



Academic Year 2017-2018

Tutor Handbook

This tutor handbook is intended to help you to support the learner by guiding you through all the processes that are involved in delivering the qualification.

// Pearson BTEC Level 2

Diploma in Teamwork and Personal Development in the Community

Improving Lives Through Vocational Education



Welcome!

Welcome to CVQO and thank you for supporting our learners with their BTEC Level 2 qualifications.

This tutor handbook is intended to help you to support the learner by guiding you through all the processes that are involved in delivering the qualification.

CVQO is always on hand to help if you have any issues. Your first port of call should be your CVQO Regional Manager. However, if you are unsure who to contact, please use one of the numbers listed below.

CVQO is always looking to improve its support, resources and qualifications. Please do feedback to the quality department with any suggestions for improvement or any issues, etc.

If you have any questions or queries, please contact CVQO Head Office using either the email addresses below or the telephone number provided.

Teamwork and Personal Development: tpd@cvqo.org

Music: music@cvqo.org

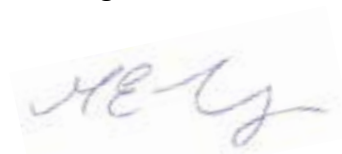
Quality department on: qa1@cvqo.org

If you are unsure who to ask for help, please call CVQO on 01276 601701 and you will be directed to someone who will be able to assist you.

The address for any correspondence is: CVQO, 3 Archipelago, Lyon Way, Camberley, Surrey, GU16 7ER.

Thank you again for your support.

Best regards



Michèle Parry

Director, Quality & Curriculum

Contents

Welcome!	i
About this tutor handbook	1
Section 1: Getting started	1
1.1 New to CVQO-led BTEC programmes	1
1.2 Starting the BTEC programme.....	2
1.3 Length of the programme of study	2
1.4 Programme information and materials	2
1.5 CVQO Online and Moodle.....	3
1.6 Tutor remuneration	4
1.7 Postal record process.....	4
Section 2: How we can help	5
2.1 General support.....	5
2.2 Regional CVQO support	5
2.3 CVQO Head Office support	5
2.4 Tutor supporting documents	6
Section 3: Overview of BTEC qualifications	9
3.1 What are BTECs?.....	9
3.2 How do BTECs work on CVQO-led programmes?	9
3.3 Specific links to youth organisation syllabus.....	9
3.4 Overview of CVQO-led BTECs	10
3.5 Progression	12
3.6 Maximum allowed periods of study	13
3.7 Workbook completion	13
3.8 Course materials	14
3.9 Guidelines for each unit.....	14
Section 4: How work is assessed	18
4.1 Overview.....	18
4.2 Recognition of Prior Learning	18
4.3 CVQO Assessment Package.....	19
4.4 Assessment	19
4.5 Internal Verification	20
4.6 Learner feedback	20
4.7 Resubmissions	20
4.8 Certification	21
4.9 Qualification transfer and Certificate of Unit Achievement.....	21
4.10 UCAS Points	21

Section 5: Learner's route to success	22
5.1 Managing their time	22
5.2 Effective reading	22
5.3 Written work.....	22
Section 6: Learner's responsibilities	24
6.1 Overview.....	24
6.2 Attendance.....	24
6.3 Deadlines	24
6.4 Plagiarism	25
6.5 Cancelling enrolment.....	25
6.6 Leaving your youth organisation.....	25
6.7 Keeping your contact details up to date	25
6.8 Celebrating British values	25
Section 7: Our responsibilities	27
7.1 Service levels	27
7.2 Honesty and integrity	27
7.3 Safeguarding children and vulnerable adults.....	27
7.4 Supporting Prevent and promoting British values	28
7.5 Privacy Notice	28
7.6 Parental support	29
Section 8: Reasonable adjustment, special considerations, appeals and complaints	30
8.1 Learners with additional needs or a disability	30
8.2 Lost or damaged work	30
8.3 Tutor and learner appeals and complaints	30
8.4 Tutor and learner comments and concerns.....	30
Section 9: Quick guide to UCAS.....	31
Quick start guide to adding a CVQO-led BTEC qualification to the UCAS application.....	31
Notes	36

About this tutor handbook

The sections in this handbook aim to:

- 1) provide an overview of what you will need to get started on the BTEC qualification
- 2) explain what support is available to you as a tutor
- 3) outline the BTEC qualification structure and its component parts
- 4) explain how work is assessed
- 5) give advice on how learners can maximise their success in achieving a BTEC qualification
- 6) explain your responsibilities as a tutor
- 7) explain what you can expect from CVQO
- 8) outline additional needs and disability considerations at CVQO and detail the steps you can take if things do not go right
- 9) guide to how learners can add their BTEC to their UCAS application

For the purpose of this handbook, CVQO will refer to the person who directly supports a learner as a tutor. This may be a BTEC/VQ Officer, bandmaster, teacher or instructor, depending on the organisation that you are affiliated to, e.g. school, uniformed youth organisation, etc.

The BTEC Level 2 Diploma qualification titles are either presented in full or abbreviated as follows:

	Abbreviation:
BTEC Level 2 Diploma in Teamwork and Personal Development in the Community	TPD
BTEC Level 2 Diploma in Music for Practical Performance	MPP

Section 1: Getting started

1.1 New to CVQO-led BTEC programmes

The role of the tutor is very important in the learners' journey to achieve a BTEC qualification. We hope that you have been appointed to this position due to your interest in providing opportunities for members of your organisation to succeed. The tutor plays a critical part in enabling their success and without your input in the BTEC programme it would be very difficult for CVQO to support all the learners who enrol for a CVQO-led BTEC.

To register with CVQO tutor you need to complete a Nominated Unit VQ Officer Details Proforma (CM02) and return this to CVQO's head office. On receipt of your completed CM02, CVQO will create your account and link this to your youth organisation. At the same time a CVQO Online and CVQO Moodle user account is also created, this gives you access to supporting documents and information in regards to young and adult learners' progress on CVQO-led qualifications within your area of responsibility. Additional levels of online access may be granted following training in this area. See section 1.5 for an overview of CVQO Online and CVQO Moodle.

Following registration as a tutor with CVQO, you will receive a Tutor Pack on a USB stick which contains all the supporting documents necessary for you to support the BTEC programme. You will also receive details of your local CVQO support personnel. This will be a CVQO Area or Regional Manager who will contact you shortly after registering as a tutor to arrange an initial briefing visit.

Section 1: Getting started

This can be at your youth organisation or another time and location which is convenient for you. It is important for new tutors to receive this training from their local CVQO support personnel on the BTEC programme and for you to start working with your CVQO Regional Manager to support your learners.

1.2 Starting the BTEC programme

This handbook is to assist you with managing the extra workload outside the regular youth organisation syllabus that the learners are required to complete in order to achieve the BTEC Level 2 Diploma in Teamwork and Personal Development (TPD) or Music in Practical Performance (MPP). It is important this handbook is read in conjunction with the CVQO Enrolment Regulations and the guide to completing the workbooks.

The start of the learners' journey on a CVQO-led BTEC programme is when they receive an induction presentation about BTEC qualifications from either the tutor or a CVQO Regional Manager. Following the induction presentation the learners should then be invited to enrol on a BTEC qualification by completing an application form (VQF1 or VQF1A*). The learner has the option to enrol for either the TPD or MPP or for both.

*VQF1As are generated when you enrol a learner on a BTEC programme via the Westminster system for CCF, SCC and ACF cadets. Instructions for applications through Westminster can be found on CVQO Online (see section 1.5). Following enrolment of a learner via Westminster, CVQO will print a VQF1A and send this to you for the learner to check and sign. Any errors can be amended on the form and once completed should be returned to CVQO.

It is important the VQF1 or VQF1A is checked by the tutor for accuracy and completeness so not to delay the registration process. Forms which are received incomplete or not signed will be rejected and returned to the learner/tutor for correction.

CVQO recruits learners with a policy for equal opportunity for all, protecting individuals from unfair treatment and promoting a fair and more equal society as outlined in the [CVQO Recruiting Learners with Integrity Policy](#), [CVQO Equal Opportunities Policy](#), [CVQO Registration and Certification Policy](#) on CVQO's website.

1.3 Length of the programme of study

The funding CVQO receives for each learner allows for a two-year programme of study. The learner can take two years to complete one BTEC qualification or they can complete this in one year. Learners who wish to complete their BTEC in one year will be given the option to enrol for a second BTEC qualification in their second year as a CVQO learner. For example, if they enrol for the TPD in academic year 2017-18, they can only enrol for the MPP in 2018-19. It does not matter which qualification they choose to do first but they must have demonstrated their commitment to the first BTEC programme by completing a significant amount of their work by the end of year one.

