

# Sector guidance for centres

NVQ

Edexcel Level 3 NVQ in Fire and Rescue Sector -  
Control Operations

First teaching August 2009

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# Section 1: Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations

## Introduction

This document contains information that is specific to the Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations. It should be read in conjunction with the *Edexcel NVQ general guidance for centres*, *Edexcel NVQ guidance for candidates* and the relevant candidate logbooks (see *Section 5: Further information*).

## National Occupational Standards and NVQs

The standards, assessment strategy and award structures for Fire and Rescue Sector - Control Operations are owned by Skills for Justice, who reviewed the Fire and Rescue Sector Control Operations National Occupational Standards (NOS). The responsibility for the Fire and Rescue Sector standards moved from SkillsPlus UK to Skills for Justice on April 1, 2009. The NVQ has been developed from the National Occupational Standards.

The Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job area and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

Skills for Justice  
Centre Court  
Atlas Way  
Sheffield  
S4 7QQ  
Telephone: 0114 261 1499  
Website: [www.skillsforjustice.com](http://www.skillsforjustice.com)



## Section 2: About this NVQ

The Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations is designed to be assessed in the workplace, or in conditions resembling the workplace, for example:

- local authority fire services
- civil airport fire services
- Ministry of Defence fire services
- occupational brigades provided by, and to protect, private companies.

In a further education or training situation, assessment is occasionally achieved through simulation. Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE). For guidance on the use of simulation, see *Section 3*.

### Which Edexcel NVQs in Fire and Rescue Sector - Control Operations are available?

The Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations is available.

This Edexcel NVQ is designed to be assessed in the workplace. However, very occasionally, simulation of real working practice may be allowed. Where simulation is allowed, it will be identified in the individual units within the standards. Please see *Simulation* in *Section 3*.

### Who is this Edexcel NVQ for?

The Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations is suitable for control room staff working in the Fire and Rescue Sector, in both public and private sectors, whose role involves emergency call taking and despatching appropriate resources to a range of event types.

### What progression does this NVQ offer?

This NVQ qualification will also allow candidates to progress to other NVQs and vocationally-related qualifications.

On completing this NVQ candidates may progress to qualifications such as:

- NVQ Level 3 in Fire and Rescue Sector - Operations in the Community
- NVQ Level 3 in Fire and Rescue Sector - Watch Management
- NVQ Level 3 in Fire Safety
- NVQ Level 4 in Fire Safety
- BTEC National Award in Uniformed Public Services
- BTEC National Certificate in Uniformed Public Services
- BTEC National Diploma in Uniformed Public Services
- BTEC Higher National Certificate in Public Services
- BTEC Higher National Diploma in Public Services.

## What is the structure of the Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations?

To achieve the whole qualification at Level 3 a candidate must prove competence in six mandatory units and one option unit.

### Mandatory units for the Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations

Candidates must achieve **all** of the units listed below.

| Unit number | Title  |
|-------------|--|
| CO1         | Maintain information on fire and rescue operational resources                          |
| CO2         | Take responsibility for effective performance in fire and rescue                       |
| CO3         | Gather information to co-ordinate a fire and rescue response                           |
| CO4         | Co-ordinate a fire and rescue response   |
| CO5         | Maintain the reliability and readiness of fire and rescue control operations equipment |
| CO6         | Manage fire and rescue information to support the needs of your community              |

## Option units for the Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations

Candidates must achieve one of the units listed below.

| Unit number | Title  |
|-------------|--|
| C07         | Specialist or bespoke software                           |
| C08         | Support the development of colleagues in fire and rescue |
| C09         | Drive, manoeuvre and re-deploy fire and rescue vehicles  |



# Section 3: Assessment strategy

## Introduction

The assessment strategy for this NVQ has been established by SkillsPlus in agreement with awarding bodies.

This assessment strategy sets out recommendations and specifications for the assessment and quality control of the Fire and Rescue Sector suite of National Occupational Standards (NOS) across the UK. This strategy should be read in conjunction with the following documents:

- *Edexcel NVQ general guidance for centres*
- *Edexcel NVQ guidance for candidates*
- Edexcel NVQ in Fire and Rescue Sector - Control Operations – logbook for candidates (Level 3).

The NOS referred to underpin the National Vocational Qualifications (NVQs) at Level 3. This includes the following NVQ : Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations.

The following sections outline the principles that underpin the assessment of the above standards and qualifications with regard to:

- external quality control
- workplace assessment
- the use and characteristics of simulation
- the required occupational expertise of assessors and verifiers.

These principles are in addition to the generic criteria that awarding bodies must meet for the delivery of NVQs, as required by the Qualifications and Curriculum Authority (QCA) current guidance and requirements.

## Assessment Strategy for Control Operations N/SVQ

### 1. Introduction

1.1 The Standards Setting Body (SSB) for these qualifications is SkillsPlus UK. The development work for the qualifications has been managed by the Fire and Rescue Sector Vocational Standards Group (FRSVSG) which represents all key stakeholders across the UK.

1.2 The UK Fire Services are principally drawn from four occupational groups;

- the Local Authority Fire Services
- rescue and firefighting services provided at airports licensed by the Civil Aviation Authority
- the Ministry of Defence Fire Services
- occupational brigades provided by, and to protect, private companies.

1.3 Representatives from all these major stakeholders and from relevant statutory and regulatory bodies are members of the FRSVSG.

### 2 Principles of assessment for N/SVQs

2.1 It is the view of SkillsPlus and the FRSVSG that assessment of competence, for the purpose of achieving N/SVQs, should be undertaken in the workplace. The primary form of evidence of competence will therefore be actual work-based activities. The primary methods of assessment will be observation of performance, questioning, and review of products of work.

