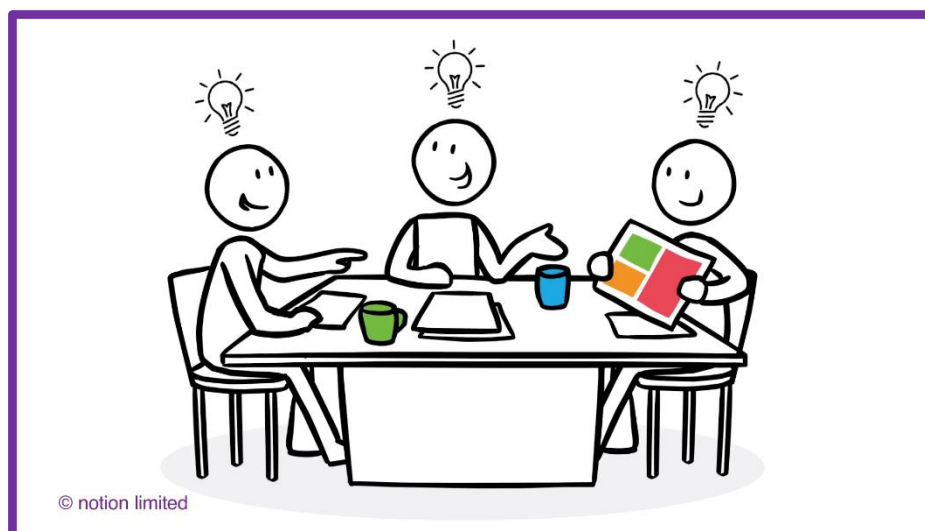




Level 4 Certificate in STAR Operational  
Coaching and Management  
Qualification Number: 603/5847/6





### **Mission Statement**

We recognise achievement and support learning transforming the lives of individuals and communities.

### **Our Vision**

To be the best we can be.

### **Our Values**

- **Integrity** – committed to ethical and sustainable business practices;
- **Clarity** – a clear qualification offer supported by transparent processes;
- **Collaboration** – working with customers and other stakeholders;
- **Aspiration** – supporting individuals to fulfil their potential and progress;
- **Excellence** – committed to high quality;
- **Innovation** – creating opportunities for learners, employers and communities;
- **Inclusion** – celebrating diversity and respecting individuality.

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## Qualification summary – key facts

**Title:** Open College Network West Midlands Level 4 Certificate in STAR Operational Coaching and Management

**Qualification Number:** 603/5847/6

**Level:** 4

**Credit Value:** 23 credits

**Guided Learning Hours:** 37 hours

**Total Qualification Time:** 187 hours

**Qualification Objective:** This qualification has been developed to support learners who are working in a line, matrix management or leadership role with direct responsibility for the development and performance improvement of colleagues, direct reports or teams.

The Level 4 STAR Operational Coaching and Management qualification provides knowledge and develops new skills which will enable learners to adopt and then use coaching-related behaviours as part of their everyday management style. Use of these techniques will help the learner to better engage and motivate direct reports, peers and other colleagues to drive up performance and productivity.

**Progression Routes:** Successful achievement of this qualification offers learners the chance to progress to further learning as a Practitioner and Internal Coach with the opportunity thereafter to join professional bodies such as the Association for Coaching.

**Entry requirements:** Learners will need to be operating at supervisory or management level (with or without direct line management responsibility) including up to Senior Management.

Understanding of Management in the context of workplace and organisation. Ability to relate improvements in management effectiveness to the improvement in team performance metrics.

Read and interact with online learning tools, be able to apply exercises back in the workplace, ability to capture reflections and record them in a learning log. Ability to apply

new learning and insights towards improving personal effectiveness.

No minimum age if other criteria met.

Access to appropriate devices to complete online learning elements.

**Assessment method(s):** Portfolio of Evidence

## How is the qualification assessed?

The assessment process is as follows:

### Internal Assessment by Portfolio of Evidence

Where the assessment method for the qualification is by internally set assessments (Portfolio of Evidence), then centres are free to devise their own assessments for the qualification/unit.

- All assessments should be designed in such a way as to minimise the requirement for Reasonable Adjustments to be made.
- Centre devised assessments must allow learners to meet all of the requirements of the assessment criteria for each unit. Assessments must not require learners to produce evidence above and beyond that stipulated in the Assessment Criteria.
- Centres must then have these assessments approved by their IQA.

When devising assessments, centres may choose from a range of assessment methods but where assessment guidance is provided within a unit this must be adhered to unless otherwise agreed with the External Quality Assurer (EQA).

Assessment methods must be valid, fair, reliable and safe leading to authentic, sufficient and current evidence produced by the candidate.

Holistic assessment is good practice wherever possible and permitted by the assessment strategy for the qualification if this exists.

Further guidance on assessment can be found in the [Centre Handbook](#) and the [Assessment Methods](#) publication. These provide guidance on the range of assessment methods available and the types of evidence appropriate for each.

Other guidance and sample documentation is available to recognised centres covering: planning assessment; recording achievement; planning, carrying out and documenting IQA.

### Reasonable Adjustment and Special Considerations

Reasonable adjustments and Special Considerations are available for all assessments, irrespective of whether they are internally or externally set.

Where a learner or group of learners may not be able to access the assessment without Reasonable Adjustments, centres should ensure that they apply in good time for relevant reasonable adjustments to be made, using the Open College Network West Midlands [Reasonable Adjustments and Special Considerations Policy which](#) gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

### Standardisation

Standardisation is a process that promotes consistency in the understanding and application of assessment practice. Full details on Open College Network West Midlands standardisation practices can be found in our [Centre Handbook](#).

