



Level 4 Certificate in Democratic Practice

Qualification Specification

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Introduction

The **Level 4 Certificate in Democratic Practice** qualification provides a nationally recognised for candidates working in the Democratic Services area, including all Democratic functions such as meetings support, scrutiny, members support and civic support. The Certificate is not particularly relevant for learners who do not work in the Democratic Services area, as evidence needs to be obtained to show how work is undertaken. However, there could be occasions where special arrangements could be made for learners to be given opportunities for gaining experience and evidence.

The awarding body for this qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

This qualification has been accredited onto the Regulated Qualifications Framework (RQF). Candidates who achieve the Level 4 Certificate may progress to the Level 6 Diploma in Local Democracy or other discipline related qualifications.

Qualification Profile

Qualification title	ProQual Level 4 Certificate in Democratic Practice
Ofqual qualification number	600/2641/8
Level	Level 4
Total qualification time	450 hours
Guided learning hours	215
Assessment	Pass or fail Internally assessed by centre staff External quality assurance by ProQual External Verifiers
Qualification start date	01/08/11
Qualification end date	

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 Structure

Candidates must complete EIGHT Mandatory units, plus a minimum of TWO Optional units.

Mandatory Units			
Unit Reference Number	Unit Title	Unit Level	GLH
J/503/3262	Structure and functions of local government	4	15
R/503/3815	The law and practice of decision making	4	15
Y/503/3816	Members and Officers in local government	4	15
D/503/3817	Role of Council and its governance arrangements	4	15
K/503/3819	Overview and scrutiny in public life	4	15
L/503/3263	Understand your own local working environment	4	15
L/503/3814	Behaving and working professionally in a Democratic environment	4	30
D/503/3820	Managing and supporting events	3	36
Optional Units			
Unit Reference Number	Unit Title	Unit Level	GLH
R/503/3796	Managing and effectively supporting meetings	4	40
Y/503/3797	Presenting and advising effectively in a Democratic environment	4	14
H/503/3799	Undertaking effective overview and scrutiny	4	52
R/503/3801	Researching, analysing and reporting information	3	16
Y/503/3802	Supporting elected member's casework	3	14
D/503/3803	Supporting member development	3	28
T/503/3807	Managing and publishing information	3	15
J/503/3813	Supporting the Civic role	4	28

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/or occupationally competent.

Assessors/Internal Quality Assurance

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

- 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 and Centres

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

Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

This qualification must be assessed in line with Justice Sector Assessment Strategy. It is internally assessed by an appropriately experienced and qualified assessor.

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

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 are included in this document from page 8 onwards.

Evidence can include:

- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- candidate product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

Internal Quality Assurance

An internal 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 achieve the requirements for qualifications will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title -

ProQual Level 4 Certificate in Democratic Practice

Claiming certificates

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

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

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 J/503/3262: Structure and Functions of Local Government

Candidates must demonstrate the required level of knowledge and understanding in relation to the structure and functions of local and central government. This includes identifying links between the tiers, the different types of national governments within the UK and explaining the functions which are undertaken.

Learning Outcomes – the learner will	Assessment Criteria
1. Understand the structure of local and central government	1.1 Describe the key functions of central government
	1.2 Evaluate the different forms of national government in the UK
	1.3 Describe the relationship between national and local government in a country in the UK
	1.4 Explain the importance of local government in a country in the UK
	1.5 Describe the sources of funding for local government
2. Understand the functions of local government	2.1 Identify the different types and tiers of authorities in local government in each country in the UK
	2.2 Explain the differences and assess the benefits of the functions carried out by the different types and tiers of authorities in local government

Learning Outcomes – the learner will	Assessment Criteria
	2.3 Explain situations where local authorities enter into joint arrangements to discharge their functions and assess the benefits of this to the authorities taking part

Assessment

Candidates are required to undertake appropriate research to enable the completion of an assignment on the module followed by a professional discussion.

