Disability coaching
- Domestic/international.
- Focused groups i.e. women only

## **Learning outcome C: Examine how employers apply The Liverpool Way ethics and values**

### **C1 The Liverpool Way ethics and values**

- The Liverpool Way ethics:
  - Morally right
  - Red together
    - equality, diversity and inclusion
    - disability
  - social responsibilities – coaching in the community.
- The Liverpool Way values:
  - ambition – dreams are to be achieved, nothing is impossible, courage to take risks, pursue higher goals
  - commitment – put your heart and soul into everything, live by hard graft and continuous self-improvement, be proud, professional and enthusiastic
  - dignity – be true to yourself, trust each other, treat people well, expect nothing back, pride, earn respect through honesty and integrity
  - unity – believe in each other's ability and expertise, work together to bring the best, collaborate for the common good.

### **C2 LFC as an employer**

- The Liverpool FC Coach Accreditation education process:
  - ensures academies around the world deliver the most authentic Liverpool FC experience to players and members
  - ensure worldwide consistency with:
    - terminology
    - academy proven methodologies
  - education process focuses on:
    - safeguarding
    - LFC facts, stats and history
    - LFC role models – links coaching to player role models
    - LFC values.
- Applying The Liverpool Way values:
  - to recruitment
  - to continued professional development of LFC staff
  - to reflective behaviours.

### **C3 The role of sport in developing employability skills**

- Encourages key behaviours:
  - teamwork
  - working with diverse populations
  - commitment
  - resilience
  - develops self-confidence and self-esteem

- courage.
- Provides continued professional development:
  - keeps coaches current
  - ensures coaches are reflective
  - works on consolidating their strengths
  - works on developing a coach's areas for improvement
  - encourages coaches to push new boundaries
  - ensures coaches are all on the same page internationally.

## **Learning outcome D: Demonstrating employability skills**

### **D1 The application process**

- LFC as an equal opportunities employer.
- The employability of young people.
- Advertisement:
  - LFC recruitment via website
  - job requirements
  - qualifications
  - salary/pay
  - deadline for application.

### **D2 Preparation for interview**

- Documentation prepared – exam certificates, coaching certificates, passport, driving licence etc.
- Practice answering questions to explain why you are suitable:
  - key skills
  - key values
  - promoting skills and values in sessions
  - promoting skills and values in team activities.
- Research and understand information about the position, the club, its values and its future developments.
- Know what the club expect in a practical setting:
  - helping the players feel they are improving
  - involving players in their own learning
  - providing positive and corrective feedback on performances
  - providing varied practice activities that avoid monotony and offer a challenge
  - provide competitive activities
  - letting players know when they are doing well
  - showing an interest in players as people and getting to know the needs of players
  - focus on longer-term improvement, rather than next week's performance
  - using a variety of coaching styles and learning strategies

- create an environment where mistakes are OK and recognised as being part of the learning process.
- Know the clubs expectations from the International Academy coaches.
- Suitable attire.
- Are there any special requirements for interview i.e. will you be required to coach a session?
  - prepare a session to coach if required that meets the brief provided
  - ask questions about those you will be coaching
  - prepare any coaching materials for interview.

### **D3 The interview process**

- A typical LFC interview – practical interview process (practical delivery, observing skills such as social, communication and teamwork).
- Personal presentation during the interview:
  - shake hands
  - eye contact
  - think before you speak
  - answer with confidence
  - if coaching, coach with confidence
  - relax and enjoy the interview.

## Essential information for assessors

### Essential resources

There are no specialist resources needed for this unit.

### Assessment requirements

#### Learning outcomes A and B

**To achieve Pass**, learners must consider the skills and values that an LFC coach requires, providing explanation to each of these. They will explore volunteering and how this can be a useful development tool for any coach wishing to make a career from this. Learners will go on to explore national governing bodies and how different coaches use these effectively to inform their coaching, provide specific requirements and continue career-long development through any means made available.

