Skills for Working in Health and Social Care Professions

Laser Learning Awards

LASER supports its approved 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 approved (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.

Contact us

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Contents

Summary of Changes

Version	Publication Date	Summary of Changes
V1.2	March 2025	New Review Date added. Page 10. Example Course Design updated. Personal Study Unit refreshed, old unit M/504/8127 replaced with new unit M/650/1128.
V1.1	July 2024	Document and file links updated throughout to accommodate new LASER website. General grammar, formatting and spelling updates.

Qualification Overview

OFQUAL QUALIFICATION NUMBERS

601/6209/0	LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions

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

PURPOSE AND AIM OF QUALIFICATIONS

The aims of the qualification are to:

- prepare learners for entry to a professional career within the health and social care sectors by providing them with the skills and knowledge to progress to a course of study leading to a career in the health and social care professions.
- support learners to enter employment within the sectors by providing the background knowledge of, and the skills needed to work within, health and social care
- provide a stepping stone towards study at Level 3, for learners who do not currently have the skills needed to take on studies at Level 3.

The qualification will cover a range of topics relevant to working in the health and social care sector. Actual subjects studied will depend on the individual's choice of units. Example topics include:

- Applying for a Job
- Care of the Elderly
- Communication in Health and Social Care
- Dealing with Loss and Grief
- Diabetes Awareness
- Effective Learning in Healthcare
- Improving Own Learning and Performance
- Medical Imaging
- Protection and Safeguarding
- Preparing for a Career in Health and Social Care Professions
- Research Skills
- Stroke Awareness
- Understanding Common Measures and Shapes
- Understanding the (Specific Named) Profession, or Understanding the Health and Social Care Professions
- Working in the NHS

ENTRY REQUIREMENTS

There are no specific entry requirements. Providers are recommended to ensure learners are entered at an appropriate level.

RULES OF COMBINATION

LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Endorsed Pathway) (601/6209/0)

To achieve the LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Endorsed Pathway), learners must achieve a minimum of 26 credits. 9 must be taken from the 3 mandatory units in one of the groups in Preparing to Work in Health and Social Care Professions Group (A). A minimum of 8 must be taken from units in the Vocational Skills Group (B). Learners may take up to a maximum of 9 from the units in Employability and Learning Skills Group (C), however it is not compulsory to select any units from Group C. The choice of pathway in in Preparing to Work in Health and Social Care Professions Group (A) will determine the endorsement of the qualification.

UNITS

Please follow the link to the **unit list.**

ASSESSMENT

The qualification is 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 June 2015, Qualifications Review Date: 31 May 2030

TO DELIVER

Centres must meet LASER's requirements for centre recognition and qualification approval. **Click here** for details of how to become an Approved Centre. Requirements include those around teaching and learning resources, staffing, course and venues, record keeping, delivery, assessment, and quality

	assurance.
TO DELIVER	Once approved, centres can download the necessary forms from the **Quartz Web Portal.** This resource includes a range of information and guidance as well as providing access to secure web-based functions, designed to make the administration and assessment of qualifications simple and efficient.

1. About the Qualification

This Level 2 qualification is designed for learners wanting to take the first step to prepare for entry to a professional career within the health and social care sectors. It provides the knowledge and skills needed to progress to a course of study leading to a career in the health and social care professions. This qualification is regulated by Ofqual and sits on the Regulated Qualifications Framework (RQF). Achievement of the qualification will support learners to enter employment within the sectors by providing the background knowledge of, and the skills needed to work within, health and social care. The qualification provides a stepping stone towards study at Level 3 for learners who do not currently have the skills needed to take on studies at Level 3. Learners could progress onto an Access to Higher Education Diploma course in a particular health and social care profession such as nursing after achieving this qualification.

The qualification is sufficiently flexible to allow progress into a range of health and social care professions. There are 11 pathways to achievement from which learners can choose. Learners may choose one specific health or social care profession to study in more detail, or a generic pathway may be chosen which provides knowledge on a range of health and social care professions.

To be awarded this qualification a learner must achieve a minimum of 26 credits. Learners must complete 9 credits from one of the Pathways in the Preparing to Work in Health and Social Care Professions Group (A). Each of these groups comprises 3 mandatory units. The choice of Pathway will determine the endorsement that appears on a learner's certificate for example LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Nursing) or LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Social Work).