Unit R/503/3815: The Law and Practice of Decision Making

Candidates must demonstrate the required level of knowledge and understanding in relation to key pieces of legislation which establish the decision making framework of the UK. This will include a focus on the development and operation of local government law, including the impact of case and common law. Candidates will have to explain the impact of key principles on local government decision making.

Learning Outcomes – the learner will	Assessment Criteria
1. Understand the key pieces of legislation that establish the decision making framework in the UK	1.1 Identify the key pieces of legislation which control local government decision making
	1.2 Analyse the development of local government law and its impact on decision making today
2. Understand the key principles of decision making law and practice	2.1 Explain the importance and assess the influence of case and common law on decision making in local government
	2.2 Explain the purpose and evaluate the use of: <ul style="list-style-type: none"> • well being powers • natural justice • the Wednesbury principle • ultra vires with regard to decision making in local government

Assessment

Candidates will be required to undertake appropriate research to enable the completion of an assignment on the module followed by a professional discussion.

Unit D/503/3817: Role of Council and its Governance Arrangements

Candidates must demonstrate the required level of knowledge and understanding in relation to the operation of Full Council and governance arrangements in different countries in the UK.

Learning Outcomes – the learner will	Assessment Criteria
1. Understand how the full Council meeting operates in local government	1.1 Explain the role of the full Council meeting and the powers it has
	1.2 Explain the different types of Council meetings and the difference between the civic/ceremonial and business roles it undertakes
2. Understand how governance arrangements operate in different countries in the UK	2.1 Describe the powers, responsibilities and roles of the Executive in local government in England and Wales
	2.2 Explain the different options for governance in local government in Scotland and Northern Ireland and non-Executive options in England and Wales
3. Understand the impact of the operation of governance arrangements in different countries in the UK	3.1 Evaluate the benefits to the local authority of operating under executive and non-executive based governance arrangements

Assessment

Candidates are required to undertake appropriate research to enable the completion of an assignment on the module followed by a professional discussion.

Unit K/503/3819: Overview and Scrutiny in Public Life

Candidates must demonstrate the required level of knowledge and understanding in relation to legislative requirements of overview and scrutiny in public life, including the main powers and responsibilities. It will also include an evaluation of the different roles of scrutiny and the impact on decision making, both internal and external.

Learning Outcomes – the learner will	Assessment Criteria
1. Understand the legislative requirements of overview and scrutiny in public life	1.1 Explain the main powers and responsibilities of overview and scrutiny in law and supporting guidance
2. Understand the main principles and roles of overview and scrutiny in public life	2.1 Describe the key principles of overview and scrutiny
	2.2 Analyse the different roles of overview and scrutiny and assess their effectiveness in influencing decision making
	2.3 Evaluate the impact and influence of scrutiny both inside and external to the organisation

Assessment

Candidates are required to undertake appropriate research to enable the completion of an assignment on the module followed by a professional discussion.

Unit Y/503/3816: Members and Officers in Local Government

Candidates must demonstrate the required level of knowledge and understanding in relation to the roles and responsibilities of members and officers in local government. It will also include analysis of the statutory roles of officers and delegated powers, and the codes and protocols which govern the behaviour of both officers and members.

Learning Outcomes – the learner will	Assessment Criteria
1. Understand the roles and responsibilities of members in local government	1.1 Describe the electoral processes by which individuals become elected members in local authorities in the countries in the UK
	1.2 Outline the legal powers, limitations and responsibilities of elected members in local authorities in the countries in the UK
	1.3 Evaluate the role co-opted members play in local government in the countries in the UK
	1.4 Analyse the roles and responsibilities of elected members in relation to their constituents, the Council and the external bodies on which they represent the Council
2. Understand the roles and responsibilities of officers in local government	2.1 Identify the different types and explain the importance of schemes of delegation for officers
	2.2 Describe the key legal powers, limitations and responsibilities of officers in local government
	2.3 Explain the roles and duties of statutory and proper officers in local government

Learning Outcomes – the learner will	Assessment Criteria
3. Understand the relationships between members and officers in local government	3.1 Explain the importance of political independence for local government officers
	3.2 Explain the importance of professional behaviour when officers deal with members
	3.3 Explain the importance of protocols and codes of conduct in defining relationships between members and officers
	3.4 Assess the situations where information should not be shared by officers with members

Assessment

Candidates are required to undertake appropriate research to enable the completion of an assignment on the module followed by a professional discussion.