Outcomes from standardisation events will be disseminated to Centres by Open College Network West Midlands.

# Qualification size

## About the RQF

The Regulated Qualifications Framework (RQF) provides a single, simple system for cataloguing all qualifications regulated by Ofqual. Qualifications are indexed by their level and size.

Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three “entry levels”.

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in term of Total Qualification Time (TQT). The part of the TQT spent being taught or supervised is known as Guided Learning Hours (GLH).

## Guided Learning Hours (GLH)

GLH are defined as the time a learner spends being taught or instructed by – or otherwise participating in education or training under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training. This includes guidance or supervision time:

- a) With the simultaneous physical presence of the learner and that person, or
- b) Remotely by means of simultaneous electronic communication.

It does not include the number of hours a learner spends in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

## Total Qualification Time (TQT)

TQT is comprised of the following two elements:

- a) The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- b) An estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or other form of participation in education or training, including assessment, which takes place as directed by – but unlike Guided Learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

## Rules of Combination and level for this qualification.

To achieve the Open College Network West Midlands Level 4 Certificate in STAR Operational Coaching and Management learners must achieve the 23 credits from the Mandatory Units. There are no Optional Units in this qualification.

### Mandatory Group M

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Developmental Coaching Conversations	4	3	4	27	AJ5/4/NQ/002	R/618/1148
Enabling Behavioural Change	4	2	6	15	AF5/4/NQ/003	Y/618/1149
Giving Feedback	4	1	4	10	AF5/4/NQ/004	L/618/1150
Identifying Actions to Resolve Issues	4	1	1	2	AF7/4/NQ/006	R/618/1151
Identifying Areas for Development and Improvement	4	1	1	2	AJ5/4/NQ/003	Y/618/1152
Operational Coaching	3	1	1	3	AF5/3/NQ/007	A/618/1144
Operational Coaching Model	4	8	9	82	AF5/4/NQ/006	H/618/1154
The Four Domains of Leadership	4	3	4	33	AF5/4/NQ/007	K/618/1155
Understanding Motivation and Goal Setting in the Management Environment	4	1	2	4	AG1/4/NQ/003	M/618/1156

Using Motivation and Goal Setting in Continuous Performance Improvement	4	1	2	4	AG1/4/NQ/004	T/618/1157
Why Operational Coaching Works	4	1	3	5	AG1/4/NQ/005	A/618/1158

## Level Descriptors

Units are assigned a level based on current RQF guidance issued by Ofqual.

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
<b>Level 3</b>	<p>Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p>	<p>Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
<b>Level 4</b>	<p>Has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine.</p> <p>Can analyse, interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of approximate scope of the area of study or work.</p>	<p>Identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined.</p> <p>Review the effectiveness and appropriateness of methods, actions and results.</p>

Extracted from 'After the QCF A New Qualification Framework' October 2015



## Requirements to deliver the qualification

To offer this qualification, centres must ensure that tutors hold or are working towards:

- Have a recognised coaching qualification above level 5 and be an established Operational Coaching practitioner.
- Business experience at Manager level and above with experience of applying coaching skills in the workplace.
- Trained and Licensed by Notion as a Tutor to deliver Operational Coaching programmes and have a broad selection of experience training coaching skills in different sectors.

To offer this qualification, centres must ensure that assessors hold or are working towards:

- Graduate Level, detailed understanding of the programme and have qualified as an Operational Coaching Practitioner with a level 4 or above.
- Have experience of administering the programme and a detailed understanding of the learning outcomes of each module.

Centres must also ensure that they have in place an Internal Quality Assurance person who:

- Holds or is working towards a Level 4 Award in Internal Quality Assurance of Assessment Processes and Practices or its equivalent.
- Graduate Level, detailed understanding of the programme and be an Operational Coaching Practitioner and have an additional coaching qualification.
- Business experience at Manager level and above with experience of applying coaching skills in the workplace.
- Is familiar with the assessment requirements of the qualification for which they are the Internal Quality Assurer.

**To gain approval to offer the qualification, centres must submit a [Qualification Approval Form \(QAF\)](#).**

If you are not an Open College Network West Midlands Recognised Centre and you wish to offer the qualification, you will need to apply for Centre Recognition with us. To start the application process please email [enquiries@opencollnet.org.uk](mailto:enquiries@opencollnet.org.uk) or telephone 01902 624 239.

For more information visit [Becoming a Centre](#) on our website.

## Support for centres

Open College Network West Midlands provide all of our centres with on-going support and advice on the use of Open College Network West Midlands units and qualifications, including the requirements for assessment.

Information about the following can be found in our [Centre Handbook](#):

- obtaining a Unique Learner Number (ULN) on behalf of the learners
- UKPRN (UK Provider Reference Number)


## Centre responsibilities

Each centre should identify a centre contact who will be responsible for:

- ensuring that the centre meets all the Open College Network West Midlands requirements for centre recognition and adheres to all [policies and procedures](#).
- Open College Network West Midlands provision within the centre
- ensuring all procedures relating to the delivery of the qualification operate effectively in the centre
- ensuring all relevant Open College Network West Midlands documentation is distributed as required within the centre and that the security requirements for external assessment are adhered to, where applicable.

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*The information provided in this qualification guide is accurate at the time of publication but is subject to change. Open College Network West Midlands will occasionally update qualification information, so please refer to the 'Open College Network West Midlands Qualifications' page of our website to view any updates, including qualification end dates and the latest versions of our qualification guides.*



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