Generally learners may only be registered on one CVQO-led qualification at any one time. The exception are learners who undertake the ILM Level 2/3 qualification following an accredited cadet leadership course such as ATC Junior Leaders or ACF Master Cadets or a CVQO-led leadership course.

1.4 Programme information and materials

The learners' enrolment will be confirmed by letter to their home address and a copy sent to you. It is recommended you keep this record of enrolment safe as it contains details of the qualification

your learner has enrolled on, the date they must complete by and contact details for support staff if you need to ask for help.

The unit letter also details how the learner will receive their BTEC resource book and workbooks. One TPD resource pack for each learner will be sent with the enrolment letter to the tutor while a MPP resource pack will be sent directly to the learner. The method the resource packs are issued to your learners is recorded on the unit enrolment letter.

On receipt of any resource packs, please ensure these are issued to the learners as soon as possible. Depending on the choice of delivery method which works best for your organisation and learners, the resource packs can be introduced during BTEC delivery and workbook sessions.

1.5 CVQO Online and Moodle

You can access CVQO Online and Moodle by clicking on the VQO Resources tab along the top of CVQO's website. You will be asked to log in using your username and password. There is also the facility of obtaining a reminder of your password if you have forgotten this. The password reminder is sent to the email you used when you registered with CVQO, if this has changed you will need to email CVQO to update this and reset your password.

1.51 CVQO Online

CVQO Online is an online facility which gives authorised tutors the ability to find out information about their adult and young learners. Access is automatically given on the successful registration of a new tutor with CVQO.

Tutors will be able to track progress of their learners, are given access to electronic copies of learners submitted work and assessment feedback.

Following training, tutors may also be authorised to add evidence, request completion or withdraw learners on CVQO Online. Your Regional Manager will be able to advise you further on this added functionality and address any training needs on how to use this system effectively.

1.52 Moodle

CVQO's Moodle has been developed to provide learners of CVQO-led qualifications a virtual learning environment from which tutors and learners can access an electronic resource book and workbooks, check progress on learner achievements, have convenient access to help and support from CVQO and to provide feedback.

CVQO is able to accept submission of work via Moodle, providing learners with a convenient method of submitting their work directly to CVQO. Learners can choose to submit their work on Moodle or by using workbooks 1 and 2 which combines one or more units.

Please note e-workbooks which have been completed electronically cannot be printed and posted to CVQO.

If tutors and learners wish to print the e-workbook PDF for the purpose of completing by hand, these have been designed to allow you to print as necessary. The e-workbooks, once printed, become hardcopy workbooks which must then be posted to CVQO.

The learner's Moodle username and password will be issued directly to their home address by letter when they enrol of their BTEC qualification. If your learner has lost their log-in details, you can request for a copy to be re-sent to their home address from CVQO Online.

Section 1: Getting started

The tutor's Moodle username and password is the same as it is for CVQO Online. It is important the details of your username and password are kept safe and secure. If you have forgotten or misplaced your login details you can reset this on <http://moodle.cvqo.org/login> or you can contact the Moodle team (see section 2.3 for contact details) if you need help with Moodle.

CVQO will continue to develop Moodle to enhance the learner experience and provide a dedicated tutor area for support and to access resources.

1.6 Tutor remuneration

Tutors supporting the BTEC programme in England and Wales are entitled to claim for each completed TPD and MPP diplomas using the Claim Form – BTEC Level 2 (VQF20). In addition, tutors are also compensated for arranging and attending training days which support the BTEC programme. Claims for training days are claimed as a daily rate and the return mileage from the training location. The rates for diploma completions and individual pay and allowances are listed on the claim form which is provided on your tutor USB stick and CVQO Online.

Tutors not in England or Wales who are supporting the BTEC programme are advised to contact their Regional Manager for advice on what they are entitled to claim for.

Claims for diploma completions and training days will only be accepted on a completed claim form (VQF20). Payment for training days must be authorised in advance by your CVQO regional manager.

CVQO may on occasion invite you to attend training on delivering the BTEC programme. Remuneration for attending any CVQO-led training sessions will be advised prior to the event.

1.61 Tax and National Insurance

New tutors who are not self-employed and who are making their first claim must have completed the HMRC Starter Check List (FIN F1) and Bank Details Form (FIN F3) and returned these for the attention of CVQO HR at CVQO head office. CVQO is unable to make payment without the return of both these forms. The forms have been provided on your tutor USB stick and made available on CVQO Online and Moodle.

To comply with HMRC regulations CVQO will deduct Tax and NI at source. You may be exempt from this if you are self-employed and should contact CVQO Finance on finance@cvqo.org for advice.

1.7 Postal record process

The Postal Record Sheet (VQF5) must be completed and a copy sent in when submitting any BTEC workbooks, evidence or forms to CVQO. This provides an auditable trail for both yourself and CVQO to track what you are sending in. It is also a reference for CVQO to confirm receipt of the listed articles arriving at CVQO.

CVQO strongly encourage all post containing forms, evidence or workbooks, including returning any certificates, should be sent recorded delivery (e.g. Royal Mail 'Signed For' service) to minimise the risk of loss through the postal system. Retaining a copy of the completed postal record sheet will assist in formulating a plan of action should work be lost or damaged in transit (see section 8.2).

The postal record sheet is an important piece of evidence when claiming for any diploma completions. CVQO reserves the right to reject any claims for diploma completions which is not trackable through a completed postal record sheet.

Section 2: How we can help

2.1 General support

It is important to CVQO you are supported to deliver the CVQO-led BTEC study programme. One way we can support you is by making sure we are available to answer any questions or help you with any problems you may have in relation to the BTEC qualification. You are encouraged to contact us whenever you need help, however trivial you may feel your question or problem is.

You can access help through a number of support services.

2.2 Regional CVQO support

Your first point of contact will be your CVQO Regional Manager; they work flexible hours, including evenings and weekends and are there to help you, as well as to support the learner.

The role of the Regional Manager is to support the learner journey with CVQO from enrolment to certification. You will meet your local CVQO Regional Manager when you first register interest on running the BTEC programme for your learners. They are there to answer any questions or help with anything concerning the BTEC programmes.

The Regional Manager will work closely with you to ensure the BTEC programme is running well for all learners and to offer further assistance when required. You should expect regular contact by email or phone and visits to your organisation arranged when necessary. They can also support you in running BTEC delivery and workbook sessions.

If you are not sure which Regional Manager looks after your youth organisation you can ask CVQO using the contact information provided below.

2.3 CVQO Head Office support

CVQO's Head Office is open between 08:30 – 17:00 and based at CVQO, 3 Archipelago, Lyon Way, Camberley, Surrey, GU16 7ER.

The departments listed in the table can help you with any queries you have in regards to the BTEC programme. On some occasions it may be appropriate to refer you to another member of CVQO staff, especially if your query is of a specialist nature. In this case we will take your name and preferred contact details and the appropriate CVQO member of staff will follow up on your query.

If you are not sure which department can help you, you can call CVQO's main phone on 01276 601701 and you will be transferred to the correct department.

Departments:	Responsible for:	Contact details:
Teamwork and Personal Development	<ul style="list-style-type: none"> General queries Registrations 	tpd@cvqo.org 01276 601718
Music	<ul style="list-style-type: none"> Resources Certification 	music@cvqo.org 01276 601709
Quality	<ul style="list-style-type: none"> Learner feedback Tutor feedback Complaints Appeals 	qa1@cvqo.org 01276 601715

Section 2: How we can help

IS Development	<ul style="list-style-type: none">• CVQO Online• General IT issues	is.devteam@cvqo.org 01276 601756
Moodle	<ul style="list-style-type: none">• Virtual learning environment	e-learning@cvqo.org 01276 601713

2.4 Tutor supporting documents

Every tutor is provided with a tutor pack when they start working with CVQO on delivering the BTEC programme. This is provided via a USB device by CVQO head office on receipt of a completed Nominated Unit VQ Officer Details Proforma (CM02).

The tutor pack contains a number of documents which support the BTEC programme, this ranges from administration forms such as postal record forms to assessment/evidence forms and copies of BTEC resource and workbooks, for example. These documents are also provided on CVQO Online and Moodle, see Section 1.5.