Unit L/503/3263: Understand your own local working environment

Candidates must demonstrate knowledge relating to the key features of the local working environment including functions undertaken, the organisational priorities and key local partners. This will include a focus on the governance arrangements, including election arrangements for all tiers of representatives linked to the local area.

Learning Outcomes – the learner will	Assessment Criteria
1. Understand the key features of your local working environment	1.1 In relation to the local government administrative area in which your organisation operates, describe the following key features : <ul style="list-style-type: none"> • geographical • environmental • economic • social • political
	1.2 Identify the responsibilities and functions of the public organisation in which you work
	1.3 Describe the aims, objectives and priorities of the public sector organisation in which you work and assess how these impact upon work within the area of Democracy Support
	1.4 Identify the key bodies with whom the organisation you work for, has partnership arrangements with
2. Understand the governance and representational arrangements in operation within your local working environment	2.1 Describe the key features of your organisation's decision making process
	2.2 Describe the election cycles in operation and their frequency for elected representatives in your area

Learning Outcomes – the learner will	Assessment Criteria
	2.3 Assess the impact over recent years local political groups have played in governing your local working environment
	2.4 Identify the members of parliament (both national and European) for your area and explain their relationship with the organisation you work for

Assessment

Candidates are required to undertake appropriate research to enable the completion of an assignment on the module followed by a professional discussion.

Unit L/503/3814: Behaving and Working Professionally in a Democratic Environment

Candidates will be asked to show evidence of demonstrating a number of 'democratic' behaviours including adaptability and innovation, communication, customer focus, political awareness and working effectively with others. Evidence must be provided to show professional behaviour within the work environment including adhering to codes and protocols and maintaining and developing relationships. Skills such as political sensitivity and adaptability must be demonstrated by the candidate.

Learning Outcomes – the learner will	Assessment Criteria
1. Be able to show adaptability, innovation and self improvement in a democratic environment	1.1 Recognise changes in work circumstances promptly, assess them and adjust plans accordingly
	1.2 Evaluate own and others' work experiences and use these to inform future action
	1.3 Demonstrate improvement in your own performance
2. Be able to demonstrate customer focus in a democratic context	2.1 Assess the diverse needs of customers
	2.2 Encourage, welcome and assess feedback from customers and use this feedback constructively
	2.3 Take personal responsibility for resolving customer problems
3. Be able to demonstrate effective organisational skills in a democratic environment	3.1 Prioritise and plan work to make the best use of time and resources
	3.2 Identify and deal effectively with requests that are challenging

Learning Outcomes – the learner will	Assessment Criteria
	3.3 Demonstrate patience and perseverance in undertaking tasks
4. Be able to show political awareness and demonstrate confidentiality in a democratic environment	4.1 Demonstrate political neutrality and sensitivity to stakeholder needs
	4.2 Show sensitivity to internal and external politics that impact on own area of work
	4.3 Demonstrate the requirements for openness and confidentiality
5. Be able to work effectively with others in a democratic environment	5.1 Build and evaluate relationships with people essential to your work
	5.2 Demonstrate professionalism, mutual support and model behaviour, which shows respect, helpfulness and co-operation
	5.3 Demonstrate how different approaches to working with others can add value to proposed courses of action
6. Be able to communicate and follow agreed codes of conduct, procedures and protocols	6.1 Communicate advice to elected members, officers and members of the public on agreed codes of conduct, protocols and procedures
	6.2 Analyse contrasting situations where codes of conduct, protocols and procedures have been followed

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities.