### 3 Use of Subject Experts/Expert Witnesses

3.1 SkillsPlus and the FRSVSG have identified the need to operate an assessment structure in which subject experts or expert witnesses will play an important role in supporting practical and reliable assessment in the workplace. The nature of the work, volume of candidates and the practicalities involved in all managers undertaking formal assessor training and certification require that a flexible system is implemented. SkillsPlus and FRSVSG therefore expect to work with awarding bodies to develop and maintain an operational structure in which:

- designated assessors (A1 certificated) will have responsibility for making judgements on candidates' evidence and performance against the standards
- subject experts/expert witnesses (who will have a full working knowledge of the NOS and adequate occupational experience), will provide witness testimony and observation reports to supplement the assessor's own observations.

### 4 Simulation

4.1 It is the view of SkillsPlus and FRSVSG that simulation may form an integral part of assessment within the N/SVQs. Effective use of simulation in risk-critical areas may be essential both to confirm competence and to maintain currency of competence in operational performance. Units or elements where simulation

is allowed will be shown in the Evidence Requirements and Assessment Guidance which will be developed separately with the Awarding Bodies.

- 4.2 All simulations must conform to the principles outlined below. This will ensure standardisation and maintenance of quality for N/SVQ assessment. This includes centre devised or centrally devised simulation activities, IT simulations and commercially developed simulated packages. Simulated work activities will be sampled by the relevant awarding body who will issue guidance on whether this approval should be undertaken at national level or locally by their appointed external verifier.
- 4.3 SkillsPlus and FRSVSG have agreed the following principles and guidelines for the approval of simulations.
- 4.4 All simulations assess against for the purpose of achieving Control Operations N/SVQs will clearly demonstrate conformance to the following principles and guidelines to ensure that they take place in a realistic working environment (RWE). Simulations must:
- ♦ include a comprehensive range of demands, activities and constraints relevant to those that would be met in a real working context.
  - ♦ provide individuals with access to the normal facilities, support and advice that would be available in the context, and type of working situation
  - ♦ ensure formative assessment and advice is available from people with current experience of work being undertaken
  - ♦ realistically reflect normal working contexts and conditions
  - ♦ place individuals under pressure of time, resources and working demands that would operate in a normal working environment.
  - ♦ be used in accordance with guidelines at unit/element level in N/SVQs.
  - ♦ be planned, developed and documented by the centre in a way that ensures simulations correctly reflect what the standard seeks to assess (validity)
- 4.5 In addition:
- ♦ a centre's overall strategy for simulation must be examined and approved by the awarding body's external verifier
  - ♦ there should be a number of different simulations to cover the same aspect of standards in order to reduce the risk of collusion.

## 5 External Quality Control

- 5.1 SkillsPlus and FRSVSG have agreed that methods of external quality control are desirable to strengthen and ensure quality and consistency of assessment and verification across the sector.
- 5.2 SkillsPlus and FRSVSG are concerned to ensure that all methods of external quality control clearly demonstrate
- ♦ added-value
  - ♦ cost-effectiveness
  - ♦ realistic use of resources in context (practicality).
- 5.3 SkillsPlus and FRSVSG have agreed that external quality control can best be achieved by the monitoring and standardisation of assessment decisions

- 5.4 SkillsPlus and FRSVSG have carefully considered maintaining a component of independent assessment. However, consultation with the sector indicates that the previous approach to independent assessment in the form of set questions and answers has caused problems. The approach has not been well understood or uniformly applied. Centres view this approach as an unnecessary and bureaucratic burden which does nothing to assure quality. We have consulted on other possible approaches, in particular the use of independent assessors, but the feedback from the sector is that these could make it more difficult to access and deliver the qualifications. The risk critical nature of work in the sector requires high standards of assessment and there is no incentive to deem individuals competent who do not meet the requirements of the NOS. SkillsPlus and the FRSVSG believe that the monitoring and standardisation of assessment decisions is sufficient in this sector and that no component of independent assessment is necessary.

## 6 Standardisation of assessment decisions

- 6.1 SkillsPlus and FRSVSG will work in partnership with awarding bodies to achieve the following quality goals.
- all assessment centres new to the awarding body will be quality assured by an Awarding Body representative during an initial approval visit and on one more occasion during their first year of operation. In subsequent years external verifiers will conduct one visit a year.
  - external verifiers will sample across all aspects of the assessment process, including observation of the centre's assessment, sampling of evidence and interviews with candidates, assessors and internal verifiers.
  - skillsPlus and FRSVSG expect that external verifiers appointed by awarding bodies will meet the criteria set out in this assessment strategy.
  - skillsPlus and FRSVSG also believe that regular contact with the FRSVSG and its representatives for the review of consistency in practice and continuous improvement would enhance external quality control measures.
  - skillsPlus and FRSVSG also expect awarding bodies to operate a 'risk rating' system for centres and, where necessary, have appropriate control measures maintain and improve quality.

## 7 Occupational Expertise of Assessors and Verifiers

- 7.1 SkillsPlus and FRSVSG have agreed that the following criteria will apply to the approval of assessors and verifiers.

### Assessors

- 7.2 It is expected that the majority of assessors will be employed by the organisation in which they assess. SkillsPlus and FRSVSG expect all those undertaking the role of assessor will:
- be working with an approved assessment centre.
  - have work-based experience in the occupational area in which they assess; such experience should be current and substantial.
  - hold unit A1 OR
  - a recognised equivalent (s) (D32, or in Scotland the Teaching Qualification in Further Education and Teaching Qualification in Secondary Education for SVQ Assessment) OR
  - be registered for A1 and working towards achievement. The timescale for achievement to be in accordance with current QCA and SQA requirements.

- ♦ have an up-to-date and working knowledge of the specific functions or aspects of work they are assessing
- ♦ have sound and in-depth knowledge of the relevant national occupational standards
- ♦ have sufficient depth of occupational knowledge and experience to be effective and reliable when making judgements about candidates' competence.

#### **Internal Verifiers**

7.3 SkillsPlus and FRSVSG expect that those undertaking the role of internal verifier will:

- ♦ have work-based experience in the occupational area in which they verify; such experience should be current and substantial.
- ♦ hold V1 (or D34) OR
- ♦ be registered for V1 and working towards its achievement - the timescale for such achievement to be in accordance with current QCA and SQA requirements.
- ♦ have an up-to-date and working knowledge of the specific functions or aspects of work they are verifying.
- ♦ have sound and in-depth knowledge of relevant national occupational standards.