The following is a brief overview of the supporting documents available:

Document	Purpose
Enrolment Regulations (for England, Wales or Self-funding)	The enrolment regulations describe the funding differences for learners in England, Wales and self-funded learners. There are three separate documents specific to learners in those areas.
Learner Agreement and Application Form (VQF1/VQF1A)	The learner agreement is a key document for learners to be provided with prior to them enrolling on the BTEC programme via the Application Form (VQF1/VQF1A). Tutors may opt to brief their learners as a group during their induction instead. Tutors must ensure the application form is legible and completed in black ink. The application form must also be signed by the learner and tutor before being sent to CVQO.
Guide to completing the TPD workbooks	This details guidance to tutors on coaching their learners in completing the Teamwork and Personal Development workbooks. It details each task within a BTEC unit and should be used in conjunction with the workbook.
Resource Books (Teamwork and Personal Development/Music)	Provides underpinning knowledge for the BTEC learning outcomes.
Workbooks (Teamwork and Personal Development/Music)	Workbooks are designed to capture additional evidence of the learner's knowledge, understanding and applicability for the diploma. The workbooks are provided in hardcopy and electronically on the tutor USB sticks, CVQO Online and Moodle.
Teamwork and Personal Development/Music Overview	One-page documents explaining the BTEC programme.

Music supporting documents	<p>Assessment sheets to support practical assessment for Music BTEC (also available in the Music workbook):</p> <ul style="list-style-type: none"> • VQF Mus 645 Rehearsal participation (formerly VQF 40) • VQF Mus 644 Employability skills (formerly VQF 41) • VQF Mus 640 Event planning (formerly VQF 42) • VQF Mus 642 Ensemble rehearsal (formerly VQF 43) • VQF Mus 641 Solo performance (formerly VQF 44) • VQF Mus 646 Presentation (formerly VQF 45)
Music Exemption Matrix	<p>Illustrates the approved practical activities which offset the requirement for Music learners to complete sections of the Music workbook.</p>
Music Evidence Checklist (VQF 2)	<p>Tool for tutors to record Music learner's practical activities for entry into Westminster, Bader or CVQO Online. This should be signed and dated by the tutor entering evidence and be retained for verification during CVQO unit visits.</p>
Teamwork and Personal Development support documents	<p>Assessment packages to support practical assessment for Teamwork and Personal Development BTEC:</p> <ul style="list-style-type: none"> • VQF 631 TPD Instruction (formerly VQF16) • VQF 632 TPD Fitness test • VQF 633 TPD Land navigation and compass • VQF 635 TPD Practical boat handling • VQF 636 TPD Practical volunteering
Postal Record Form (VQF 5)	<p>Cover sheet to record application forms or workbooks being sent to CVQO and by whom. Tutors should keep a second copy of this for their records before sending it to CVQO by recorded delivery or courier (see section 1.7).</p>
Claim Form – BTEC Level 2 (VQF 20)	<p>Tutors based in England and Wales are entitled to claim for any learner they have supported to complete the Teamwork and Personal Development or Music BTEC.</p> <p>Tutors may also be entitled to claim for individual pay and allowances for attending training and mileage. Individual pay and allowances must be agreed by CVQO prior to the event taking place.</p> <p>In either case, your CVQO Regional Manager must authorise any claim forms before any claims are accepted (see section 1.6).</p>
HMRC Starter Checklist (FIN F1)	<p>The HMRC Starter Checklist should be completed by all tutors who are not self-employed. Claim forms will not be accepted from tutors who have not previously submitted a completed HMRC Starter Checklist.</p>

Section 2: How we can help

Bank Details Form (FIN F3)	New tutors should ensure they send their bank details for payments they are entitled to. Tutors can also use this form to update their bank details with CVQO.
Nominated VQ Officer Details Proforma CM02	This form should be used to register with CVQO as a tutor and for tutors to update detail of their area of responsibility and also to advise CVQO of any changes to their personal data.

Following entry of learner evidence on CVQO Online, Westminster or Bader SMS, all evidence and assessment forms must be retained at the unit and be available on request by your CVQO regional manager. Please do not send these forms to CVQO.

Section 3: Overview of BTEC qualifications

3.1 What are BTECs?

BTECs are specialist vocational and work-related qualifications which combine a practical approach to learning with subject and theory content. Recognised nationally, BTEC vocational qualifications are designed in partnership with industry experts to meet the needs of employers and learners who are looking for the skills they need to move on to further/higher education or into employment.

3.2 How do BTECs work on CVQO-led programmes?

CVQO has a keen interest in giving recognition to the training which takes place in youth organisations and offering young people the opportunity to turn these activities into nationally recognised qualifications.

CVQO has linked the traditional BTEC Level 2 qualifications to the training syllabus of your youth organisation. This enables young people to use the practical activities undertaken as part of the syllabus as evidence towards the BTEC qualifications.

This means that in some cases a whole unit is achieved using existing evidence and minimises the number of written answers that are required.

CVQO recognises the value of the skills achieved by young people through their time as a member of a youth organisation. BTEC qualifications are one way of consolidating those skills and rewarding the time and effort spent as a member of a youth organisation and helping them to achieve a recognised qualification.

The skills that learners will have learnt as part of these activities and demonstrated through achieving a BTEC are: verbal communication, teamwork, self-discipline, time management and problem-solving. These all appear in the top ten list of skills that employers seek and value.

This is something to celebrate and bring to the attention of potential employers.

3.3 Specific links to youth organisation syllabus

The learner is more likely to be successful in the BTEC programme if they have reached the relevant stage in the syllabus for their organisation as reflected below:

	Route	Relevant stage in the syllabus
Teamwork and Personal Development in the Community		
1	CCF	Complete the practical elements of the CCF syllabus relevant to the BTEC
2	SCC	Working towards Leading Cadet
3	SCC (RM)	Working towards Cadet Corporal
4	ACF	Working towards APC 2 Star/JCIC
5	ATC	Working towards Leading Cadet
6	Other learners	Dependant on organisation syllabus mapping

Section 3: Overview of BTEC qualifications

Music for Practical Performance		
1	ACF	2 Star Music syllabus
2	SCC	Proficiency assessment
3	ATC	Proficiency assessment
4	Other learners	Actively participate in a Unit Band or an ensemble outside of their youth organisation

3.4 Overview of CVQO-led BTECs

The BTEC level 2 qualifications covered by this handbook are the:

- Diploma in Teamwork and Personal Development in the Community
- Diploma in Music for Practical Performance

BTEC qualifications contain a number of units which are based around a particular skill or subject area. Each unit is broken down into a series of learning outcomes and assessment criteria which define the specific knowledge, understanding and applicability required for the unit. The size of BTEC qualifications is expressed in terms of total qualification time and guided learning hours; this defines the contact time with the learner and an estimate of learners' time spent on individual study.

3.41 Teamwork and Personal Development in the Community

The TPD is taught over 360 guided learning hours. This includes:

- practical teamwork and personal development activities at their youth organisation, including recognised prior learning which took place before you enrolled on this qualification
- BTEC delivery sessions
- BTEC workbook sessions

We may also be able to accredit practical activities gained by learners outside of their youth organisation such as sections of the Duke of Edinburgh's Award.

It has 1 mandatory unit which all learners must achieve to gain the qualification and 10 optional units. The combination of optional units is up to them as long as they have a minimum of 60 credits overall*. The learner must achieve a pass grade in the mandatory unit and all the optional units they have chosen to achieve the diploma.

*Learners studying in Scotland are able to enrol for the TPD accredited by the Scottish Credit and Qualifications Framework (SCQF) at SCQF level 5. Some TPD units under the SCQF contain a different credit value as listed in the table. The TPD SCQF level 5 requires a minimum of 45 credits overall to achieve the diploma.

You may need to help your learner to select suitable units and ensure they have chosen enough for the diploma. They may also need advice on which units or learning outcomes within some units are covered through their normal activities at their youth organisation. CVQO Regional Managers are able to advise you on the most appropriate units for your learners.