Unit D/503/3820: Managing and Supporting Events

Candidates must provide evidence demonstrating how venues are selected, resources are identified and booked, how attendance is encouraged and how the event has been supported. Events could include civic events, partnership meetings, member training events or scrutiny visits/events.

Learning Outcomes – the learner will	Assessment Criteria
1. Prepare for events	1.1 Agree the event brief
	1.2 Identify and cost suitable events
	1.3 Produce a risk assessment for the event venue
	1.4 Prepare and send out suitable invitations to delegates
	1.5 Identify and co-ordinate resources, event materials and delegate responses
	1.6 Finalise venue, event requirements and agreements
2. Provide support at the event and undertake post event evaluation	2.1 Prepare the venue
	2.2 Co-ordinate activities and resources during the event
	2.3 Help delegates to feel welcome and respond to delegates' needs throughout the event
	2.4 Resolve problems which arise at the event

Learning Outcomes – the learner will	Assessment Criteria
	2.5 Clear and vacate the venue at the conclusion of the event
	2.6 Undertake post-event evaluation
	2.7 Assess the organisation of the event, identifying action points for the future
3. Understand how to manage and support events	3.1 Explain why it is important to plan and manage events according to brief
	3.2 Describe the different types of events that may need to be organised
	3.3 Explain how to select appropriate venues for different types of events
	3.4 Describe the types of resources and information that will be needed for different types of venues and event
	3.5 Describe the different types of special needs that attendees may have and how these can be met
	3.6 Describe the types of problems that may occur during events and how these can be dealt with
	3.7 Explain why it is important to evaluate events

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities.

Unit R/503/3796: Managing and Effectively Supporting Meetings

Candidates must provide evidence of preparing an agenda, supporting the running of the meeting, advising at the meeting and producing clear and accurate minutes, together with recording and notifying agreed actions. Meetings could be formal committee meetings, informal working/task groups or partnership meetings.

Learning Outcomes – the learner will	Assessment Criteria
<p>1. Be able to prepare for decision making meetings effectively</p>	<p>1.1 Ensure all relevant people:</p> <ul style="list-style-type: none"> • have the opportunity to contribute to the preparation of papers and agenda • receive the final version papers and agenda within specified deadlines
	<p>1.2 Ensure final versions of the papers and agenda:</p> <ul style="list-style-type: none"> • are accurate, complete and available within specified deadlines • conform to legal and operational requirements • meet the requirements of exempt and confidential information and other restricted data uses
<p>2. Be able to effectively support and record decision making meetings</p>	<p>2.1 Ensure the support for the meeting:</p> <ul style="list-style-type: none"> • is consistent with job responsibilities • provides accurate information and advice • enables all those present to contribute if they wish • effectively facilitates decision making • presents a positive image of yourself and your organisation
	<p>2.2 Ensure the minutes of the previous meeting are agreed and verified</p>

Learning Outcomes – the learner will	Assessment Criteria
	<p>2.3 Ensure confidential, exempt and other items of a sensitive nature are dealt with correctly</p> <p>2.4 Ensure the minutes of the meeting:</p> <ul style="list-style-type: none"> • cover all organisational and legal requirements • are clear, accurate and in the agreed style • record the decisions taken • record the agreed actions
<p>3. Be able to evaluate the effective operation of a meeting and the records of meetings</p>	<p>3.1 Evaluate a meeting you have supported in relation to how it operated and your effectiveness in contributing to that meeting</p> <p>3.2 Evaluate two different records of the same type of meeting from a Democratic Services Officer, in respect of good and bad practice, concerning the following factors:</p> <ul style="list-style-type: none"> • format and layout • correct use of grammar and spelling • appropriate tense used • clarity in understanding by external reviewer <p>3.3 Assess the difference between records of decisions (minutes or decision notices) for two different types of meetings and the benefits of different recording styles</p>
<p>4. Understand how to contribute and prepare for decision making meetings</p>	<p>4.1 Explain the structure in outline of the Authority's formal decision making process</p> <p>4.2 Explain the purpose of an agenda and written reports</p>