To complete the qualification's 26 credit requirement a **minimum** of 8 credits must be taken from units in the Vocational Skills Group (B). A **maximum** of 9 credits may be chosen from the Employability and Learning Skills Group (C), however it is not compulsory to select any units from Group C.

Preparing to Work in Health and Social Care Professions Group (A) Pathway Choices:

- Medical Profession
- Mental Health Nursing
- Midwifery
- Nursing
- Occupational Therapy
- Paramedical Profession
- Physiotherapy
- Radiography and Medical Imaging
- Social Care
- Social Work
- General Health and Social Care

To offer these qualifications, a centre must be approved by LASER. For further information about becoming an Approved Centre or working in partnership with an Approved Centre please visit **our website**.

Existing approved centres must be approved to deliver this qualification. Please contact quality@laser-awards.org.uk for further information.   Full details of all LASER requirements are provided in the LASER centre handbook which is also available via our **Quartz Web Portal**.

LASER recommends that all Tutors and Assessors delivering this qualification are experienced, and have a clear and complete 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.

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2. Offering the Qualifications

2.1 AIMS AND OBJECTIVES

The aims of the qualification are to:

- prepare learners for entry to a professional career within the health and social care sectors by providing them with the skills and knowledge to progress to a course of study leading to a career in the health and social care professions.

- support learners to enter employment within the sectors by providing the background knowledge of, and the skills needed to work within, health and social care.

- provide a stepping stone towards study at Level 3, for learners who do not currently have the skills needed to take on studies at Level 3.

The qualification will cover a range of topics relevant to working in the health and social care sector. Actual subjects studied will depend on the individual's choice of units. Example topics include:

- Applying for a Job
- Approaches to Mental Health
- Care of the Elderly
- Career Planning
- Communication in Health and Social Care
- Data Handling and Probability
- Dealing with Loss and Grief
- Dementia Awareness
- Diabetes Awareness
- Disability

- Effective Learning in Healthcare
- Ethical Issues in Health Care
- Improving Own Learning and Performance
- IT Software Fundamentals in the Workplace
- Medical Imaging
- Personal Study Skills
- Preparing for a Career in Health and Social Care Professions
- Principles of the Causes and Spread of Infection in Health Care Settings

- Protection and Safeguarding
- Research Skills
- Speaking and Listening Skills
- Stroke Awareness
- Understanding Common Measures and Shapes
- Understanding the (Specific Named) Profession, or Understanding the Health and Social Care Professions
- Working in the NHS
- Writing for Meaning

2.2 TARGET GROUP

The qualification is approved for learners aged 16 years and over. There is no upper age limit.

2.3 ENTRY REQUIREMENTS

There are no specific entry requirements.

2.4 ACHIEVING THE QUALIFICATION

LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Endorsed Pathway) Qualification Number: 601/6209/0

To achieve the LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Endorsed Pathway), learners must achieve a minimum of 26 credits.

9 credits must be taken from the 3 mandatory units in one of the groups in Preparing to Work in Health and Social Care Professions Group (A). A **minimum** of 8 credits must be taken from units in the Vocational Skills Group (B). Learners may take up to a **maximum** of 9 credits from the units in Employability and Learning Skills Group (C), however it is not compulsory to select any units from Group C.

The choice of pathway in Preparing to Work in Health and Social Care Professions Group (A) will determine the endorsement of the qualification.

To view the qualification units, please see **Appendix 2**.

Each assessment criteria must be evidenced to have been met in order for a learner to achieve a unit. For more detail, please see **Section 3.2**.

2.5 PLANNING A COURSE

The illustrations on the following pages highlight the structure of the qualification and the pathway options available. Listed below are some example courses planned for particular pathways. The course title that is chosen will appear on a certificate listing all the units the learner has achieved. A second certificate will be issued for the national qualification and this will show the learners chosen pathway, for example a LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Midwifery), as long as all the necessary units have been achieved.

EXAMPLES OF COURSE DESIGN

Example course title: 'Skills for Working in Midwifery'.

This course is suitable for learners looking to progress to a career in Midwifery. It is designed to provide a background to their main subject as well as providing study skills and employability skills.