Section 3: Overview of BTEC qualifications

Qualification Title:					
Pearson BTEC Level 2 Diploma in Teamwork and Personal Development in the Community					
CVQO Centre number:		QCF QAN Code:	Programme/Module No:	SCQF Code:	
01383		601/4067/7	PGM26	R491 03	
	Unit number	Unit title	Level	Credit	SCQF Credit
Mandatory units (1)	1	Teamwork and Communication Skills	2	10	6
Optional units (10) (You have a choice out of 10 optional units to complete. These units must add to a minimum of 50 credits to achieve the diploma.)	2	Employment Skills in Uniformed Organisations	2	5	5
	3	Career Planning and Self-Assessment for Uniformed Organisations	2	5	5
	4	Improving Health and Fitness in Uniformed Organisations	2	10	10
	5	Personal Development through Adventurous Activities	2	10	9
	6	Land Navigation by Map and Compass	2	10	9
	7	Expedition Skills	2	10	10
	8	Fundamentals of Nautical Studies	2	10	10
	9	Volunteering	2	10	10
	10	Citizenship, the Individual and Society	2	10	10
	11	Community and Cultural Awareness	2	10	10

Section 3: Overview of BTEC qualifications

3.42 Music for Practical Performance

The MPP is taught over 360 guided learning hours. This includes:

- practical music activities at their youth organisation, including recognised prior learning which took place before you enrolled on this qualification
- BTEC delivery sessions
- BTEC workbook sessions

We may also be able to accredit practical activities gained outside your youth organisation such as performances in a school band or choir.

The qualification is made of 3 core units and 4 specialist units chosen to best fit the practical opportunities available at your youth organisation. To achieve the diploma learners must achieve a pass grade in all 7 units listed.

You may need to advise your learners which units or learning outcomes within some units are covered through their normal activities at their youth organisation. This may mean they do not have to complete all of the workbook. The music exemption matrix on the USB stick will help you.

Qualification Title: Pearson BTEC Level 2 Diploma in Music for Practical Performance				
CVQO Centre number: 01383		QAN Code: 601/4096/3		Programme/Module No: PGM62
	Unit number	Unit title	Level	Credit
Core units (3)	1	Working in the Music Industry	2	5
	2	Professional Development in the Music Industry	2	5
	3	Planning and Creating a Music Product	2	10
Specialist units (4)	4	Solo Musical Performance	2	10
	6	Working as a Music Ensemble	2	10
	11	Rehearsal Techniques for Musicians	2	10
	16	Investigating an Area of Music	2	10

3.5 Progression

CVQO offers learners the opportunity to complete two BTEC qualifications within a two-year study programme with a staggered enrolment. This means they can choose to enrol on one BTEC qualification in year one and a second BTEC qualification in year two.

In order to be considered for a second BTEC qualification the learner will be expected to have shown a commitment to the first BTEC programme before they will be allowed to enrol for a second BTEC programme by having completed a significant amount of the workbook to achieve

the first qualification. If they wish to achieve two BTEC qualifications the learner will need to work towards completing the work for the first BTEC before 30th April 2018.

In exceptional circumstances, a learner may be allowed to study for two qualifications simultaneously. For example, if the learner attends an MOD or CVQO-led leadership course which is accredited with an ILM qualification, they may be eligible to be registered on a BTEC and ILM qualification at the same time.

3.6 Maximum allowed periods of study

The academic year runs from 1st August to 31st July and year one commences as soon as a learner enrolls onto a BTEC programme. Every learner will have a maximum of two academic years to complete their BTEC qualification or one year to complete each BTEC qualification.

If the learner has not submitted their workbooks or completed all the required practical activities by the end of their two-year study period, CVQO will automatically close their registration as described in section 4.9.

3.7 Workbook completion

At the start of the BTEC programme each learner will receive a resource book and two workbooks, either issued by you if they enrolled for the TPD or directly from CVQO if they enrolled for the MPP. If the learner does not have the correct workbooks, first approach your CVQO Regional Manager who will help source this for you.

The learner will also be given access to Moodle, CVQO's virtual learning environment to access electronic resources and e-workbooks, and check progress of their achievements.

You should deliver or arrange for a CVQO Regional Manager to deliver the BTEC qualification to expand on the training your learners have already received. This should include appropriate BTEC workbook sessions so that the learner is supported in completing the written aspects of the workbook.

These sessions will help the learner to make the link between the activities they do at their youth organisation and the learning outcomes for the BTEC qualification. Remember also, the practical activities the learner takes part in at their youth organisation may offset some of the additional work necessary to gain a BTEC qualification. It is beneficial to find out which activities these are and to ensure the learner has participated in them.

If your learners are completing the TPD, they must complete Unit 1 in workbook 1 which is mandatory and is worth 10 credits (6 credits for SCQF). In workbook 2, they only need to complete enough optional units to give them a minimum of 50 credits (45 credits for SCQF) to achieve the BTEC diploma. Once the learner has chosen their units they need to make sure every task within those units are completed.

If your learners are completing the MPP workbooks, the units have been picked for them and these equate to the minimum 60 credits required for the BTEC diploma. You will need to ensure each task which is not exempt from practical activities is completed in the workbook.

These BTEC qualifications are graded at pass only.

Important - a glossary of key verbs is included at the front of the workbooks to help explain what certain descriptive words mean i.e. identify, explain, demonstrate, outline, etc. Please ask your learners to read this carefully to ensure that they answer the tasks correctly.

Section 3: Overview of BTEC qualifications

The space provided in the hard copy workbook is sufficient to answer each task; however, if learners have used any continuation sheets they must make sure their name is written on each sheet and this is placed in the correct BTEC unit in the workbook.

3.8 Course materials

In support of the BTEC programme, CVQO provides every learner with a resource book containing an introduction to each unit and its core learning outcomes. The learner should be encouraged to use the resource book as a reminder to recall the training they have undertaken as part of the youth organisation syllabus. The content within the resource book gives them a good starting point from which further research can be conducted if necessary.

In the TPD workbooks and resource book, a case study has been provided for each unit to help the learner to put into context and better understand the learning outcomes. This link is critical in helping them to identify how they are applying this knowledge and skills day-to-day.

The learner is also provided with workbooks in which to record their achievements and answers. The practical activities which exempt them from a unit or part of a unit are described in the workbooks. Where there is no practical activity recognised as prior learning they will need to demonstrate their understanding of the assessment criteria for those learning outcomes through a written task.

In addition to a hardcopy resource and workbooks, CVQO provides the course materials and all supporting documents electronically via a USB device and on CVQO Online and Moodle. E-workbooks are included should the learner wish to complete their work on a personal computer instead of writing by hand as described in section 1.52. You should guide your learners on the preferred method of workbook submission.

3.9 Guidelines for each unit

Teamwork and Personal Development in the Community Workbook 1

Unit 1 Teamwork and Communication Skills

This is a mandatory unit and must be completed in order to achieve the qualification.

The practical requirements in this unit are normally met by the training within each organisation. Where this is not the case for the two Activities in Unit 1, the CVQO Instruction Assessment package can be used. This is available as a download from CVQO Online, together with Assessment Form VQF631, which is also contained at the back of workbook 1.

Teamwork and Personal Development in the Community Workbook 2

Unit 2 Employment Skills in Uniformed Organisations

Learners must correctly complete all the workbook tasks for this unit to achieve a pass.

There are no practical activities for Unit 2.

Unit 3 Career Planning and Self- Assessment

Learners must correctly complete all the workbook tasks for this unit to achieve a pass.

There are no practical activities for Unit 3.

Unit 4 Improving Health and Fitness

To achieve this unit, learners must successfully complete a fitness test.

Learners must also participate in a personal health improvement programme. This may be achieved as part of their normal training or by other progressive fitness training. The CVQO fitness test (VQF632) can also be used as a progress test.

They must also correctly complete all the workbook tasks for this unit.

A learner can achieve the relevant physical skills by one of the following:

- Passing the relevant organisation's fitness syllabus
- Passing a PT or equivalent course
- Passing the CVQO fitness test (VQF632 is available on the tutor USB, CVQO Online or Moodle)
- Completing a Service fitness test
- Passing GCSE Physical Education (Grades A*-C), Scottish-National 5, or equivalent, or higher

Unit 5 Personal Development through Adventurous Activities

To achieve this unit, learners must participate in two adventurous training activities and correctly complete the workbook tasks. A list of the main recognised adventurous activities is in the resource book. If you wish to use another activity please consult your CVQO Regional Manager who will be able to advise if it is acceptable.

Unit 6 Land Navigation by Map and Compass

To achieve Unit 6, learners must pass the map reading syllabus.

If a learner is unable to complete a recognised map reading syllabus or take part in Duke of Edinburgh's Award Expedition Section training, a test (VQF633) covering the requirements for Unit 6 is available on the tutor USB, CVQO Online or Moodle.

There are no workbook tasks for this unit.

Unit 7 Expedition Skills

To gain an overall pass for this unit, learners must complete an approved expedition which may be as part of their syllabus training or, a Duke of Edinburgh's Award Bronze expedition or above. Other expeditions may be approved. This can be done through your CVQO Regional Manager.

