



Qualification Specification

Level 2 Award in Problem Solving for Practitioners In Community Safety and Crime Prevention

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Introduction

This qualification is aimed at persons engaged in Community Safety and Crime Prevention activity. This will include Police Officers, Police Staff, relevant Local Authority Personnel and any other agencies such as Education, Probation Services and Health workers. Topics include:

- Definition of key terms
- How crime occurs
- Problem solving tools
- Understanding the assessment process

The Regulated Qualifications Framework (RQF) is the single framework for regulated qualifications, the regulatory body for this qualification is the Office of Qualifications and Examinations Regulation (Ofqual). This qualification has been accredited onto the RQF.

Entry Requirements

There are no formal entry requirements for this qualification. Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

Qualification Profile

Qualification title	ProQual Level 2 Award in Problem Solving for Practitioners in Community Safety and Crime Prevention
Ofqual qualification number	603/4122/1
Level	2
Total Qualification Time	20 hours (6 GLH)
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	11/2/2019
Qualification end date	

Qualification Structure

Candidates must complete the Mandatory unit.

Unit Reference Number	Unit Title	Unit Level	GLH
T/617/4550	Problem solving for practitioners	2	6

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff

Staff delivering this qualification must be appropriately qualified and occupationally competent.

Assessors/Internal Quality Assurance

For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or quality assurance verifier qualifications, such as:

- ProQual Level 3 Certificate in Teaching, Training and Assessing
- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Assessment

Candidates must demonstrate the level of knowledge and competence described in the unit. Assessment is the process of measuring a candidate's knowledge and understanding against the standards set in the qualification.

Each candidate is required to produce evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- assignments/projects/reports
- worksheets
- portfolio of evidence
- record of oral and/or written questioning
- observation report by assessor
- recognition of prior learning

Learning outcomes set out what a candidate is expected to know, understand or be able to do.

Assessment criteria specify the standard a candidate must meet to show the learning outcome has been achieved.

Learning outcomes and assessment criteria for this qualification can be found from page 7 onwards.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who demonstrate achievement of the qualification will be awarded a certificate giving the full qualification title -

ProQual Level 2 Award in Problem Solving for Practitioners in Community Safety and Crime Prevention

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria

Unit T/617/4550

Problem solving for practitioners

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand the appropriate use of a problem solving approach	1.1 Identify how crime occurs and the types of issues where a problem solving approach could be beneficial 1.2 Identify potential issues of health & safety, equality & diversity and ethics relevant to working in the problem solving officer role 1.3 Describe the SARA model of problem solving including the Problem Analysis Triangle (PAT) and its variations
2 Understand the importance of defining the aim and setting SMART objectives in the problem solving process	2.1 Explain the difference between a perceived aim and a defined aim 2.2 Demonstrate how to set a 'SMART' objective
3 Understand the term Problem Orientated Partnerships and its connection with the problem solving process	3.1 Explain the term problem solving partnerships 3.2 Identify appropriate partners and stakeholders in the problem solving process and explain the benefit of engaging with those partners
4 Understand the importance of continued assessment throughout the problem solving process	4.1 Identify ways in which to assess the progress of a problem solving initiative on a continuous basis 4.2 Identify websites and organisations that can provide advice in relation to problem solving issues

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.



www.proqualab.com

enquiries@proqualab.com

Tel: +44 (0)1430 423822

ProQual AB Limited, ProQual House, Westbridge Court, Annie Med Lane, South Cave HU15 2HG
Company Registration Number: 07464445