Learning Outcomes – the learner will	Assessment Criteria
	4.3 Explain the purpose of checking papers and agendas in advance of the meeting
	4.4 Identify the essential information which should be contained in an agenda and supporting reports for the meeting
	4.5 Identify meetings for which formal advanced notice should be given and demonstrate knowledge and understanding of the timescales to be adhered to
	4.6 Explain the principles of how political balance rules operate and to which local government meetings these apply to
5. Understand how to support and record decision making meetings	5.1 Describe own role and responsibilities in regard to supporting meetings
	5.2 Identify the people who are allowed to be present and contribute to certain discussions and any advance notification required at different types of local government meetings
	5.3 Understand how to manage public attendance at meetings including disturbances, meeting capacity and access / support requirements
	5.4 Explain the procedure for appointing a chairman for a meeting and demonstrate knowledge of a range of circumstances when this may be necessary

Learning Outcomes – the learner will	Assessment Criteria
	5.5 Explain the importance of the need to agree and verify minutes of previous meetings, both in draft form and formally at the next decision making meeting
	5.6 Describe the range of information the learner may be called upon to provide at meetings
	5.7 Explain the voting procedures for the types of meetings in which the learner is involved
	5.8 Explain the importance of making sure the meeting is formally constituted and what this would actually entail
	5.9 Explain the importance of recording agreed actions and information relevant to the meeting

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities;
- explanatory note.

Unit Y/503/3797: Presenting and Advising Effectively in a Democratic Environment

Candidates must provide evidence that they have pro-actively advised elected members with clarity and accuracy in a public environment. This could include presenting reports at a committee meeting, delivering a presentation to members, or facilitating a training and development session. Candidates must also provide evidence of situations where they had given clear and succinct advice in a reactive manner.

Learning Outcomes – the learner will	Assessment Criteria
1. Present information proactively, in a democratic environment, to elected members and other stakeholders	1.1 Present information in a succinct manner, with clarity and accuracy, in a setting relevant to job responsibilities
2. Demonstrate an ability to advise in a democratic environment, to elected members and relevant stakeholders	2.1 Advise proactively in a clear and professional manner, with clarity and accuracy, in a setting relevant to job responsibilities
	2.2 Advise reactively in a clear and professional manner, with clarity and accuracy, in a setting relevant to job responsibilities
3. Assess the different styles of informing and advising elected members and other relevant stakeholders	3.1 Assess the impact of presenting information and advising elected members in different ways, in different contexts
4. Understand how to present and advise in a democratic environment	4.1 Explain the resources and information which are required to assist in advising elected members
	4.2 Describe and assess the relevant formats which can be used to present information and advice to elected members in an effective way, in a range of contexts

Learning Outcomes – the learner will	Assessment Criteria
	4.3 Described the importance of advance preparation when providing advice to elected members

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities.

Unit H/503/3799: Undertaking Effective Overview and Scrutiny

Candidates must provide evidence to show assistance in the scoping of a scrutiny activity, demonstrating an agreed plan with timescales and methodology identified. They would also need to show assistance in the identification of witnesses and types of research, how these are evaluated and the production of a final report in an agreed format and 'signed off' by agreed stakeholders.