There are no workbook tasks for this unit.

Section 3: Overview of BTEC qualifications

Unit 8 Fundamentals of Nautical Studies

To achieve this unit, learners must pass the relevant syllabus. This will normally be an RYA level 2 in power or sail with offshore endorsement, or equivalent. Refer to the Unit 8 mapping matrix for qualifications and courses that can be used.

The full assessment and grading criteria is contained in the workbook. There are no workbook tasks for this unit.

A CVQO Practical Boat Handling assessment package can be used to complete learning outcome 3, using the assessment form VQF635.

Unit 9 Volunteering

To gain a pass for this unit, learners must take part in voluntary work within their youth organisation. Learners must also correctly complete all the workbook tasks for this unit.

There is a CVQO Practical Volunteering assessment form (VQF636) for learners who do not complete volunteering as part of their normal training.

Unit 10 Citizenship, the Individual and Society

Learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

There are no practical activities for Unit 10.

Unit 11 Community and Cultural Awareness

Learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

There are no practical activities for Unit 11.

Music for Practical Performance Workbook 1

Unit 1 Working in the Music Industry

Learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

There are no practical activities for Unit 1.

Unit 2 Professional Development in the Music Industry

Learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

There are no practical activities for Unit 2.

Unit 3 Planning and Creating a Music Product

There are some criteria in unit 3 which may be achieved by recognised prior learning (RPL). Refer to the CVQO music exemption matrix for details. This is available on the USB stick, CVQO online and Moodle. It is essential that details of relevant music RPL is entered on Westminster, Bader-SMS, or via CVQO online, in order for it to be applied to the learner's summary of learning.

Other than this, learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

Music for Practical Performance Workbook 2

Unit 4 Solo Musical Performance

There is a range of RPL which can achieve the criteria for this unit. Refer to the CVQO music exemption matrix for details. Other than this, learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

Unit 6 Working as a Musical Ensemble

There is a range of RPL which can achieve the criteria for this unit. Refer to the CVQO music exemption matrix for details. Other than this, learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

Unit 11 Rehearsal Techniques for Musicians

Activity 1 may be achieved by RPL in this unit. Refer to the CVQO music exemption matrix for details.

Learners must correctly complete all the tasks in the workbook in order to gain an overall pass.

Unit 16 Investigating an Area of Music

Learners must correctly complete all the tasks and the activity in the workbook in order to gain an overall pass. There are no RPL exemptions for this unit.

Section 4: How work is assessed

4.1 Overview

BTEC qualifications are made up of a number of units which are assessed towards achievement of the whole qualification. A BTEC unit aims to demonstrate what a learner should know, understand or be able to do as a result of completing the unit. The unit title is always related to the qualification it sits with and will appear on a Notification of Performance sheet which accompanies the BTEC certificate. These individual units show to future employers or further/higher education establishments the specific skills they have learnt in achieving a BTEC.

Each unit is broken down into a number of key learning outcomes and each learning outcome has a series of assessment criteria which describes the minimum standard required to achieve a pass grade. The assessment criteria for the TPD and MPP is achieved through a task or an activity and evidenced in the workbooks provided.

The learning outcomes and assessment criteria for each unit are provided in both the resource book and workbooks. It is important the learner makes sure they know what these are before attempting to write answers to the tasks set.

4.2 Recognition of Prior Learning

CVQO is able to offer recognition of prior learning (RPL) on specific activities which are part of the youth organisation's syllabus. These activities have been checked and validated against the requirements of the assessment criteria. Completing certain authorised activities may exempt a learner from having to complete a written task. The practical aspects of this BTEC programme are assessed by observing learner's performance on specific tasks which demonstrate their abilities for the chosen units. Options include choices, such as:

- effectively instructing others
- contribute effectively to team building activities
- use appropriate terminology and interpersonal skills to effectively communicate with people at all levels
- participate in fitness tests and a health improvement programme
- participate in outdoor adventurous activities
- know how to read a map and use a compass to plan and undertake a route
- know the correct equipment and planning necessary for expeditions
- participate in and review an expedition
- be able to use nautical charts and interpret weather information
- supervised sailing a boat under power or sail
- know how to summon assistance when in distress at sea
- undertaking voluntary work

It is important to record your learners' achievements of practical activities through your youth organisation's database. The learner may have also achieved relevant activities outside the youth organisation such as Duke of Edinburgh's Awards or participated in live music performances with their school or a choir. You should also record this when relevant to the BTEC programme.

You should remember that:

- recognition of prior learning and support evidence substantiates a large proportion of the BTEC programme and any relevant evidence of achievement prior and post

- enrolment is acceptable. Your CVQO Regional Manager can advise you on this
- making full use of Westminster, Bader-sms and CVQO Online to report evidence as soon as it is achieved could offset the amount of work required for your learners to complete their BTEC
- CVQO staff will verify your records and training during unit visits. This is a requirement of both the Department for Education and Pearson. CVQO staff will coordinate this through the tutor

For more information, please refer to the [CVQO Recognition of Prior Learning Policy](#) on CVQO's website.

4.3 CVQO Assessment Package

If a CVQO assessment package is used in place of normal training it is imperative that following each practical assessment, constructive feedback is given to each learner. Not only is this a requirement of Pearson but it also enhances the learning experience for the learner.

The tutor must complete the comments/feedback part of the appropriate forms and the learner must sign to say they have received feedback. These forms must be retained for verification by CVQO staff during visits.

You can find a list of CVQO assessment packages in section 2.4 'Tutor supporting documents'.

4.4 Assessment

The BTEC workbooks are the evidence which demonstrates a learner's knowledge, understanding and applicability towards a qualification. The learner will have had the opportunity for learning through the youth organisation's training syllabus and BTEC delivery and workbook sessions. They will also have been helped by you and the CVQO Regional Manager on the learner journey to achieve the best result for the BTEC qualification.

Once they have completed the workbook, the learner should either return the hardcopy workbooks to you or the CVQO Regional Manager who will send the workbooks to CVQO for assessment or help them to upload their e-workbooks directly to CVQO via Moodle.

The learner must submit workbook 1 for assessment within six months of their enrolment date and they are expected to submit workbook 2 on or before the following dates:

- 30th April 2019 if the learner plans to take two years to complete one BTEC qualification or
- 30th April 2018 if the learner plans to complete two BTEC qualifications

If the learner needs their results at the same time as GCSEs and other BTEC qualifications are released, the learner's workbooks needs to be submitted on time – or preferably much earlier.

Before you submit a workbook you must check that:

- the learner has clearly written their name in capitals, their CVQO reference number and unit/ school details on the front of their workbook
- the learner has attempted ALL the tasks within the mandatory units and selected optional units
- the learner has signed and dated the learner declaration on the cover of the workbook
- the learner and tutor has signed and dated all the practical assessment mark sheets in the Music workbook

Section 4: How work is assessed

On receipt of a completed workbook, CVQO's assessor and verifier team will assess your learner's submission and send the feedback to you. You should give your learner their feedback as soon as possible following receipt. The assessment team will be assessing the learner's work for accuracy and depth of answer expected for the command verbs used in each task; for example, an answer consisting of one or two words for a task which asks for a description is unlikely to be awarded a pass grade.

Important – a glossary of key verbs is included at the front of the workbooks to help explain what certain descriptive words mean e.g. identify, explain, demonstrate, outline etc. Please help your learners to read this carefully to ensure that they answer the tasks correctly.

The learner's assessment feedback is also available to them directly on CVQO Moodle.

For more information, please refer to the [CVQO Assessment Policy](#) on CVQO's website.

4.5 Internal Verification

CVQO undertakes internal verification of its assessment process. This checks the quality of assessment to make sure that it is valid, consistent, fair and reliable across assessors. The way this is done is through sampling a percentage of all assessment decisions, you will not notice this happening but feedback for your learner's submission could be slightly delayed if their workbook has been selected to be sampled.

The learner feedback will only be released once the internal verifier is satisfied on the assessment decisions given on the work submitted.

For more information, please refer to the [CVQO Internal Verification Policy](#) on CVQO's website.

4.6 Learner feedback

Learner feedback will be sent to you within 4 weeks of a learner's workbook being received by CVQO.

In the feedback we send, for each attempted task the assessor will indicate if the learner has 'Achieved' or 'Not Achieved' a pass grade. Any tasks which the learner has not attempted i.e. for any units they did not select, the grade will be 'Not attempted'. If there are any 'Not attempted' grades in any units that the learner has selected, they will need to provide a written answer during their resubmission activity.