#### **External Verifiers**

7.4 SkillsPlus and FRSVSG expect that those undertaking the role of external verifier will:

- ♦ hold V2 (or D35) OR
- ♦ be registered for V2 (or equivalent) or be working towards its achievement - timescales for achievement to be in accordance with current QCA and SQA requirements
- ♦ have an up to date and working knowledge of the specific functions or aspects of work they are verifying
- ♦ have sound and in-depth knowledge of relevant national occupational standards.



# Section 4: Recording forms

## Introduction

This section contains the following exemplar forms which have all been partially completed in the context of the Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations.

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit progress and sign-off record
- Form 7: Element achievement record
- Form 8: Knowledge evidence record
- Form 9: Personal statement
- Form 10: Observation record
- Form 11: Witness testimony
- Form 12: Expert witness evidence record
- Form 13: Record of questions and candidate's answers.

The forms and advice and guidance about completing them are in the *Edexcel NVQ general guidance for centres* which is on the Edexcel (see *Section 5: Further information*).



## Example form 1 – Portfolio title page

|   |                         |
|---|-------------------------|
| NAME: CHRIS CRISFORD  |                         |
| JOB TITLE: FIREFIGHTER  |                         |
| NAME OF EMPLOYER/TRAINING PROVIDER/COLLEGE:<br>London Fire Brigade  |                         |
| THEIR ADDRESS:<br>Euston High Street<br>Euston<br>London<br><br>POSTCODE: WC1 5PQ   |                         |
| TELEPHONE NUMBER (HOME): 0207 123456  | (WORK): 0207 654321     |
| EMAIL ADDRESS: chris.crisford@lfb.com   | FAX NUMBER: 0207 987654 |
| NVQ: FIRE AND RESCUE SECTOR – CONTROL OPERATIONS<br>LEVEL: 3  |                         |
| UNITS SUBMITTED FOR ASSESSMENT:<br>CO1 Maintain information on fire and rescue operational resources<br>CO 2 Take responsibility for effective performance in fire and rescue<br>CO 5 Maintain the reliability and readiness of fire and rescue control operations equipment  |                         |
| MENTOR: Jon Philpot, Station Manager<br><br>(PLEASE PROVIDE DETAILS OF MENTOR'S EXPERIENCE):<br>Worked at different levels in fire stations including the training department and the Fire Service College as a trainer. Current job involves working in the training department as a project manager. Key role is managing the design, delivery and evaluation of specific types of training courses required for people within the organisation. I still attend emergency incidents when on call. |                         |
| ASSESSOR: TOM SMITH   | DATE: 10/02/11          |



## Example form 2 – Personal profile

|  |                         |
|--|-------------------------|
| NAME: CHRIS CRISFORD   |                         |
| ADDRESS:<br>75 John Crescent<br>London   |                         |
| POSTCODE: NW5 7PP  |                         |
| TELEPHONE NUMBER (HOME): 0207 123456   | (WORK): 0207 654321     |
| Email address: CHRIS.CRISFORD@LFB.COM  | FAX NUMBER: 0207 987654 |
| JOB TITLE: FIREFIGHTER   |                         |
| <b>RELEVANT EXPERIENCE</b>   |                         |
| <p>DESCRIPTION OF YOUR CURRENT JOB:</p> <p>Inform general public about fire safety and fire prevention.</p> <p>Visit people in their homes to carry out fire safety visits and advising businesses.</p> <p>Answer emergency calls from the public and promptly decide what appropriate resources need to be sent to each incident.</p> <p>Log all incidents and appliances needed on the system.</p> <p>Communicate with crews on site to ensure accurate incident logs are kept.</p> <p>Booking and amending leave and sickness register for staff ensuring they are fit for duty.</p> <p>Booking any defective appliances.</p> <p>Continuous training including learning new skills, exercise and going to lectures.</p> |                         |
| <p>PREVIOUS WORK EXPERIENCE OR ATTACH COPY OF A CURRENT CV:</p> <p>CV with qualifications and experience enclosed.</p>   |                         |
| <p>QUALIFICATIONS AND TRAINING AND/OR ATTACH COPY OF A CURRENT CV:</p> <p>CV with qualifications and experience enclosed.</p>  |                         |

*continued overleaf...*

**VOLUNTARY WORK/INTERESTS:**

I enjoy sports, swimming and walking.  
Voluntary work with youths.

**NAME OF EMPLOYER/TRAINING PROVIDER/COLLEGE:**

London Fire Brigade

**ADDRESS:**

Euston High Street  
Euston  
London

**POSTCODE: WC1 5PQ**

**TELEPHONE NUMBER (WORK): 0207 654321**

**FAX NUMBER: 0207 987654**

**EMAIL ADDRESS: chris.crisford@lfb.com**

**TYPE OF BUSINESS, IF EMPLOYER:**

Fire Services

**NUMBER OF STAFF: 40**

**STRUCTURE OF ORGANISATION (INCLUDING CHART OR DIAGRAM IF AVAILABLE):**

Organisational chart enclosed.