**To achieve Merit**, learners must consider, in depth, the skills and values that an LFC coach requires in order to maintain and promote the brand. They will provide clear assessment of the LFC IA coaching requirements and ensure that these are applied to what may be seen in a practical setting. They will go on to consider the impact of the local demographic on how an LFC IA Coach may lead a session to ensure that everyone involved gains the most from this. They will show due consideration to the special requirements of different demographics.

**To achieve Distinction**, learners must consider the skills and values of an LFC International Academy (LFC IA) coach and complete a compare and contrast to a non LFC IA coach. Learners will focus on the key skills and values of an LFC IA coach as well as those general values of a coach when completing their comparison. They will place significant emphasis on these and how they are similar to or different from other coaching companies. Learners should consider the LFC checklist and emphasise the importance of this for LFC IA coaches in their successful delivery and player development.

#### Learning outcome C

**To achieve Pass**, learners must consider the LFC coach accreditation process and how this prepares a coach to be successful worldwide. There should be focus on the key elements of an LFC IA coach including The Liverpool Way values and the inclusion of components such as worldwide consistency in terminology and proven coaching methodologies

**To achieve Merit**, learners must consider the role of sport in developing employability skills with a focus on the LFC coach accreditation education process. Learners should look in depth at how this can help assist a coach in developing their employability worldwide through the development of key skills, experience and on-going education.

#### Learning outcome D

**To achieve Pass**, learners must consider how employable young people are showing consideration to areas such as experience, qualifications, confidence and cost. They should provide examples of how employability skills are developed over time and how getting young people into work within the coaching sector will further improve their skills. Learners will go on to complete the application process for an LFC IA role.

They will present an application form that has been produced in response to a clear advertisement, showing they understand the job requirements and undertake other key competencies such as proof reading, spell checking etc.

**To achieve Merit**, learners must participate in an interview process to demonstrate their skills and competence in their suitability to the role of an LFC IA coach. Learners will demonstrate key skills through the interview process and personal presentation will be visible. Visual evidence will be presented by the learner. This will be in the form of video or photographs that are annotated by the learner. If this is not possible, audio-recordings could be utilised with learner annotation to accompany. The tutor should provide learners with a statement of activity/witness statement to ensure all aspects are covered within the evidence.

**To achieve Distinction**, learners must reflect on their own employability skills and provide their strengths and areas for improvement before going on to suggest different ways in which they could develop to increase their chance of employment within the sector. Learners should refer to their completed application and skills demonstrated during interview. They should use these as evidence when evaluating their own employability skills with reference to these.

For more information, see *Section 6 Assessment*.



## 5 Program delivery

Centres are free to offer this qualification using any mode of delivery that meets learners' needs. This might include full time or part time direct instruction in classrooms, distance learning, and directed self-study.

Centres must make sure that learners have access to the identified resources and to the subject specialists delivering the units.

Those planning the programme should aim to enhance the vocational nature of the qualification(s) by:

- developing up-to-date and relevant teaching materials that make use of scenarios or case studies that are relevant to the sector
- giving learners the opportunity to apply their learning in realistic practical activities, for example creating business documentation or performing role plays
- developing projects with input from employers

Where legislation is taught, centres must ensure that it is current and up to date.

## 6 Assessment

To achieve a pass for this qualification, the learner must complete the unit required in the qualification structure.

### Internal assessment

The unit in this qualification is internally assessed. This means that centres set and mark the assessment, which are then subject to external standards verification by a Pearson standards verifier.

#### Assessment using assignments

For all units, the format of assessment is an assignment taken after the content of the unit has been delivered. An assignment may take a variety of forms, including practical and written. Assignments are separate from teaching, practice, and other activities that learners complete with input from teachers. Assignments must be completed independently by learners, which means they work on their own without input from other learners or teachers.

An assignment needs to be issued to learners as an assignment brief which includes a start date, a completion date and clear requirements for the evidence that they need to provide. Assignments should be set within a specific organisational context. Assignments can be divided into tasks and may require several forms of evidence, including written tasks and observations.