It is important to pass on the feedback to the learner as soon as possible following receipt in order for a timely resubmission attempt.

4.7 Resubmissions

Any tasks which have a 'Not Achieved' grade needs to be resubmitted in order for your learner to complete that unit. The learner has two opportunities to revise their written work using the feedback from the assessor and guidance from you. Once the learner has completed a revised written answer for all the tasks they need to achieve a pass grade in, they should submit their resubmitted work to you to send to CVQO for assessment or on CVQO Moodle.

It is important that the learner does not attempt to complete work in units which they did not originally plan to complete as this will not be accepted for assessment. Only work which needs to be improved or tasks which the learner missed in error the first time they submitted their workbook must be attempted.

On receipt of the learner's feedback, make sure you:

- carefully read the assessor comments
- explain to the learner what they need to do to resubmit work
- contact your CVQO Regional Manager if you do not understand or agree with any comments
- tell your CVQO Regional Manager as soon as possible if you think a mistake has been made on your learner's feedback; for example, the assessor has said they have not attempted a task when an answer has been provided in the original workbook. You can download a copy of your learner's workbooks from CVQO Online
- make a note of which tasks the learner needs to resubmit

Before you resubmit a learner's workbook, check:

- the learner has provided a revised answer to all the tasks which received a 'Not Achieved' grade
- the learner has provided an answer for any tasks they missed the first time only in units selected in their original workbook
- the learner has signed and dated the learner declaration on the cover of the workbook

4.8 Certification

In order for a learner to successfully complete a BTEC qualification, they must have achieved a pass grade for all the tasks in the units they have chosen which counts towards a minimum of 60 credits required for the diploma (45 credits for SCQF TPD) and all the practical activities within those units, if relevant.

The learner and you will receive a letter from CVQO to confirm they have successfully completed their BTEC qualification and notified their certificate will be requested from Pearson. On receipt of their certificate, CVQO will send it you for distribution.

4.9 Qualification transfer and Certificate of Unit Achievement

Occasionally, some learners may not achieve enough credits to complete the diploma and if that is the case CVQO will look at the units they have achieved to see if they have enough credits for a smaller BTEC qualification such as the extended certificate or the award. It may be possible to transfer your learner's registration in order to be awarded a full pass in a smaller qualification. When that is not possible but the learner has completed some units CVQO will request a Certificate of Unit Achievement from Pearson to reflect the units they did achieve.

The learner and you will be notified by letter if CVQO has dropped a learner's qualification from a diploma to a smaller-sized qualification or will be closing their registration with a Certificate of Unit Achievement.

4.10 UCAS Points

UCAS is the Universities and Colleges Admissions Service. The Level 2 Diploma, like GCSEs, does not attract UCAS points. The diploma can, however, be added to the UCAS form along with any GCSEs the learner has achieved. You can find a guide on how to help learners do this on page 35.

We also recommend learners include BTEC as part of their personal statement on the UCAS form. As well as demonstrating practical abilities, the fact that they have studied for this BTEC outside the normal school environment will show universities and colleges that they are committed to learning. This will make them stand out from many other applicants.

Section 5: Learner's route to success

5.1 Managing their time

It is important that you encourage learners to look through the resource book and workbooks as soon as they receive it. This gives you and them a good opportunity to identify any additional learning which they may benefit from.

It is very important that learners attend all the BTEC delivery and workbook sessions scheduled as these sessions will help them to understand the tasks in the workbook and relate them to the activities they are familiar with in your youth organisation.

5.2 Effective reading

CVQO-led BTECs have been specially chosen to reflect the skills and abilities learned through your youth organisation and to help learners transfer them to the worlds of employment and education.

The resource book is provided to help learners remember and understand the training they have done as part of your youth organisation's syllabus.

The resource book does not provide all the answers but does provide a starting point from which learners can branch out to conduct their own research and to bring to their BTEC sessions questions which can be talked through as a group so that all can benefit from the discussion.

5.3 Written work

The workbooks are provided to demonstrate a learner's knowledge, understanding and applicability of TPD or MPP through learning outcomes and assessment criteria.

The learning outcomes and assessment criteria are presented in the form of tasks and activities. While the activities are recorded either in the workbook or your youth organisation's database, the tasks require a written answer.

Before attempting a task in the workbook, encourage and help the learners to:

- carefully read what the task has asked them to do
- find the command verbs for the task i.e. describe, explain, list etc
- think back to the training they received at your youth organisation, during their BTEC delivery sessions or what they have read in the resource book

When preparing their answer, the learner should:

- make sure their answer directly addresses the task set
- make sure they have used their own words
- if it is appropriate to quote from a source such as the resource book, for example, they need to clearly use quotation marks around the words which are not their own and provide the source
Example: "Make sure their answer directly addresses the task set." (BTEC Tutor Handbook, page 26)
- make sure the written work they submit for assessment has been completed independently
- be careful when working with a group, following discussion or group work they must all write their own answers. It is called collusion when learners work with one or more other learners and they all submit the same answer and is not allowed

- not quote from another source without also acknowledging the source, this is called plagiarism and is not allowed
- consider that using a quotation on its own is unlikely to show the assessor their understanding of a topic, it is recommended they avoid this unless absolutely necessary
- know it is never acceptable to copy answers from other learners (past or present) and present it as their own

The best way to make sure the work learners submit for assessment is acceptable is to use their own words. Remember, the assessor will expect to see a learners understanding of a topic in order to award a pass grade for their written answers. The assessor is also assigned batches of learners' work from the same area so it is very easy to see work which has been copied or where learners have colluded.

It is the learner's responsibility to submit work which has been prepared independently and they will be expected to sign the learner declaration on the front of the workbook to confirm this.

Section 6: Learner's responsibilities

6.1 Overview

Pearson is the awarding organisation for all BTEC qualifications. Learner's rights and responsibilities are based on Pearson policies and procedures adapted for CVQO-led collaborative courses with your youth organisation. All policies and procedures are published on the CVQO website to ensure transparency and fairness.

Every learner will have agreed to the conditions of the learner agreement on application for this BTEC programme with CVQO.

Under the learner agreement, they will be expected to:

- accept responsibility for their own learning and aim to become a self-motivated and self-organising learner
- complete all work to the required standard on or before by the specified deadline (as stated on the front of the workbook/s)
- attend all BTEC tutorials and workbook sessions and regard these as personal appointments always to be kept
- be thoughtful and considerate towards other learners and their tutor and do not disrupt the learning of others

You can access all [CVQO Policies and Procedures](#) on CVQO's website.

6.2 Attendance

The most effective way for learners to be successful on this programme is regular attendance at your youth organisation to maximise the opportunity to generate evidence for the practical activities required for the BTEC qualification and ensuring they attend every BTEC delivery and workbook session to take full advantage of the support available.

6.3 Deadlines

Learners must submit workbook 1 for assessment within six months of their enrolment date and they are expected to submit workbook 2 on or before the following dates:

- 30th April 2019 if the learner plans to take two years to complete one BTEC qualification or
- 30th April 2018 if the learner plans to complete two BTEC qualifications

You should advise your learners of specific interim deadlines in year 1 and year 2 of their two year programme. This is to ensure each learner progresses quickly and successfully. It is important that every learner is aware of these and ensure you monitor they stick to the deadlines set.

If a learner wishes to complete two BTEC qualifications in their two year study programme they will need to complete their first BTEC by the end of year 1 in order to start a second BTEC in year 2.

The deadlines listed above are the absolute deadlines. This means workbooks can be submitted as soon as the written tasks are complete. The benefit to submitting a workbook before the deadline is quicker assessment and return of the learner's feedback. This is especially important if the learner need their results at the same time as GCSE and other BTEC qualification results are released.

Timely submission of a learner's workbook will also give them more time to resubmit any revised answers if they did not pass first time. If the deadline set is missed, CVQO cannot guarantee the workbook will be assessed and feedback returned within 4 weeks or that a resubmission opportunity will be granted. CVQO reserves the right to reject any workbooks which are received late.

6.4 Plagiarism

Plagiarism is the practice of taking someone else's work or ideas and passing them off as your own.

Written work must follow the guidelines listed under 'a learner's route to success' in section 5.3.

The awarding organisation, Pearson, has a clear policy on how to deal with learners who are dishonest. If a learner copies the work of another learner, they risk having their work cancelled and may achieve nothing. If a learner lends their work to others, they also risk having their work cancelled. If a learner steals another learner's work and copies it, the exam board may cancel all of their courses.