### Example form 3 – Contents checklist

|  |            |                     |
|--|------------|---------------------|
| NVQ title: Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations.   |            |                     |
| Candidate:   |            |                     |
|  | Completed? | Page/section number |
| Title page for the portfolio   | ✓          | 1                   |
| <b>Personal profile:</b> <ul style="list-style-type: none"> <li>• your own personal details</li> <li>• a brief CV or career profile</li> <li>• description of your job</li> <li>• information about your employer/training provider/ college.</li> </ul> | ✓          | 2                   |
| Summary of the units   | ✓          | 3                   |
| <b>Completed units:</b> <ul style="list-style-type: none"> <li>• signed by yourself, your assessor and the internal verifier (where relevant)</li> <li>• reference numbers included</li> <li>• unit assessment plans.</li> </ul>                         | ✓          | 4                   |
| Unit progress records  | ✓          | 5                   |
| Index of evidence (with cross-referencing information completed)   | ✓          | 6                   |
| <b>Evidence (with reference numbers):</b> <ul style="list-style-type: none"> <li>• observation records</li> <li>• details of witnesses (witness testimony sheets)</li> <li>• personal statements.</li> </ul>   | ✓          | 7                   |



## Example form 4 – Index of evidence

| NVQ title and level: Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations. |  |  |  |  |
|--|--|--|--|--|
| Candidate: Chris Crisford  |  |  |  |  |
| Evidence number  | Description of evidence  | Included in portfolio (Yes/No)<br><i>If No, state location</i> | Units/elements evidence links to<br><i>(give specific numbers, eg 5.2.1)</i> | Internal verifier signature and date of sampling |
| 1  | Attendance records 10/01/11  | No, available on Station 10                                    |  |  |
| 2  | Copy of personal training records 10/01/11                         | Yes  |  | H. Mabbatt<br>10/02/11                           |
| 3  | Supervisor's testimony - Mark Rayner 10/01/11                      | Yes  |  |  |
| 4  | Watch visit record   | No, available on Station 10                                    |  |  |
| 5  | Supervisor's testimony 10/01/11 Incident No 132456                 | Yes  |  | H. Mabbatt<br>10/02/11                           |
| 6  | Printer message - turnout instructions - Incident No 132456        | No, available on Station 10                                    |  | H. Mabbatt<br>10/02/11                           |
| 7  | Witness testimony - L/ff Roberts 10/01/11 incidents 1 Broad Street | Yes  |  |  |
| 8  | Copy of FDR1 - incident 132456                                     | No, available on Station 10                                    |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |



## Example form 5 – Unit assessment plan

|   |   |  |                          |                           |
|---|---|--|--------------------------|---------------------------|
| NVQ title: Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations   |   |  |                          |                           |
| Unit: CO1 Maintain information on fire and rescue operational resources   |   |  |                          |                           |
| Candidate Chris Crisford  |   |  | Assessor: Tom Smith      |                           |
| Normal working activities performed   |   |  |                          |                           |
|   | Typical evidence  | Work area  | Expected completion date | Links to other units      |
| Co1: MAINTAIN INFORMATION ON FIRE AND RESCUE OPERATIONAL RESOURCES  |   |  |                          |                           |
| Monitor the availability of operational resources   | Observation reports<br>Computerised control room record<br>Control room audio tapes<br>Witness testimony<br>Personal statement<br>Simulation for fall back arrangement<br>Q&A | Control room<br>Control room<br>Control room<br>Control room<br>Control room<br>Control training suite | 10.02.11                 | CO2, CO3, CO4, CO5, CO6   |
| Activities needing to be performed  |   |  |                          |                           |
| Co1: MAINTAIN INFORMATION ON FIRE AND RESCUE OPERATIONAL RESOURCES  |   |  |                          |                           |
| Routing receiving and logging of operational information from stations at the change of shifts. The logging of any changes to operational status received from stations or officers during shifts | Observation reports<br>Computerised control records   | Control room   | 10.02.11                 | CO1.2, CO3, CO4, CO5, CO8 |

|                                       |                |
|---------------------------------------|----------------|
| Additional comments                   |                |
| Assessor's signature: Tom Smith       | Date: 10.02.11 |
| Candidate's signature: Chris Crisford | Date: 10.02.11 |

## Example form 6 – Unit progress and sign-off record

|  |
|--|
| NVQ title and level: Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations  |
| Candidate: Chris Crisford  |
| Assessor: H. Mabbatt   |
| To achieve the whole qualification, you must prove competence in 6 <b>mandatory</b> units and 1 <b>option</b> unit.<br><b>Unit checklist:</b> list here the units you will be undertaking, then circle the reference number of each unit as you complete it. |

|           |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|
| Mandatory | C01 | C02 | C03 | C04 | C05 | C06 |
| Option    | C07 |     |     |     |     |     |

Circle the reference numbers as you complete each unit. You can then easily see what stage you have reached in your NVQ.

| Mandatory units |  |                      |          |
|-----------------|--|----------------------|----------|
| Unit number     | Title  | Assessor's signature | Date     |
| Unit C01        | Maintain information on fire and rescue operational resources                          |                      |          |
| Unit C02        | Take responsibility for effective performance in fire and rescue                       | H.Mabbatt            | 10/02/11 |
| Unit C03        | Gather information to co-ordinate a fire and rescue response                           | H.Mabbatt            | 10/02/11 |
| Unit C04        | Co-ordinate a fire and rescue response   | H.Mabbatt            | 10/02/11 |
| Unit C05        | Maintain the reliability and readiness of fire and rescue control operations equipment |                      |          |
| Unit C06        | Manage fire and rescue information to support the needs of your community              |                      |          |

This section of the form is for your assessor to sign each time you successfully achieve a unit.

| Option units |                                |                      |          |
|--------------|--------------------------------|----------------------|----------|
| Unit number  | Title                          | Assessor's signature | Date     |
| C07          | Specialist or bespoke software | H.Mabbatt            | 10/02/11 |
|              |                                |                      |          |
|              |                                |                      |          |
|              |                                |                      |          |