UNIT TITLE	OFQUAL UNIT CODE	UNIT LEVEL	CREDIT VALUE	UNIT DESCIPTION
1. Understanding The Midwifery Profession	D/507/2309	Level 2	3	Group A
2. Preparing For A Career In The Health And Social Care Professions	R/507/2257	Level 2	3	Group A
3. Communication In Health And Social Care	Y/507/0574	Level 2	3	Group A
4. Health Care Practice	L/507/0703	Level 2	6	Group B
5. Maintaining Quality Standards In The Health Sector	A/505/2522	Level 2	1	Group B
6. Resources For Nursing	T/504/9702	Level 2	3	Group B
7. Personal Study Skills	M/650/1128	Level 2	6	Group C
8. Applying For A Job	M/505/1481	Level 2	2	Group C

Example course title: 'Skills for Working in Health and Social Care'.

This course is suitable for a group of learners who are looking to progress to a career in the Health or Social Care Professions, but have not yet decided on a specific profession. It is designed to provide them with a broad range of skills which will support further progress into the sectors and will enable learners to make an informed choice regarding future study and career paths.

UNIT TITLE	OFQUAL UNIT CODE	UNIT LEVEL	CREDIT VALUE	UNIT DESCIPTION
1. Understanding The Health And Social Care Professions	J/507/2305	Level 2	3	Group A
2. Preparing For A Career In The Health And Social Care Professions	R/507/2257	Level 2	3	Group A
3. Communication in Health And Social Care	Y/507/0574	Level 2	3	Group A
4. Basic First Aid Principles	Y/505/2429	Level 2	1	Group B
5. Dealing With Loss And Grief In Health And Social Care	A/505/2410	Level 2	3	Group B
6. Person-Centred Approaches In Health And Social Care	M/505/2436	Level 2	2	Group B
7. Understanding Health And Safety In Health And Social Care Settings	F/507/2254	Level 2	4	Group B
8. Working In The National Health Service - NHS	F/507/2271	Level 2	8	Group B
9. Preparing For Work Placement	M/505/1500	Level 2	1	Group C

Example course title: 'Skills to Prepare for a Career in Nursing'.

This course is suitable for a group of learners who are looking to progress to a career in Nursing, and have already gained work and study skills. It is designed to provide a targeted range of skills and knowledge to facilitate further progress into nursing.

UNIT TITLE	OFQUAL UNIT CODE	UNIT LEVEL	CREDIT VALUE	UNIT DESCIPTION
1. Understanding The Nursing Profession	R/507/2310	Level 2	3	Group A
2. Preparing For A Career In The Health And Social Care Professions	R/507/2257	Level 2	3	Group A
3. Communication In Health And Social Care	Y/507/0574	Level 2	3	Group A
4. Resources For Nursing	T/504/9702	Level 2	3	Group B
5. Principles Of The Causes And Spread Of Infection In Health Care Settings	A/504/8597	Level 2	3	Group B
6. Anatomy And Physiology Of Body Systems	A/602/5038	Level 2	1	Group B
7. Stroke Awareness	R/505/2526	Level 2	3	Group B
8. Medical Terminology	K/505/3326	Level 2	3	Group B
9. Care Of The Elderly	K/505/2404	Level 2	3	Group B
10. Dementia Awareness	J/505/2524	Level 2	2	Group B

GROUP REQUIREMENTS: Total of **26** credits minimum

LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Endorsed Pathway)

Select one pathway from Group **A**. Each totals **9** credits.

A

Medical Profession
- Understanding the Medical Profession
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Mental Health Nursing
- Understanding the Mental Health Nursing
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Midwifery
- Understanding the Midwifery
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Nursing
- Understanding the Nursing
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Occupational Therapy
- Understanding the Occupational Therapy
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Paramedical Profession
- Understanding the Paramedical Profession
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Physiotherapy
- Understanding the Physiotherapy
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Radiography and Medical Imaging
- Understanding the Radiography and Medical Imaging
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Social Care
- Understanding the Social Care
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Social Work
- Understanding the Social Work
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

General Health and Social Care
- Understanding the General Health and Social Care
- Preparing For A Career In The Health And Social Care Professions
- Communication In Health And Social Care

Select **minimum** 8 credits from Mandatory Unit Group B.