Learning Outcomes – the learner will	Assessment Criteria
1. Be able to support the scoping and planning of a scrutiny activity	1.1 Ensure there is agreement with key stakeholders on the scope of the scrutiny, identifying the perceived benefits and expected outcomes
	1.2 Ensure there is a workplan agreed by stakeholders and in accordance with the organisation's procedures
	1.3 Ensure everyone involved in the work programme received adequate briefing from the learner and other relevant individuals, prior to and during the scrutiny itself
	1.4 Provide researched desktop information and identify sources of comparable practice
2. Be able to support witnesses and stakeholders during the scrutiny process	2.1 Provide support and advice for witnesses to ensure that their involvement is thorough, fair and consistent
	2.2 Work with stakeholders to ensure that witnesses are treated fairly and with respect
	2.3 Help stakeholders identify relevant outcomes from each meeting

Learning Outcomes – the learner will	Assessment Criteria
	2.4 Work with stakeholders to ensure that meetings make the best use of time and evidence available
	2.5 Help stakeholders interpret the evidence provided effectively
	2.6 Ensure that these meetings are recorded accurately and to organisational requirements
3. Be able to prepare a scrutiny report on behalf of stakeholders, in an agreed style and format	3.1 Ensure the draft report is in the required format and provides clear conclusions and ensures that recommendations are directed to the appropriate decision makers
	3.2 Seek agreement from stakeholders on the draft report and agree timescales for presenting to decision makers
4. Evaluate the scrutiny report and own role in the scrutiny process	4.1 Produce an action plan which sets out the future evaluation process and timescales
	4.2 Organise, produce and present evaluation reports back to scrutiny members on the progress of scrutiny recommendations which have been accepted by relevant stakeholders
	4.3 Evaluate own input into the scrutiny process and drafting of the final report, reflecting on where value has been added and identifying personal action points
5. Understand how to support effective overview and scrutiny	5.1 Explain the importance of facilitation in the scrutiny process

Learning Outcomes – the learner will	Assessment Criteria
	5.2 Describe the quality and types of evidence required for effective scrutiny
	5.3 Explain how to enable stakeholders to provide constructive challenge in scrutiny
	5.4 Describe how to construct and evidence effective scrutiny recommendations
	5.5 Explain how to evaluate scrutiny processes and recommendations

Assessment

Candidates could gain the required knowledge and understanding in various ways including:

- attending specific courses run by the Association of Democratic Services Officers (ADSO) either nationally or regionally;
- attending appropriate externally facilitated courses from learning providers;
- undertaking in-house workshops using the ADSO Award 'Question Bank';
- on the job experience and peer/manager support.

Unit R/503/3801: Researching, Analysing and Reporting Information

Candidates must show evidence of research undertaken including how this has been collected (e.g. from similar authorities, by electronic information sources, etc.), analysed and represented for report in an appropriate format.

Learning Outcomes – the learner will	Assessment Criteria
1. Research and record information from a specified brief	1.1 Show how the objectives and deadlines for the information search have been agreed
	1.2 Identify relevant sources of information
	1.3 Search for and obtain information to meet the specified brief and the deadlines set
	1.4 Record the information collected
	1.5 Maintain a record of sources used
2. Analyse and report information	2.1 Organise the information in a way that will help an analysis to be undertaken
	2.2 Analyse, interpret and extract the information required
	2.3 Present information, in the format agreed as part of the specification brief, accurately and to the deadline set
	2.4 Obtain feedback on the results identified
3. Understand how to research and analyse information	3.1 Understand and explain the different types of information which you may be required to obtain and analyse

Learning Outcomes – the learner will	Assessment Criteria
	3.2 Know how to access the relevant information sources and research methods
	3.3 Understand why it is important to maintain a record of sources you have used and know how to do so

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities.

Unit Y/503/3802: Supporting Elected Member's Casework

Candidates must provide evidence demonstrating how casework is identified. Candidates must demonstrate an ability to resolve constituency issues and to understand the protocols and procedures to be followed.