## Example form 7 – Effective Performance achievement record

|  |       |   |  |  |
|--|-------|---|--|--|
| NVO title and level: Edexcel Level 3 NVO in Fire and Rescue Sector - Control Operations  |       |   |  |  |
| Candidate: Chris Crisford  |       |   |  |  |
| Assessor: Tom Smith  |       |   |  |  |
| Unit title: CO 1 Maintain information on fire and rescue operational resources   |       |   |  |  |
| Element CO 1 Maintain information on fire and rescue operational resources   |       |   |  |  |
| Performance criteria:  |       | <i>(Assessor to insert date each time competence is demonstrated)</i> |  |  |
| You need to be able to:  |       |   |  |  |
| 1. monitor the availability of resources in your area of responsibility to meet organisational demands                                   | 20/10 |   |  |  |
| 2. control the availability of resources according to your level of responsibility   | 26/11 |   |  |  |
| 3. identify anything that affects the availability of resources and take action to deal with shortfalls                                  | 28/11 |   |  |  |
| 4. refer requests that are beyond your level of authority to the relevant people   | 02/12 |   |  |  |
| 5. monitor information to support decisions on operational cover   | 25/11 | 09/12   |  |  |
| 6. update records relevant to resource status when you have confirmed the information you receive  | 25/11 |   |  |  |
| 7. make sure your records are in the agreed format, accurate, complete and make these available to authorised users                      | 17/10 | 27/11   |  |  |
| 8. communicate with people in a way that is constructive, supportive and promotes co-operation and a positive image of your organisation | 24/10 |   |  |  |
| 9. operate within your agreed level of responsibility and authority.   | 20/10 |   |  |  |

*continued overleaf...*

**Feedback/comments:**

Very good at maintaining and updating information on fire and rescue operational resources in the right format.

Able to deal with most request within agreed level of responsibility and knows when to pass on to high level of authority.

Excellent communication skills.

Assessor's signature: Tom Smith

Date: 10/02/11

Candidate's signature: Chris Crisford

Date: 10/02/11

## Example form 8 – Knowledge and understanding evidence record

|  |                  |   |   |        |                     |      |             |         |    |   |
|--|------------------|---|---|--------|---------------------|------|-------------|---------|----|---|
| NVO title and level: Edexcel Level 3 NVO in Fire and Rescue Sector - Control Operations  |                  |   |   |        |                     |      |             |         |    |   |
| Candidate: Cris Crisford   |                  |   |   |        | Assessor: Tom Smith |      |             |         |    |   |
| <p><b>Unit title CO 1 Maintain information on fire and rescue operational resources</b></p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p> |                  |   |   |        |                     |      |             |         |    |   |
| Knowledge and understanding for this unit:   | Type of evidence |   |   |        |                     |      |             |         |    |   |
|  | EI               | O | P | W<br>T | S                   | APEL | Q&A<br>Date | EW<br>E | PD |   |
| <b>Health and safety</b>   |                  |   |   |        |                     |      |             |         |    |   |
| 1. Hazards and risks of the workplace affecting people and the environment   |                  | ✓ | ✓ |        |                     |      |             |         |    |   |
| 2. How to apply practices that maximise the health, safety and welfare of yourself and others in the workplace   |                  |   | ✓ |        | ✓                   |      |             |         |    |   |
| 3. How to make and apply decisions based on the assessment of risk   |                  |   | ✓ |        |                     |      | ✓           |         |    |   |
| <b>Organisational</b>  |                  |   |   |        |                     |      |             |         |    |   |
| 4. Applicable Fire Service or other legislation  |                  | ✓ |   |        |                     |      |             |         |    |   |
| 5. How to access, interpret and provide relevant information from a wide range of sources, including feedback  |                  |   | ✓ |        |                     |      |             |         |    |   |
| 6. Your organisation's objectives, systems of work and working practices   |                  |   | ✓ |        |                     |      |             |         |    | ✓ |
| 7. How to provide information to influence change or improve service delivery  |                  | ✓ |   |        |                     |      |             |         |    | ✓ |
| 8. Record systems and their use  |                  |   | ✓ |        |                     |      | ✓           |         |    |   |
| 9. Sources and availability of information   |                  | ✓ |   |        |                     |      |             |         |    | ✓ |
| <b>Personal and interpersonal</b>  |                  |   |   |        |                     |      |             |         |    |   |
| 10. How to communicate clearly and effectively with the range of people involved   |                  | ✓ |   | ✓      |                     |      | ✓           |         |    | ✓ |

| Knowledge and understanding for this unit:   | Type of evidence |   |   |        |   |      |                |     |    |
|--|------------------|---|---|--------|---|------|----------------|-----|----|
|  | EI               | O | P | WT     | S | APEL | Q&A Date       | EWE | PD |
| 11. How to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity  |                  | ✓ |   | ✓      |   |      |                |     |    |
| 12. Lines and methods of communication/reporting in the workplace  |                  | ✓ | ✓ |        |   |      |                |     |    |
| 13. Roles, responsibilities and limits of authority of self, others and other agencies in the workplace  |                  |   | ✓ |        |   |      | ✓              |     |    |
| 14. How to solve problems and make decisions and plan for contingencies  |                  |   | ✓ | ✓      |   |      |                |     |    |
| <b>Technical</b>   |                  |   |   |        |   |      |                |     |    |
| 15. How to interpret information of different types and from a range of sources  |                  |   | ✓ |        |   |      |                |     |    |
| 16. How to use appropriate mobilising systems and resources  |                  |   |   | ✓<br>✓ |   |      | ✓              |     |    |
| 17. Matching and using resources to meet objectives  |                  |   | ✓ |        |   |      |                |     |    |
| 18. The availability and access to internal and external resources and support   |                  |   | ✓ |        |   |      |                |     |    |
| 19. Your geographical area of responsibility, including its people and risks and key sources of information  |                  |   | ✓ | ✓      |   |      |                |     |    |
| 20. The requirements for availability, operational readiness and response to human and physical resources.   |                  |   | ✓ |        |   |      |                |     |    |
| Feedback/comments:   |                  |   |   |        |   |      |                |     |    |
| The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved. |                  |   |   |        |   |      |                |     |    |
| Candidate's signature: Chris Crisford  |                  |   |   |        |   |      | Date: 10/02/11 |     |    |

|   |                |
|---|----------------|
| Assessor's signature: Tom Smith           | Date: 10/02/11 |
| Internal verifier's signature: H Mabbatt. | Date: 10/02/11 |

|             |                            |                               |   |
|-------------|----------------------------|-------------------------------|---|
| COLUMN KEY: | EI = EVIDENCE INDEX NUMBER | O = OBSERVATION               | P = PERSONAL STATEMENT                                |
|             | WT = WITNESS TESTIMONY     | S = SIMULATION                | APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING |
|             | Q&A = QUESTIONS & ANSWERS  | EWE = EXPERT WITNESS EVIDENCE | PD = PROFESSIONAL DISCUSSION                          |