B (Optional Units)

OFQUAL UNIT CODE	UNIT TITLE	CREDIT VALUE	SELECT?	OFQUAL UNIT CODE	UNIT TITLE	CREDIT VALUE	SELECT?
H/505/2403	Activity Provision In Health And Social Care	3	☐	K/505/3326	Medical Terminology	3	☐
A/602/5038	Anatomy And Physiology Of Body Systems	1	☐	K/505/2435	Moving And Positioning Individuals	3	☐
K/601/2950	Approaches To Care And Management In Mental Health	3	☐	M/505/2436	Person-Centred Approaches In Health And Social Care	2	☐
H/507/0576	Approaches To Mental Health	3	☐	K/506/7582	Practical Skills For Medical Physiotherapy Support Work	6	☐
F/505/7348	Autistic Spectrum Disorder	3	☐	A/504/8597	Principles Of The Causes And Spread Of Infection In Health Care Settings	3	☐
Y/505/2429	Basic First Aid Principles	1	☐	J/505/2443	Protection And Safeguarding In Health And Social Care	3	☐
K/505/2404	Care Of The Elderly	3	☐	T/504/9702	Resources For Nursing	3	☐
A/505/2410	Dealing With Loss And Grief In Health And Social Care	3	☐	R/505/2526	Stroke Awareness	3	☐
J/505/2524	Dementia Awareness	2	☐	M/505/2503	Support Individuals To Eat And Drink	2	☐
L/505/2525	Diabetes Awareness	3	☐	J/507/1476	Understand Physical Disability	2	☐
R/507/0573	Disability And A Disabling Society	3	☐	F/507/2254	Understanding Health And Safety In Health And Social Care Settings	4	☐
R/505/2414	Duty Of Care In Health And Social Care	2	☐	A/507/0597	Understanding Health Promotion And Health Education	3	☐
K/507/0577	Ethical Issues In Health Care	3	☐	J/507/2255	Understanding How To Handle Information In Health And Social Care Settings	1	☐
L/507/0703	Health Care Practice	6	☐	F/507/2271	Working In The National Health Service - NHS	8	☐
F/601/3442	Introductory Awareness Of Sensory Loss	2	☐				
A/505/2522	Maintaining Quality Standards In The Health Sector	1	☐				
A/507/2253	Medical Imaging	3	☐				

Select **maximum** 9 credits from Optional Unit Group C. It is not compulsory to select any units from this group.

C (Optional Units)

OFQUAL UNIT CODE	UNIT TITLE	CREDIT VALUE	SELECT?	OFQUAL UNIT CODE	UNIT TITLE	CREDIT VALUE	SELECT?
M/505/1481	Applying For A Job	2	☐	L/506/0740	Preparing For Work	3	☐
A/505/1225	Career Planning	3	☐	M/505/1500	Preparing For Work Placement	1	☐
K/506/7842	Data Handling And Probability	3	☐	Y/507/0719	Reading And Responding To Information In A Health And Social Care Setting	3	☐
K/507/0675	Effective Learning In Health And Social Care	3	☐	L/504/8202	Research Skills	3	☐
T/506/0666	Group And Teamwork Communication Skills	3	☐	A/506/0670	Speaking And Listening Skills	3	☐
D/506/1052	Improving Own Learning And Performance	3	☐	D/507/0592	Team Building Skills	3	☐
L/504/8488	Improving Punctuation And Grammar Skills	3	☐	M/505/2484	Team Work In Health, Social Care Or Children's And Young People's Settings	3	☐
L/505/1486	Interview Skills	1	☐	M/504/6328	Time Management	2	☐
R/507/0590	IT Communication Fundamentals In The Workplace	2	☐	T/504/8520	Understanding Common Measures And Shape	3	☐
H/507/0593	IT Software Fundamentals In The Workplace	3	☐	R/507/0668	Using Numeracy Skills In Health And Social Care	3	☐
J/505/1504	Learning From Work Placement	2	☐	H/506/0677	Using Teamwork Skills	3	☐
M/504/8127	Personal Study Skills	6	☐	L/507/2287	Writing For Meaning Skills	3	☐
Y/507/0591	Practical Presentation Skills	3	☐				

2.6 TOTAL QUALIFICATION TIME AND GUIDED LEARNING HOURS

The Level 2 Certificate has a Total Qualification Time of 260 hours, with the variations according to specific units chosen:

QUALIFICATION TITLE	CREDIT VALUE	MIN / MAX GUIDED LEARNING HOURS	TOTAL QUALIFICATION TIME* (TQT)
LASER Level 2 Certificate in Skills for Working in Health and Social Care Professions (Endorsed Pathway)	26	195/236	260

* 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

2.7 LANGUAGE REQUIREMENTS

This qualification is only available in English.