Learning Outcomes – the learner will	Assessment Criteria
<p>1. Be able to receive information about constituent issues from elected members</p>	<p>1.1 Seek agreement with the elected members on how the issue will be dealt with and within appropriate timescales</p>
	<p>1.2 Establish contacts with other departments or organisations who can provide help and support in dealing with the issue</p>
	<p>1.3 Establish what action constituents can take and when the issue may be able to be progressed</p>
	<p>1.4 Ensure that information is clarified where ambiguous or where it may be insufficient to resolve the issue</p>
	<p>1.5 Record what has been agreed and report this to the elected member</p>
<p>2. Be able to resolve constituency and casework issues</p>	<p>2.1 Monitor how the issue is being dealt with and report progress accordingly, against agreed timescales</p>
	<p>2.2 Take appropriate action on any matters which may not be making adequate progress</p>
	<p>2.3 Collate the information and prepare an appropriate complete response</p>

Learning Outcomes – the learner will	Assessment Criteria
	2.4 Agree the response with the elected member
3. Ensure elected members, colleagues and members of the public are satisfied with the service provided	3.1 Seek feedback from the elected members / colleagues / members of the public as appropriate, on the service provided
	3.2 Evaluate this feedback and identify action points for the future
4. Understand the protocols and procedures in dealing with elected members' casework	4.1 Demonstrate an understanding of the importance of providing 'customer care'
	4.2 Understand any limits placed on the elected member in connection with their role
	4.3 Demonstrate knowledge of the organisation's complaints procedures and other relevant protocols and codes of conduct

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities.

Unit D/503/3803: Supporting Member Development

Candidates must demonstrate evidence of how assistance has been provided in supporting the development of elected members. This could include helping to identify individual development needs, supporting members in training and development events and helping to produce a development programme.

Learning Outcomes – the learner will	Assessment Criteria
1. Be able to provide elected members support to identify their development needs for their relevant roles and responsibilities	1.1 Provide current information on the different roles and responsibilities of elected members
	1.2 Provide ways for elected members to identify their own development needs (individual or collective) using appropriate methods
	1.3 Show how agreement has been obtained with members on their development needs, priorities and preferred learning styles
2. Produce an agreed elected member development programme, with relevant contributors	2.1 Produce support materials and resources that are accurate in their content and presented in a form and timescale that is acceptable to elected members
	2.2 Explain why contributors and resources have been selected and assess their appropriateness
	2.3 Show that you provide contributors with accurate information on: <ul style="list-style-type: none"> • member development needs • individual member learning styles • available resources
3. Evaluate the elected member development programme	3.1 Seek feedback from elected members throughout provision of the programme

Learning Outcomes – the learner will	Assessment Criteria
	3.2 Produce an evaluation report of the programme, with action points identified for the future
4. Understand the support required for the development of elected members	4.1 Explain why it is important to understand individual learning styles and to treat elected members on an individual basis
	4.2 Understand how to deliver and design development programmes which encompass the needs of elected members, on an individual and collective basis
	4.3 Understand how elected members can put their skills into practice
	4.4 Understand why it is important to evaluate the effectiveness of the development programme during its delivery

Assessment

Candidates could gain the required knowledge and understanding in various ways including:

- attending specific courses run by the Association of Democratic Services Officers (ADSO) either nationally or regionally;
- attending appropriate externally facilitated courses from learning providers;
- undertaking in-house workshops using the ADSO Award 'Question Bank';
- on the job experience and peer/manager support.

Unit T/503/3807: Managing and Publishing Information

Candidates must demonstrate evidence of storing information in the relevant location. Candidates would also need to show the type of information available to the public, its correct form for presentation (e.g. website/printed means) and adherence to the requirements of freedom of information and data protection.

Learning Outcomes – the learner will	Assessment Criteria
<p>1. Be able to store and retrieve information relating to decision making processes</p>	<p>1.1 Ensure that information required is:</p> <ul style="list-style-type: none"> • stored in the correct location • accurate and up to date • easily accessible • in the agreed format • secure from accidental loss and unauthorised access
	<p>1.2 Ensure that agreed procedures are followed for:</p> <ul style="list-style-type: none"> • maintaining confidentiality • archiving material not immediately required
<p>2. Be able to make information relating to decision making processes available to the public</p>	<p>2.1 Ensure information is made available to the public which:</p> <ul style="list-style-type: none"> • meets legislative requirements for accessing and publishing information • is authorised for wider publication • is readily available for the intended audience, following agreed principles • is available within an agreed time frame • is accurate and up to date • is in a clear and agreed format • provides opportunities for follow-up queries and comment
<p>3. Understand the different types of information systems and the importance of managing them effectively</p>	<p>3.1 Explain the importance of different types of information regularly used in the decision making process and how it is stored</p>