## Example form 9 – Personal statement

| NVQ title and level: Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations |                       |   |   |                                 |
|---|-----------------------|---|---|---------------------------------|
| Unit: CO 1 Maintain information on fire and rescue operational resources                |                       |   |   |                                 |
| Candidate: Chris Crisford   |                       |   |   |                                 |
| Purpose of statement: To show understanding of health and safety in the workplace       |                       |   |   |                                 |
| Evidence index number:  |                       |   |   |                                 |
| Date  | Evidence index number | Details of statement  | Links to other evidence<br>(enter numbers)  | Units, elements and PCs covered |
| 16/11/09  |                       | <p>When attending work I undertook a health and safety audit of the control room to ensure that the working area was safe for myself and my colleagues. I followed the brigade guide to risk assessment, identifying possible risks, who could be harmed, what controls were in place, categorising the risk and then setting a review date.</p> <p>I ensured that I communicated with all members of the team as a result of the assessment, and that the team, the supervising officers and any other people working in the area were fully aware of the risks and hazards, and maintained their health and safety whilst working.</p> <p>The fact that there was a new recruit on the team allowed me to demonstrate safe working practices and allow her to see how the training given during induction is put into practice within the office.</p> | <p>CO2.1<br/>CO2.6<br/>CO8.2</p> <p>CO8.7<br/>CO8.10<br/>CO8.11</p> <p>CO8.13</p> |                                 |
| Candidate's signature: Chris Crisford   |                       |   | Date: 10/02/11  |                                 |
| Assessor's signature: Tom Smith   |                       |   | Date:10/02/11   |                                 |



## Example form 10 – Observation record

|   |   |
|---|---|
| <b>NVQ title and level:</b> Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations  |   |
| <b>Unit/element(s):</b> CO5 Maintain the reliability and readiness of fire and rescue control operations equipment  |   |
| <b>Candidate:</b> Chris Crisford  | <b>Date of observation:</b> 10/02/11                  |
| <b>Evidence index number:</b>   |   |
| <b>Skills/activities observed:</b>  | <b>PCs and range covered:</b>                         |
| Equipment check at the start of the shift to ensure that all necessary equipment was in working order prior to any emergency response.  | CO5.1 CO5.12<br>CO5.2 CO5.15<br>CO5.4 CO5.16<br>CO5.8 |
| <b>Knowledge and understanding apparent from this observation:</b>  |   |
| It was obvious that Chris had clear knowledge and understanding of the required equipment, its operation and how to check that it was in an operational condition. Whilst undertaking the observation Chris demonstrated a keen knowledge of the importance of maintaining the equipment and also the effects that would occur if this was not undertaken.  |   |
| <b>Other units/elements to which this evidence may contribute:</b>  |   |
|   |   |
| <b>Assessor comments and feedback to candidate:</b>   |   |
| Chris checked that the radio system the telephone system and the computer terminals were all working correctly. Standard radio checks were made with the required terminology used. The equipment maintenance log was completed and returned to the appropriate location. On this instance there was no defective equipment, but Chris was questioned as to what procedures would need to be completed if any was to be found defective, and he was able to demonstrate a clear and comprehensive knowledge of the correct reporting procedure. |   |
| I can confirm the candidate's performance was satisfactory.   |   |
| <b>Assessor's signature:</b> Tom Smith  | <b>Date:</b> 10/02/11                                 |
| <b>Candidate's signature:</b> Chris Crisford  | <b>Date:</b> 10/02/11                                 |



## Example form 11 – Witness testimony

|   |   |
|---|---|
| NVO title and level: Edexcel Level 3 NVO in Fire and Rescue Sector - Control Operations   |   |
| Candidate name: Chris Crisford  |   |
| Evidence index number:  |   |
| Where applicable, evidence number to which this testimony relates:  |   |
| Unit: CO 2 Take responsibility for effective performance in fire and rescue   |   |
| Element(s): CO2.1, CO2.2, CO2.4, CO2.5, CO2.8, CO2.9, CO2.14, CO2.16, CO2.20  |   |
| Range:  |   |
| Date of evidence: 10/02/11  |   |
| Witness name: Fire-fighter Roberts  |   |
| Relationship to candidate: Watch Manager  |   |
| <p><b>Details of testimony:</b></p> <p>I am a colleague of Fire fighter Crisford and have operated as their watch manager for the past 6 months.</p> <p>Whilst attending the fire incident today, Fire-Fighter Crisford behaved in way befitting a member of the fire service. He was responsible for the health and safety of the fire ground, and ensured that the team in attendance followed the guidelines and training methods used in the service. He took responsibility of ensuring that the general public maintained a safe distance form the fire until the police arrived at the scene, and then passed responsibility for this over to them, return to the team to participate in the extinguishing of the fire.</p> <p>Following the incident, the team were asked to review their performance and Fire-Fighter Crisford actively participated in this review, highlighting both personal strengths and areas for development.</p> <p>Fire-Fighter Crisford completed the required paperwork after attendance at a fire incident, and these were filed in the log in a timely fashion.</p> |   |
| I can confirm the candidate's evidence is authentic and accurate.   |   |
| Witness signature: Firefighter Roberts  |   |
| Name: Firefighter Roberts   | Date: 10/02/11  |
| Contact telephone number:   |   |
| <i>Please tick (✓) the appropriate box.</i>   |   |
| <input type="checkbox"/>  | QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE                |
| <input type="checkbox"/>  | FAMILIAR WITH THE NVO STANDARDS TO WHICH THE CANDIDATE IS WORKING |