2.8 PROGRESSION OPPORTUNITIES

Learners Achieving the Level 2 Certificate in Skills for Working in Health and Social Care Professions will provide learners with the opportunity to progress after achieving this qualification you could:

- Progress to a course of study leading to a professional career in health and social care

- Progress to Level 3 study such as an Access to Higher Education Diploma examples include:
    - Access to Higher Education Diploma (Nursing and Healthcare Professions) [0000059]
    - Access to Higher Education Diploma (Health Studies and Social Care Professions) [40000436]
    - Access to Higher Education Diploma (Health Sciences) [40000412]
    - Access to Higher Education Diploma (Biomedical Sciences) [40000023]
    - Access to Higher Education Diploma (Medical Sciences) [40000473]
    - Access to Higher Education Diploma (Medicine) [40000485]
    - Access to Higher Education Diploma (Social Care Professions) [40000515]
    - Access to Higher Education Diplomas (Social Work) [40000540]

- Enter employment within the sector.

3. How the Qualification will be Assessed

3.1 OVERVIEW

The qualification will be assessed by the centre and is subject to LASER's requirements for quality assurance. Once approved as a LASER Centre simply log on to the **Quartz Web Portal** where you'll find a full resource bank of quality information, including the latest LASER Assessment Guidance and Assessment Definitions.

3.2 ASSESSMENT DESIGN

This qualification is assessed through the development of a portfolio of evidence. The portfolio should comprise a series of assessments devised by the centre, mapped to the assessment criteria.

Satisfactory completion of the assessments and compilation of the portfolio will provide evidence that the learner has met the requirements of the qualification.

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**.

To view the units and assessment criteria, please see the Unit tab on our website.

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**).

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[1] All Approved Centres have access to the **Secure Area** of the LASER website.

3.3 RECORD KEEPING

LASER recommends using a Tutor Assessment Planning Sheet[2] 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 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[2] 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.

All assessment methods must be suitably evidenced, and templates for assessors' use are all available in the Quartz Web Portal. Note particularly the use of a group witness or individual witness statement, to be used in conjunction with a list of questions or discussion prompts, or sample recordings, when the methods 'group discussion' or 'oral question and answer' are used.

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**[2]. 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 appropriately qualified and experienced in line with any minimum industry requirements. It is also a requirement that all tutors, assessors, and internal quality assurers have a clear and complete 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.

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[2] Approved Centres have access to the **Quartz Web Portal.**

6. Quality Assurance of the Qualification

Approved centres must implement the internal quality assurance arrangements detailed in the LASER Centre Handbook. To access this simply logon to the Quartz Web Portal. The LASER Quality and Curriculum Reviewer will regularly monitor compliance with these requirements. The LASER Quality and Curriculum 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 valid 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: by a LASER Quality and Curriculum Reviewer, or by 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 verification 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 and Curriculum Reviewer and can be withdrawn by LASER at any time if quality systems are not effective.

6.2 STANDARDISATION

LASER holds 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 holds 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 and Curriculum 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.

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 and Curriculum 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 and/or Ofqual on request.

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Appendix 1: Ofqual Level Descriptor – Level 2

LEVEL	KNOWLEDGE DESCRIPTOR (THE HOLDER…)	SKILLS DESCRIPTOR (THE HOLDER CAN…)
Level 2	Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.
	Can interpret relevant information and ideas.	Identify, gather and use relevant information to inform actions.
	Is aware of a range of information that is relevant to the area of study or work.	Identify how effective actions have been.

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Appendix 2: Unit List

For more information on unit content, please click below:

LASER Skills for Working in Health and Social Care Professions	❯

As well as consulting this document, providers must also check LASER's essential information regarding the availability of all LASER's qualifications and units, including withdrawal notifications. LASER's 'Qualification and Unit Announcements' are available on our website.

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