Teachers will set the assignments. They must allow learners to generate the evidence required to meet all of the pass, merit and distinction grading criteria and the *Essential Requirements for Assessors* for the unit.

- To achieve a Pass, learners must achieve all of the Pass criteria.
- To achieve a Merit, learners must achieve all of the Pass and Merit criteria.
- To achieve a Distinction, learners must achieve all of the Pass, Merit and Distinction criteria.
- Issuing assessment decisions and feedback

Once the assessor has completed the assessment process for an assignment, the outcome is a formal assessment decision. This is recorded formally and reported to learners.

The information given to the learner:

- must show the formal decision and how it has been reached, indicating how or where criteria have been met
- may show why achievement of assessment criteria has not been demonstrated
- must not provide feedback on how to improve evidence
- must be validated by an Internal Verifier before it is given to the learner.

#### Resubmissions and retakes

Learners who do not successfully pass an assignment are allowed one opportunity to resubmit evidence for this assignment. If they still do not reach the required standard, they should be given one opportunity to retake a different assignment that covers the same learning outcome(s).

## 7 Administrative arrangements

### Introduction

This section focuses on the administrative requirements for delivering a BTEC qualification. It is of particular value to Quality Nominees, Lead IVs and Programme Leaders.

### Learner registration and entry

Shortly after learners start the programme of learning, you need to make sure that they are registered for the qualification. You need to refer to the *International Information Manual* for information on making registrations for the qualification.

Learners can be formally assessed only for a qualification on which they are registered. If learners' intended qualifications change, for example if a learner decides to choose a different pathway specialism, then the centre must transfer the learner appropriately.

### Access to assessment

Assessments need to be administered carefully to ensure that all learners are treated fairly, and that results and certification are issued on time to allow learners to progress to their chosen progression opportunities.

Pearson's equality policy requires that all learners should have equal opportunity to access our qualifications and assessments, and that our qualifications are awarded in a way that is fair to every learner. We are committed to making sure that:

- learners with a protected characteristic are not, when they are undertaking one of our qualifications, disadvantaged in comparison to learners who do not share that characteristic
- all learners achieve the recognition they deserve for undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers.

Further information on access arrangements can be found in the Joint Council for Qualifications (JCQ) document *Access Arrangements, Reasonable Adjustments and Special Consideration for General and Vocational Qualifications*.

## Administrative arrangements for assessment

### Records

You are required to retain records of assessment for each learner. Records should include decisions reached and any adjustments or appeals. Further information can be found in the *International Information Manual*. We may ask to audit your records, so they must be retained as specified.

### Reasonable adjustments to assessment

To ensure that learners have fair access to demonstrate the requirements of the assessments, a reasonable adjustment is one that is made before a learner is assessed. You are able to make adjustments to internal assessments to take account of the needs of individual learners. In most cases, this can be achieved through allowing the use of assistive technology or adjusting the format of evidence. Any reasonable adjustment must reflect the normal learning or working practice of a learner in a centre or working within the occupational area. We can advise you if you are uncertain as to whether an adjustment is fair and reasonable. You need to plan for time to make adjustments if necessary.

Further details on how to make adjustments for learners with protected characteristics are given on our website, in the document *Supplementary guidance for reasonable adjustment and special consideration in vocational internally-assessed units*.

### Appeals against assessment

Your centre must have a policy for dealing with appeals from learners. These appeals may relate to assessment decisions being incorrect or assessment not being conducted fairly. The first step in such a policy could be a consideration of the evidence by a Lead IV or other member of the programme team. The assessment plan should allow time for potential appeals after assessment decisions have been given to learners. If there is an appeal by a learner, you must document the appeal and its resolution. Learners have a final right of appeal to Pearson but only if the procedures that you have put in place have not been followed. Further details are given in the document *Enquiries and appeals about Pearson vocational qualifications and end point assessment policy*.

## Dealing with malpractice in assessment

Malpractice means acts that undermine the integrity and validity of assessment, the certification of qualifications and/or may damage the authority of those responsible for delivering the assessment and certification.