## Example form 12 – Expert witness evidence record

|   |                |
|---|----------------|
| NVO title and level: Edexcel Level 3 NVO in Fire and Rescue Sector - Control Operations   |                |
| Candidate name: Chris Crisford  |                |
| Evidence index number:  |                |
| Where applicable, evidence number to which this testimony relates:<br>CO2.1, CO2.2, CO2.4, CO2.5, CO2.8, CO2.9, CO2.14, CO2.16, CO2.20  |                |
| Unit: CO2 Take responsibility for effective performance in fire and rescue  |                |
| Element(s):   |                |
| Date of evidence: 10/02/11  |                |
| Expert witness name: Mark Rayner  |                |
| Relationship to candidate: Supervisor   |                |
| <p><b>Details of testimony:</b></p> <p>Chris has showed he is able to assess the risk and hazards of his workplace and apply relevant practices to ensure that the health, safety and welfare of his colleagues making and applying correct decisions based on the assessment.</p> <p>Chris has shown his awareness of the regulations and requirement of the fire services including the external regulations and requirements that impact on work, the occupational health policies and how these are applied in his current workplace, data protection requirements, and how performance review and development procedures are checked.</p> <p>I have observed Chris's ability to communicate clearly and effectively with all his colleagues and the diverse public treating them with respect and consideration. He is very aware of his roles and responsibility and the roles and responsibilities of his colleagues. On one occasion, I witnessed Chris dealing effectively with a member of the public. He was able to work through the issue with the customer and knew when to refer the issue to his line manager.</p> <p>Chris is a well respected member of the team and has made positive contributions to ensure effective team working. I have observed Chris's interaction with others in his team. Chris has set his SMART objectives and has identified his own development needs He is now working towards addressing these needs.</p> |                |
| I can confirm the candidate's evidence is authentic and accurate.   |                |
| Expert witness signature: Mark Rayner   |                |
| Name: Mark Rayner   | Date: 10/02/11 |
| Contact telephone number:   |                |

|   |  |
|---|--|
| <i>Please tick (✓) the appropriate box.</i> |  |
| <input type="checkbox"/>                    | QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE                               |
| <input type="checkbox"/>                    | RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE |
| <input type="checkbox"/>                    | CURRENT EXPERTISE  |
| <input type="checkbox"/>                    | FAMILIAR WITH THE NVO STANDARDS TO WHICH THE CANDIDATE IS WORKING                |



## Example form 13 – Record of questions and candidate’s answers

|   |                          |
|---|--------------------------|
| NVO title and level: Edexcel Level 3 NVO in Fire and Rescue Sector - Control Operations   |                          |
| Candidate name: Chris Crisford  |                          |
| Unit: CO1 Maintain information on fire and rescue operational resources   | Element(s): CO1.2, CO1.6 |
| Evidence index number:  |                          |
| Circumstances of assessment:<br><br>Oral question and answer session carried out in the control training suite to cover the aspects of knowledge and understanding not apparent from the candidate’s performance during observed assessment.  |                          |
| <b>List of questions and candidate’s responses:</b>   |                          |
| Q: What is the procedure for dealing with an accident involving an injury to a member of staff in the control room?<br><br>A: Make the area safe, secure first aid, report the incident to the officer in charge, ensure details are entered into the accident book and complete all required documentation including the accident and injury form. |                          |
| Q: What is the minimum crewing allowed to keep both pumps on the run at a two-pump station?<br><br>A: 5   |                          |
| Assessor’s signature: Tom Smith   | Date: 10/02/11           |
| Candidate’s signature: Chris Crisford   | Date: 10/02/11           |



## Section 5: Further information

### What else should you read?

The following publications provide additional information directly relevant to the provision of NVQs.

| Publications                                     | Publication code                                       |
|--|--|
| <i>The Accreditation of Prior Learning (APL)</i> | 80-092-0   |
| Edexcel Information Manual                       | revised annually (also available on Edexcel's website) |
| <i>Edexcel NVQ guidance for centres</i>          | on the website/N021778                                 |
| <i>Edexcel NVQ guidance for candidates</i>       | on the website   |
| <i>Edexcel NVQ logbook for candidates</i>        | N021779  |

For some NVQs we provide a CD ROM containing all the relevant materials. Details can be found on our website (see below).

To order a CD ROM (when available), logbooks or other publications, please contact:

Edexcel Publications  
Adamsway  
Mansfield  
Nottinghamshire  
NG18 4FN

Telephone: 01623 467467  
Fax: 01623 450481  
Email: [www.edexcel.com](http://www.edexcel.com)

### How do you contact us?

For further information about NVQs and our other qualifications, please contact Customer Services. Our Customer Services numbers are:

|                                |               |
|--------------------------------|---------------|
| BTEC and NVQ:                  | 0844 576 0026 |
| GCSE:                          | 0844 576 0027 |
| GCE:                           | 0844 756 0025 |
| The Diploma:                   | 0844 576 0028 |
| DIDA and other qualifications: | 0844 576 0031 |

Calls may be recorded for training purposes.

You can also contact us through Ask Edexcel at [www.edexcel.com/ask](http://www.edexcel.com/ask).



# List of annexes

Annexe A: Qualification codes

Annexe B: Mapping to key skills

Annexe C: Mapping to the wider curriculum

Annexe D: Mapping of old standards (2002) against the new standards (2008)

Annexe E: Glossary of terms



# Annexe A: Qualification codes

Each qualification title, or suite of qualification titles with endorsements, is allocated two codes, as are the individual units within a qualification.

## QCA codes

The QCA National Qualifications Framework (NQF) code is known as a Qualification Accreditation Number (QAN). This is the code that features in the DfES Funding Schedule – Sections 96 and 97 and is to be used for all qualification funding purposes. Each unit within a qualification will also have a QCA NQF unit code.

The QCA qualification and unit codes will appear on the candidate's final certification documentation.

The QAN for the qualification in this publication is

500/5521/5 Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations

## Edexcel codes

The Edexcel codes enable approval, registration, assessment and certification, they will appear on documentation such as the Student Report Form (SRF) and the programme definition. The Edexcel codes are not provided in this publication. The Edexcel codes will link automatically to the QCA codes for certification purposes.