Plagiarism is identified as malpractice by learners under CVQO's Assessment Malpractice and Maladministration Policy. Malpractice by learners concerns plagiarism, collusion, copying and fabrication of evidence for assessment purposes.

For more information, please refer to the [CVQO Assessment Malpractice and Maladministration Policy](#) on CVQO's website.

6.5 Cancelling enrolment

CVQO recognise that a learner may change their mind about completing a BTEC qualification and if that is the case you need to tell CVQO as soon as possible so that CVQO can withdraw the learner from the BTEC programme.

6.6 Leaving your youth organisation

If a learner leaves your youth organisation, it might be that they can still complete their BTEC but this will mainly depend on whether they have completed all the necessary practical activities.

CVQO will look at the possibility of them continuing on the BTEC programme on a case-by-case basis if the learner contacts CVQO with details of their circumstances.

A learner may also be able to continue on the BTEC programme if they move to another youth organisation or become a member of adult staff during their two-year programme of study.

6.7 Keeping your contact details up to date

It is important that CVQO is updated when you or a learner moves house, changes phone number or email address. This means we can make sure you and the learner receive progress letters throughout their programme of study with CVQO.

6.8 Celebrating British values

CVQO is committed to exemplify British values in the way we operate as a learning provider and to encourage learners to explore what it means to celebrate British values. British values are defined as including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

British values for learners' means:

- promoting effective learning through being tolerant and having mutual respect of

Section 6: Learner's responsibilities

others on your course, with particular regard to fair and equal treatment of those with protected characteristics of: age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation

- appreciating how laws such as Health and Safety Legislation ensuring the health, safety and welfare of learners on courses have come about as a result of the democratic process in affecting change
- exercising your individual liberties by being able to make choices about your course and having options after completing your course such as progressing in education or developing your career
- accepting freedom of speech as an individual liberty and using your opinion through the democratic system to affect change, such as by voting
- being prepared to discuss your views with others and be encouraged to think critically about your ideas, consider if your views are based on facts which are accurate and interpreted correctly and be open to alternative interpretations and views

In essence, British values are about everyone's responsibility in encouraging positive feelings and respect for all to ensure Britain is a great place to live and learn.

Section 7: Our responsibilities

7.1 Service levels

The minimum service level CVQO offers is:

- access to the Registry Office (TPD and Music Department) between the hours of 08:30-17:00 Monday to Friday
- access to the Quality Department between the hours of 08:30-16:30 Monday to Friday
- tutor support in every local area running a CVQO-led BTEC programme
- CVQO Regional Managers responsible for CVQO-led BTEC programmes in each region
- learner feedback returned to tutors within 4 weeks of a workbook submission
- acknowledgement of receipt of emails or voicemails within 5 working days

Under the learner agreement, CVQO will endeavour to provide:

- qualifications that meets learners interests and needs and are delivered by suitably qualified and effective members of staff using appropriate facilities and resources
- a friendly, caring and supportive environment
- a tutor who monitors their progress, provides guidance and assistance in setting targets for improvement
- clear advice on deadlines for submitting workbooks and for receiving feedback
- progression opportunities
- opportunity to feedback on the BTEC programme and help to contribute to the development of CVQO's qualifications
- a network of support ranging from tutors to CVQO staff

7.2 Honesty and integrity

The way CVQO conducts itself has always been guided by the policies and procedures which govern the way we do business and how we treat each other, our learners and delivery partners. Principally, at the core of our culture is to do the right thing by all stakeholders and to the highest quality.

7.3 Safeguarding children and vulnerable adults

CVQO's policy on safeguarding provides all CVQO staff with a clear and secure framework for ensuring that a learner engaged in CVQO activities and training is protected from harm.

The legal frameworks guiding CVQO's safeguarding policy are: Working together to Safeguard Children 2013, Safeguarding Children and Safe Recruitment 2007, Children Acts 1989 and 2004, Education Act 2002, Government Prevent Strategy 2011 and The Care Act 2014.

CVQO is committed to promote the welfare of all learners and to keep them safe by ensuring:

- learners feel listened to, valued and respected
- all staff are aware of indicators of abuse and know how to share their concerns appropriately
- all staff are subject to rigorous recruitment procedures
- all employees are given appropriate support and training

Section 7: Our responsibilities

If you have any concerns or are worried about a learner who you think might not be safe, you should report this to your own organisation's safeguarding officer. Alternatively, you can contact CVQO's Designated Safeguarding Lead on safe@cvqo.org.

7.4 Supporting Prevent and promoting British values

CVQO has a statutory and moral duty to have due regard to the need to prevent people from being drawn into terrorism, known as the Prevent duty.

The Prevent duty is part the Government's overall counter-terrorism strategy. It aims to prevent people from being drawn into terrorism through promoting British values of 'democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'; it also aims to challenge extremism, defined by the Government, as the 'vocal or active opposition to fundamental British values.' Mutual respect and tolerance of others includes the nine protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation as set out in the Equality Act 2010.

CVQO's approach to the Prevent duty is to have robust safeguarding policies in place and providing staff with training on the Prevent duty and the risks it is intended to address.

If you have any concerns about the Prevent duty or are worried about someone who you think might be involved in terrorism, you can report this to your own organisation's safeguarding officer. Alternatively, you can contact CVQO's Designated Safeguarding Lead on safe@cvqo.org.

Guidance on the Prevent strategy can be accessed in full at <https://www.gov.uk/government/publications/prevent-duty-guidance>.

7.5 Privacy Notice

CVQO collects information about learners for various administrative, academic and health & safety reasons. The Data Protection Act of 1998 requires us to obtain a learner's consent before we can do this and, since we cannot operate without processing information about a learner, we are unable to register them for any qualification unless they give us their consent to process their data. Therefore, by signing the Application Form, they consent to CVQO processing personal data contained in the form and any other data which we obtain from them or any other source whilst they are registered with CVQO.

The personal information the learner provides is passed to the Chief Executive of Skills Funding ("the Skills Funding Agency") and the Department for Business, Innovation and Skills (BIS). Where necessary it is also shared with the Department for Education, including the Education Funding Agency (for learners in England) or the Department for Education and Skills (for learners in Wales).

The information is used for the exercise of functions of these government departments and to meet statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009, and to create and maintain a unique learner number (ULN) and a Personal Learning Record (PLR). The information the learner provides may be shared with other organisations for education, training, employment and well-being related purposes, including for research. The learner may be contacted after they have completed their programme of learning to establish whether they have entered employment or gone onto further training.

Further information about use of and access to a learner's personal data, and details of organisations with which we regularly share data are available at: <https://www.gov.uk/government/publications/sfa-privacy-notice>

7.6 Parental support

CVQO may on occasion contact parents of learners who are under the age of 18.

Section 8: Reasonable adjustment, special considerations, appeals and complaints

8.1 Learners with additional needs or a disability

On the application form learners are asked to declare any additional needs or disabilities which may impact on the learner's experience during their programme of study with CVQO. The information collected on the application form informs how CVQO reviews the needs of learners and considers whether it is appropriate to make a reasonable adjustment or special consideration.

CVQO will engage with you and the learner in ensuring appropriate measures are taken when appropriate.

If the learner did not declare any additional needs or a disability on enrolment you can update CVQO using the contact information provided in 'how we can help' section 2.3.

For more information, please refer to the [CVQO Reasonable Adjustment and Special Consideration Policy](#) on CVQO's website.

8.2 Lost or damaged work

Work which has been lost or damaged before being sent or when in the post to CVQO must be reported to CVQO as soon as possible. In such instances CVQO will make every attempt to work with you and the learner and agree a plan of action.

For more information, please refer to the [CVQO Reasonable Adjustment and Special Consideration Policy](#) on CVQO's website.

8.3 Tutor and learner appeals and complaints

CVQO recognises the right for tutors and learners to appeal against:

- decisions reached as a consequence of assessment
- decisions reached on whether or not an opportunity to resubmit or retake assessments is authorised
- decisions reached concerning progression, deadline extensions or programme transfer
- decisions reached concerning plagiarism
- decisions reached on terminating the registration period following the registration end date

CVQO operates a staged appeals and complaints procedure; you should attempt to resolve your concerns informally with your CVQO Regional Manager in the first instance. Tutors and learners who remain dissatisfied can exercise their right to enter CVQO's formal appeals and complaints process.

For more information and to download the appeals and complaints form, please refer to the [CVQO Appeals and Complaints Policy and Procedure](#) on CVQO's website.