Pearson does not tolerate actual or attempted actions of malpractice by learners, centre staff or centres in connection with Pearson qualifications. Pearson may impose penalties and/or sanctions on learners, centre staff or centres where malpractice or attempted malpractice has been proven.

Malpractice may occur or be suspected in relation to any unit or type of assessment within a qualification. For further details on malpractice and advice on preventing

malpractice by learners, please see Pearson's *Centre Guidance: Dealing with Malpractice*, available on our website.

The procedures we ask you to adopt vary between units that are internally assessed and those that are externally assessed.

Centres are required to take steps to prevent malpractice and to investigate instances of suspected malpractice. Learners must be given information that explains what malpractice is for internal assessment and how suspected incidents will be dealt with by the centre. The *Centre Guidance: Dealing with Malpractice* document gives full information on the actions we expect you to take.

Pearson may conduct investigations if we believe a centre is failing to conduct internal assessment according to our policies. The above document gives further information and examples, and details the penalties and sanctions that may be imposed.

In the interests of learners and centre staff, centres need to respond effectively and openly to all requests relating to an investigation into an incident of suspected malpractice.

### **Learner malpractice**

The head of centre is required to report incidents of suspected learner malpractice that occur during Pearson qualifications. We ask centres to complete JCQ Form M1 ([www.jcq.org.uk/malpractice](http://www.jcq.org.uk/malpractice)) and email it with any accompanying documents (signed statements from the learner, invigilator, copies of evidence, etc.) to the Investigations Processing team at [candidatemalpractice@pearson.com](mailto:candidatemalpractice@pearson.com). The responsibility for determining appropriate sanctions or penalties to be imposed on learners lies with Pearson.

Learners must be informed at the earliest opportunity of the specific allegation and the centre's malpractice policy, including the right of appeal. Learners found guilty of malpractice may be disqualified from the qualification for which they have been entered with Pearson.

Failure to report malpractice constitutes staff or centre malpractice.

## **Teacher/centre malpractice**

The head of centre is required to inform Pearson's Investigations team of any incident of suspected malpractice (which includes maladministration) by centre staff, before any investigation is undertaken. The head of centre is requested to inform the Investigations team by submitting a JCQ M2 Form (downloadable from [www.jcq.org.uk/malpractice](http://www.jcq.org.uk/malpractice)) with supporting documentation to [pqsmalpractice@pearson.com](mailto:pqsmalpractice@pearson.com). Where Pearson receives allegations of malpractice from other sources (for example Pearson staff, anonymous informants), the Investigations team will conduct the investigation directly or may ask the head of centre to assist.

Pearson reserves the right in cases of suspected malpractice to withhold the issuing of results/certificates while an investigation is in progress. Depending on the outcome of the investigation, results and/or certificates may not be released or they may be withheld.

We reserve the right to withhold certification when undertaking investigations, audits and quality assurance processes. You will be notified within a reasonable period of time if this occurs.

## **Sanctions and appeals**

Where malpractice is proven, we may impose sanctions or penalties, such as:

- mark reductions for affected external assessments
- disqualification from the qualification
- debarment from registration for Pearson qualifications for a period of time.

If we are concerned about your centre's quality procedures we may impose sanctions such as:

- working with centres to create an improvement action plan
- requiring staff members to receive further training
- placing temporary blocks on the centre's certificates
- placing temporary blocks on registration of learners
- debarring staff members or the centre from delivering Pearson qualifications
- suspending or withdrawing centre approval status.

The centre will be notified if any of these apply.

Pearson has established procedures for centres that are considering appeals against penalties and sanctions arising from malpractice. Appeals against a decision made by Pearson will normally be accepted only from the head of centre (on behalf of learners and/or members or staff) and from individual members (in respect of a decision taken against them personally). Further information on appeals can be found in the JCQ Appeals booklet (<https://www.jcq.org.uk/exams-office/appeals>).