# Annexe B: Mapping to key skills

## Introduction

The mapping indicates where the knowledge and skills achieved during this NVQ can support the development of key skills in the Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations.

## Signposting to key skills

| Key skills                               | CO1 | CO2 | CO3 | CO4 | CO5 | CO6 | CO7 | CO8 | CO9 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Communication                            | X   |     | X   | X   |     | X   |     | X   | X   |
| Improving own learning and performance   |     | X   |     |     |     |     |     |     |     |
| Information and communication technology | X   | X   | X   | X   | X   | X   | X   |     | X   |
| Problem solving                          | X   |     |     | X   | X   |     |     |     |     |
| Working with others                      |     | X   |     |     |     |     |     | X   |     |



## Annexe C: Mapping to the wider curriculum

Edexcel Level 3 NVQ in Fire and Rescue Sector - Control Operations

|                   | CO1 | CO2 | CO3 | CO4 | CO5 | CO6 | CO7 | CO8 | CO9 |
|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Spiritual         |     |     |     |     |     |     |     |     |     |
| Moral             |     | X   |     |     |     |     |     | X   |     |
| Ethical           |     | X   |     | X   | X   | X   |     | X   | X   |
| Cultural          | X   | X   | X   | X   | X   | X   |     | X   | X   |
| Environmental     |     |     |     |     |     |     |     |     |     |
| Health and safety | X   | X   | X   | X   | X   | X   |     | X   | X   |
| European          |     |     |     |     |     |     |     |     |     |



## Annexe D: Mapping of old standards (2002) against the new standards (2008)

| Old Unit  | New Unit   | Changes  |
|---|--|--|
| CO1 Maintain information on EFS operational resources       | CO1 Maintain information on fire and rescue operational resources    | Unit content is broadly similar. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear.  |
| CO2 Take responsibility for effective performance           | CO2 Take responsibility for effective performance in fire and rescue | Unit content is broadly similar. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear.  |
| CO3 Co-ordinate response to assist with resolution of event | CO3 Gather information to co-ordinate a fire and rescue response     | This unit has been split into two new units. The new CO3 contains earlier elements CO3.1 and CO3.3. Content is broadly similar. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear. |
|   | CO4 Co-ordinate a fire and rescue response                           | The new CO4 contains earlier elements CO3.2 and CO3.4. Content is broadly similar. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear.  |

| Old Unit  | New Unit   | Changes   |
|---|--|---|
| CO4 Maintain the reliability and readiness of control operations equipment          | CO5 Maintain the reliability and readiness of fire and rescue control operations equipment | Unit content is broadly similar. However, some changes have been made to make it clear that the unit only covers routine maintenance and nothing more technical. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear. |
| CO5 Manage information to support the needs of your community                       | CO6 Manage fire and rescue information to support the needs of your community              | Unit content is broadly similar. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear.   |
| CO6 Support the development of colleagues in the workplace                          | CO8 Support the development of colleagues in fire and rescue                               | Unit content is broadly similar. Some minor changes in content on health and safety responsibilities. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear.  |
| CO7 Drive, manoeuvre and redeploy fire service vehicles                             | CO9 Drive, manoeuvre and redeploy fire and rescue vehicles                                 | Unit content is broadly similar. Extensive wording changes to improve readability and clarity. Minor amendments to some UKU to take account of changed working practices. Unit title has been amended to make the sector context clear.   |
| CO8 Maintain and use databases (e-skills)   | This unit has been removed.  | This unit did not correspond to the outcomes required for Control Operations staff.   |
| CO9 Enter and integrate data, and present information using a computer system (ALB) | CO7 Specialist or bespoke software (e-skills)  | This unit has been replaced by the most up-to-date e-skills equivalent.   |

## Annexe E: Glossary of terms

This section provides explanations and definitions of the key words used in this NVQ/. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

|                              |   |
|------------------------------|---|
| <b>Assessment</b>            | The process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.  |
| <b>Assessor</b>              | The person designated in a centre to be responsible for collecting evidence of candidates' competence, judging it and recording achievement.  |
| <b>Authentication</b>        | The process by which an adviser or assessor confirms that an assessment has been undertaken by a candidate and that all regulations governing the assessment have been observed.  |
| <b>Candidate</b>             | The person enrolling for an Edexcel NVQ.  |
| <b>Centre</b>                | The college, training organisation school or workplace where Edexcel qualifications are delivered and assessed.   |
| <b>Element of Competence</b> | Statements which define the products of learning. The statements describe the activities the candidate needs to perform in order to achieve the unit. They contain achievement criteria and sometimes statements on evidence of achievement and evidence. |
| <b>Evidence Materials</b>    | The candidate has to provide as proof of his or her competence against specified achievement criteria.  |
| <b>Evidence Requirements</b> | Specify the evidence that must be gathered to show that the candidate has met the standards laid down in the achievement criteria.  |

**External Verifier** The person appointed by Edexcel who is responsible for the quality assurance of a centre's provision. An external verifier is often appointed on a subject area basis or for cognate groups of units.

**Instrument of**

**Assessment** A means of generating evidence of the candidate's performance.

**Internal**

**Verifier** The person appointed from within the centre who ensures that assessors apply the standards uniformly and consistently.

**Mentor** A person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor and authenticating the work candidates have undertaken. A mentor might also provide witness testimony.

**Observation** A means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria.

**Performance**

**Criteria** Statements which describe the standard to which candidates must perform the activities.

**Portfolio** A compilation of evidence which can form the basis for assessment. The portfolio is commonly used in NVQ awards and in alternative routes to assessment such as APL and credit transfer.

**Product**

**Evaluation** A means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.

**Range statement**

**(in some imported**

**units)** A statement in the unit which specifies the different contexts in which the activities described in the outcome have to be demonstrated. Where they appear, range statements are mandatory.



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