Learning Outcomes – the learner will	Assessment Criteria
	3.2 Explain why information used in the decision making process needs to be safely and securely stored in a way that allows efficient access by authorised users
	3.3 Explain the relevant procedures for maintaining and updating the information system
	3.4 Explain the importance of organisational policies for the disposal and archiving of materials and the procedures used
	3.5 Explain how to ensure information is authorised for publication
	3.6 Explain the variety of methods that may be used to make information available to the public
	3.7 Explain how to deal with follow-up queries as a result of published information

Assessment

Learners could gain the required evidence to show competence in the job in various ways including:

- being observed undertaking the activity by a workplace mentor, with relevant questioning after the event;
- compiling a written statement after the activity to show how they have reflected on the work undertaken and identified lessons learnt;
- producing products of work (these could include emails, reports, minutes, projects or assignments);
- oral presentation of work activities.

Unit J/503/3813: Supporting the Civic Role

Candidates must provide evidence to show how support has been given to the work of the Head of the Civic Office. Evidence must demonstrate how office diaries have been organised and prioritised, how arrangements for events have been communicated to the Head of the Civic Office representatives and other support staff and how major Civic events are planned for. In undertaking this module, evidence must demonstrate how relevant protocols have been followed.

Learning Outcomes – the learner will	Assessment Criteria
1. Manage a diary system for the Civic Head	1.1 Make and look up requested diary entries accurately and clearly
	1.2 Prioritise requested changes to diary entries
	1.3 Identify the implications of changes to any existing entries and solving resulting problems by negotiating alternative arrangements
	1.4 Communicate agreed changes to those affected
	1.5 Describe why security and confidentiality issues are important when operating a diary system
2. Support and prepare the Civic Head for attendance at Civic events	2.1 Ensure the Civic Head has the relevant documentation to enable them to be able to undertake their role at the Civic event effectively
	2.2 Ensure the event organisers and the Civic support staff have the relevant documentation in relation to the requirements of the Civic Head
3. Be able to organise and support civic related events	3.1 Agree the event brief

Learning Outcomes – the learner will	Assessment Criteria
	3.2 Identify and cost suitable venues
	3.3 Produce a risk assessment for the event venue
	3.4 Prepare and send out appropriate invitations to civic delegates
	3.5 Identify and co-ordinate resources and the production of civic event materials and co-ordinate civic delegate responses
	3.6 Confirm venue, event requirements and agree contracts if required
	3.7 Prepare the venue for the Civic occasion
	3.8 Co-ordinate activities and resources during the Civic event
	3.9 Help delegates to feel welcome and respond to their needs throughout the Civic event
	4. Understand how to advise and inform on all aspects of Civic protocol
4.2 Demonstrate a knowledge of how the Civic Head of an Authority is appointed to their position, in different Authorities	
4.3 Demonstrate a knowledge of formal address for Civic occasions and the orders of precedence	

Learning Outcomes – the learner will	Assessment Criteria
	4.4 Demonstrate a knowledge of the various civic awards/conferment of honours (e.g. Freedom of the Borough, Honorary Alderman etc).
	4.5 Explain how town twinning arrangements operate and how protocols work in relation to these
	4.6 Explain how a Royal visit should be organised and the protocols to be adopted in relation to these

Assessment

Candidates could gain the required knowledge and understanding in various ways including:

- attending specific courses run by the Association of Democratic Services Officers (ADSO) either nationally or regionally;
- attending appropriate externally facilitated courses from learning providers;
- undertaking in-house workshops using the ADSO Award 'Question Bank';
- on the job experience and peer/manager support.



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