## Certification and results

Once a learner has completed all the required components for a qualification, the centre can claim certification for the learner, provided that quality assurance has been successfully completed. For the relevant procedures, please refer to our *International Information Manual*.

## Additional documents to support centre administration

As an approved centre, you must ensure that all staff delivering, assessing and administering the qualifications have access to the following documentation. These documents are reviewed annually and are reissued if updates are required.

- *Pearson International Quality Assurance Handbook*: this sets out how we will carry out quality assurance of standards and how you need to work with us to achieve successful outcomes.
- *International Information Manual*: this gives procedures for registering learners for qualifications, transferring registrations and claiming certificates.
- *Regulatory policies*: our regulatory policies are integral to our approach and explain how we meet internal and regulatory requirements. We review the regulated policies annually to ensure that they remain fit for purpose. Policies related to this qualification include:
  - adjustments for candidates with disabilities and learning difficulties, access arrangements and reasonable adjustments for general and vocational qualifications
  - age of learners
  - centre guidance for dealing with malpractice
  - recognition of prior learning and process.

This list is not exhaustive and a full list of our regulatory policies can be found on our website.



## 8 Quality assurance

### Centre and qualification approval

As part of the approval process, your centre must make sure that the resource requirements listed below are in place before offering the qualification.

- Centres must have access to appropriate physical resources (for example equipment, IT, learning materials, teaching rooms) to support the delivery and assessment of the qualification.
- Staff involved in the assessment process must have relevant expertise and/or occupational experience.
- There must be systems in place to ensure continuing professional development for staff delivering the qualification.
- Centres must have in place appropriate health and safety policies relating to the use of equipment by learners.
- Centres must deliver the qualification in accordance with current equality and diversity legislation and/or regulations.

### Continuing quality assurance and standards verification

On an annual basis, we produce the *Pearson International Quality Assurance Handbook*. It contains detailed guidance on the quality processes required to underpin robust assessment and internal verification.

The key principles of quality assurance are that:

- a centre delivering BTEC programmes must be an approved centre, and must have approval for the programmes or groups of programmes that it is delivering
- the centre agrees, as part of gaining approval, to abide by specific terms and conditions around the effective delivery and quality assurance of assessment; the centre must abide by these conditions throughout the period of delivery
- an approved centre must follow agreed protocols for standardisation of assessors and verifiers, for the planning, monitoring and recording of assessment processes, and for dealing with special circumstances, appeals and malpractice.

The approach of quality-assured assessment is through a partnership between an approved centre and Pearson. We will make sure that each centre follows best practice and employs appropriate technology to support quality-assurance processes, where practicable. We work to support centres and seek to make sure that our quality-assurance processes do not place undue bureaucratic processes on centres. We monitor and support centres in the effective operation of assessment and quality assurance.

The methods we use to do this include:

- making sure that all centres complete appropriate declarations at the time of approval
- undertaking approval visits to centres

- making sure that centres have effective teams of assessors and verifiers who are trained to undertake assessment
- assessment sampling and verification, through requested samples of assessments, completed assessed learner work and associated documentation
- an overarching review and assessment of a centre's strategy for delivering and quality assuring its BTEC programmes, for example making sure that synoptic units are placed appropriately in the order of delivery of the programme.

Centres that do not fully address and maintain rigorous approaches to delivering, assessing and quality assurance cannot seek certification for individual programmes or for all BTEC programmes. An approved centre must make certification claims only when authorised by us and strictly in accordance with requirements for reporting.

Centres that do not comply with remedial action plans may have their approval to deliver qualifications removed.

## 9 Resources and support

Our aim is to give you a wealth of resources and support to enable you to deliver BTEC International Level 3 Specialist qualifications with confidence. You will find a list of resources to support teaching and learning, and professional development on our website.

### Support for setting up your course and preparing to teach

#### Specification

The specification (for teaching from July 2021) gives you details of the administration of the qualifications and information on the units for the qualifications.