8.4 Tutor and learner comments and concerns

CVQO recognises the value of feedback to inform us on things we do well and to help us identify areas for improvement. Your comments and concerns as tutors are really important in enabling CVQO to either do more of the same or to make necessary changes where appropriate.

You are encouraged to forward feedback to CVQO directly on qa1@cvqo.org.

Section 9: Quick guide to UCAS

Quick start guide to adding a CVQO-led BTEC qualification to the UCAS application

Once you have registered with UCAS the following steps will guide you on how to add CVQO and your BTEC to your application.

- 1) Click on **Education** on the left hand menu
- 2) Add in your school/college information as guided by your college
- 3) To add CVQO and BTEC, click on **add new school/college/centre**
- 4) This will open the 'where have you studied?' section
- 5) Click on find ... and type **CVQO** in the search field. There will be no matches found and you must click **My school/centre is not listed here** this will now allow you to type in the information
- 6) Type in the following information:
 - Centre name: CVQO
 - Centre number: 01383
 - Start date: as your Welcome letter or ask CVQO
 - Finish date: 2 years from your start date or ask CVQO
 - Attendance: Part-time
 - Did you/will you receive any qualifications at this centre: Yes
- 7) Click **save**
- 8) You can edit these details at any time before you submit your application
- 9) Next you need to add your BTEC qualification under CVQO
- 10) Click add qualifications
- 11) Type one of the following level of qualifications into the search field and select the one you are registered on or have achieved (choose the QCF version)

UCAS 2017 apply Education

Where have you studied?

Compulsory fields are marked with an asterisk (*).
Click on the 'add new school/college/centre' to add the centre you have attended. Enter details of qualifications that you have achieved or are in the process of achieving at that school/college/centre. (BTEC or 'vocational' courses will 'count' when you have finished.)

Need guidance about the application process? [Click here](#)

Apply - education page
Now to go next
Fill in your education details

(Public & new status here) You can make them at [www.ucas.com/apply/education/faq](#)

You can add up to 10 school/college/centres.

+ add new school/college/centre

No school/college/centres entered

Please enter the highest level of qualification you expect to have before you start your course

Please select...

☐ none completed

UCAS 2017 apply Education

Where have you studied?

Compulsory fields are marked with an asterisk (*).
Before leaving this page click 'save' to avoid losing any of your information.

School/college/centre name*

Exam centre number

When did you start...?

Month Year

...and finish?

Month Year

Attendance

Did you/will you receive any qualifications at this centre?

Please select...

UCAS 2017 apply Education

Where have you studied?

Compulsory fields are marked with an asterisk (*).
Before leaving this page click 'save' to avoid losing any of your information.

School/college/centre name*

Exam centre number

When did you start...?

Month Year

...and finish?

Month Year

Attendance

Did you/will you receive any qualifications at this centre?

Please select...

UCAS 2017 apply Education

Where have you studied?

Compulsory fields are marked with an asterisk (*).
Before leaving this page click 'save' to avoid losing any of your information.

School/college/centre name*

Exam centre number

When did you start...?

Month Year

...and finish?

Month Year

Attendance

Did you/will you receive any qualifications at this centre?

Please select...

Section 9: Quick guide to UCAS

- BTEC Diploma
 - BTEC Extended Certificate
 - BTEC Certificate
- 12) Type one of the following BTEC titles in the other field
- Teamwork and Personal Development in the Community
 - Music for Practical Performance
- 13) Enter the following:
- End date or completion date
 - Awarding organisation: Pearson
 - Level: 2
 - Grade: Pass or Pending (using the dropdown or typing into the other field)
- 14) You will need to add in each unit you have completed or are planning to complete:
- Unit title: these are listed in your Learner Handbook, assessment feedback, completion letter and/or your certificate of unit achievement
 - QCF Credit value: is available in the documents listed above
 - Level: 2
 - Grade: Pass or Pending
- 15) Click add another module until you have added all the units you have done or are planning to do and save
- 16) Once you have clicked save you have the option to add a second CVQO-led BTEC if relevant
- 17) Enter your BTEC Registration Number. This is available on your letters from CVQO and your BTEC certificate
- 18) Select the highest level of qualification you expected to have before you start your course
- 19) Tick section completed and save

The screenshot shows the UCAS 'apply 2017' Education portal. The main heading is 'Enter BTEC Diploma (QCF)'. Below this, there's a section for 'BTEC Diploma (QCF)' with instructions: 'Please enter details below, using the "other" boxes only where the appropriate option cannot be found in the lists provided.' The form has several fields: 'Subject' (with a dropdown and 'other' box), 'Qualification date' (with a date picker for June 2017), 'Awarding organisation' (with a dropdown for Pearson and an 'other' box), 'Level' (with a dropdown for 2 and an 'other' box), 'Grade' (with a dropdown for Pass and a 'Pass' box), and 'Module / unit 1' (with a text input for 'Teamwork and Communication Skills'). There are also fields for 'Unit title', 'QCF credit value', 'Level', and 'Grade'. At the bottom, there's a section for 'Add another module' and a 'Back to summary' link. The footer includes 'UCAS' and '© UCAS 2017'.

The screenshot shows the UCAS 'apply 2017' Education portal for a CVQO (01383, 08/2015 - 08/2017, PT). The main heading is 'BTEC Diploma (QCF)'. Below this, there's a section for 'CVQO (01383, 08/2015 - 08/2017, PT)' with details: 'Teamwork and Personal Development in the Community', 'Pass', '04/2017', 'Pearson', '2', and '(1 module)'. There are links for '> edit' and '> remove'. Below this, there's a section for 'add BTEC Diploma (QCF)' and a link for '> add qualifications'. The form has a field for 'BTEC Registration Number' and a section for 'Please state the highest level of qualification you expect to have before you start your course' with a dropdown for 'Below honours degree level qualifications'. At the bottom, there's a checkbox for 'section completed' and a 'Save' button.

If you need help to complete your UCAS application, you can contact CVQO via the following contact details.

Departments:	Contact details:
Teamwork and Personal Development	tpd@cvqo.org 01276 601718
Music for Practical Performance	music@cvqo.org 01276 601709

Don't forget to include achieving your BTEC in your personal statement, this is a clear demonstration of your commitment to personal development and learning.



Diploma in Teamwork and Personal Development in the Community

ENROL

You've made the fantastic decision to enrol on a BTEC Level 2 Diploma in Teamwork and Personal Development in the Community. Well done!

1



2

RESOURCES



Look out for a letter from CVQO. Your nifty workbooks and resource book will be sent to your unit to issue to you.



ONLINE / BY HAND

You can either complete the e-workbooks online by using Moodle, or fill in a hard copy.

4

3

CHOOSE UNITS



Unit 1 is mandatory and must be completed. Then choose which of the optional units you want to complete to get you up to 60 credits.

SEND

When you're done, send in your completed workbooks via your unit tutor, or upload your e-workbooks on Moodle.



5

6

CONGRATS!



Congratulations, you've gained a BTEC Level 2 Diploma!



Add it to your CV, UCAS application, job applications and start being brilliant.

Need help or advice? No problem. Speak with your unit tutor, your CVQO Regional Manager or give us a ring at CVQO HQ.

Much of the practical work is already done as part of your normal cadet activities, including giving briefings, fitness tests, Duke of Edinburgh's Award and so on.

Workbooks are marked and verified by CVQO (don't worry, we'll let you know if you need to resubmit any questions).

Diploma in Music for Practical Performance

ENROL

You've made the fantastic decision to enrol on a BTEC Level 2 Diploma in Music for Practical Performance in the Community. Well done!



RESOURCES



Look out for a letter from CVQO, along with your nifty workbooks and resource book that will be sent to your home address.



ONLINE / BY HAND

You can either complete the e-workbooks online by using Moodle, or fill in a hard copy.



UNITS



You must complete all the units in the workbooks to attain 60 credits, but most practical work is accredited through your music activities.

SEND

When you're done, send in your completed workbooks via your unit tutor, or upload your e-workbooks on Moodle.



CONGRATS!



Congratulations, you've gained a BTEC Level 2 Diploma!



Add it to your CV, UCAS application, job applications and start being brilliant.



Need help or advice? No problem. Speak with your unit tutor, your CVQO Regional Manager or give us a ring at CVQO HQ.

Much of the practical work is already done as part of your normal cadet music activities, including rehearsal and performance skills. Check the CVQO Music Exemption Matrix that you will be sent and ensure your unit tutor informs CVQO of your exemptions.

Workbooks are marked and verified by CVQO (don't worry, we'll let you know if you need to resubmit any questions).



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