#### Pearson Progress

Pearson Progress is a new digital support system that helps you to manage the assessment and quality assurance of the Pearson BTEC International Level 3 Specialist qualifications. It supports delivery, assessment and quality assurance of BTECs in centres and supports teachers and students as follows:

- course creation
- creating and verifying assignments
- creating assessment plans and recording assessment decisions
- upload of assignment evidence
- tracking progress of every learner.

The system is accessible for teachers and learners so that both teachers and learners can track their progress.

### Support for teaching and learning

Pearson Learning Services provides a range of engaging resources to support BTEC International Level 3 Specialist qualifications, these may include:

- delivery guides, which give you important advice on how to choose the right course for your learners and how to ensure you are fully prepared to deliver the course. They explain the key features of the BTEC International Level 3 Specialist qualifications, for example employer involvement and employability skills. They also cover guidance on assessment and quality assurance. The Guide tells you where you can find further support and gives detailed unit-by-unit delivery guidance. They include teaching tips and ideas, assessment preparation and suggestions for further resources
- sample schemes of work are provided for each mandatory unit. These are available in Word™ format for ease of customisation
- delivery plans that help you structure delivery of a qualification
- teacher resource packs developed by Pearson including materials and activities to fully support your teaching of units available on LearningHub

- digital resources across a range of mandatory and optional units that enable an immersive learning experience available on LearningHub.

## LearningHub

Digital learning content for this programme will be available on the Pearson LearningHub. This online and mobile-optimised platform provides high-quality, bitesized digital content for an accessible, interactive learning experience.

<https://www.pearson.com/uk/web/learning-hub.html>

Teaching and learning resources are also available from a number of other publishers. Details of Pearson's own resources and of all endorsed resources can be found on our website.

## Support for assessment

### Sample assessment materials for internally-assessed units

For internal units assessed with a Pearson Set Assignment we will provide a sample assignment as an example of the form of assessment for the unit. For the remaining internally set units, we allow you to set your own assignments, according to your learners' preferences and to link with your local employment profile.

We provide a service in the form of Authorised Assignment Briefs and sample Pearson Set Assignments, which are approved by Pearson Standards Verifiers. They are available via our website.

## Pearson English

Pearson provides a full range of support for English learning including diagnostics, qualifications and learning resources. Please see [www.pearson.com/english](http://www.pearson.com/english)

## Training and support from Pearson

### People to talk to

There are many people available to support you and give you advice and guidance on delivery of your BTEC International Level 3 Specialist qualifications. They include the following.

- Subject Advisors – available for all sectors. They understand all Pearson qualifications in their sector and can answer sector-specific queries on planning, teaching, learning and assessment.
- Standards Verifiers – they can support you with preparing your assignments, ensuring that your assessment plan is set up correctly, and support you in preparing learner work and providing quality assurance through sampling.
- Regional teams – they are regionally based and have a full overview of the BTEC qualifications and of the support and resources that Pearson provides. Regions often run network events.
- Customer Services – the ‘Support for You’ section of our website gives the different ways in which you can contact us for general queries. For specific queries, our service operators can direct you to the relevant person or department.

## Training and professional development

Pearson provides a range of training and professional development events to support the introduction, delivery, assessment and administration of BTEC International Level 3 Specialist qualifications. These sector-specific events, developed and delivered by specialists, are available both face to face and online.

### ‘Getting Ready to Teach’

These events are designed to get teachers ready for delivery of the BTEC International Level 3 Specialist qualifications. They include an overview of qualification structures, planning and preparation for internal assessment, and quality assurance.

### Teaching and learning

Beyond the ‘Getting Ready to Teach’ professional development events, there are opportunities for teachers to attend sector- and role-specific events. These events are designed to connect practice to theory; they provide teacher support and networking opportunities with delivery, learning and assessment methodology.

Details of our training and professional development programme can be found on our website.

**July 2021**

**For information about Pearson Qualifications, including Pearson Edexcel, BTEC and LCCI qualifications visit [qualifications.pearson.com](https://www.pearson.com/qualifications)**

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