



# NOCN Youth Work Principles Level 2 Award Learner Handbook 2024

**Contact details:**

**Ternaya Cummings**

Turtle CYP

[Ternaya@turtlecyp.co.uk](mailto:Ternaya@turtlecyp.co.uk)

07510 380595

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



Copyright © 2014 – 2024 Derek Close / Ternaya Cummings – V7

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



## The Qualification

### NOCN Level 2 Award in Youth Work Principles

#### The Key Purpose of Youth Work is to:

'Enable young people to develop holistically, working with them to facilitate their personal, social and educational development, to enable them to develop their voice, influence and place in society and to reach their full potential'.

*National Occupational Standards in Youth Work 2024*

The course will enable you to better understand and work with the principles and practices of youth work, centred on Participation, Equalities, Education, Empowerment

#### By completing this course, you will:

1. Feel more confident working with young people
2. Be aware of the issues which affect youth work
3. Develop skills to deliver quality youth work
4. Learn skills which will aid you in your future careers
5. Attain a nationally recognised qualification in youth work

#### Learner together

In the spirit of Youth Work the course will be delivered as a group process with learners operating as an action learning group, which means learners will play an active part in the development of the group. Input from all learners is encouraged.

Learning sessions will be done through group discussions, small group work, pairs, and individual work. An important aspect of the group learning will be collaboration and the sharing of knowledge, experience, and skills. Particularly in relation to applying theory to practical work situations with young people.

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



## Turtle CYP

Turtle CYP is a well-established organisation that became a registered non-profit charity in April 2021 (we were called South Gloucestershire Playscheme then). We have been working with children, young people, and their families for over 27 years.

We provide free school holiday playschemes for 5–11-year-olds (Easter, summer & winter) and for the whole family in school half terms.

We deliver the Cygnet course which is commissioned by South Gloucestershire Council. This course is for parents whose child has a diagnosis of autism.

We pride ourselves on providing fun, interactive, and informal learning opportunities for children and young people. Visit [www.turtlecyp.co.uk](http://www.turtlecyp.co.uk) for more information about our work and ethos.

Ternaya Cummings, Director of South Gloucestershire, tutor and assessor on this course, is an experienced and qualified tutor who has been delivering NOCN accredited Level 2 & 3 Youth Work and Level 3 AET courses for the past 13 years. In addition, she has delivered non accredited courses such as Introduction to Youth Work, Surviving the Teenage years, Stay Calm and Count To 10 and other courses relevant to children, young people, and their families for over 15 years. Ternaya is Level 3 Diploma qualified in Youth Work and has over 18 years' experience of youth work such as delivering detached and open access sessions to managing youth work provision in local areas and providing 1-2-1 support for young people.

Derek Close, Assessor, has over 30 years' experience of teaching and assessing in the field of youth work and community development. Derek has a JNC qualification in youth work and over 30 years hands-on experience of delivering youth work.

Ternaya & Derek have worked together successfully for the past 13 years to develop this course to make it successful and engaging for all involved. They have a success rate of over 90% of learners completing and passing the course.

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



Copyright © 2014 – 2024 Derek Close / Ternaya Cummings – V7

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



## The Course

The **Level 2 Award in Youth Work Principles** is a nationally recognised qualification accredited by NOCN.

These are the units and learning outcomes you will be studying:

### 1. Theory of Youth Work

- Understand the key purpose and role of youth work
- Understand key principles of youth work
- Understand the role of youth work in the young person's local community
- Understand different models of youth work delivery
- Understand the skills, knowledge, qualities, and values required to practice as a youth support worker
- Understand own skills, knowledge, qualities, and values required to practice youth support work

### 2. Engaging and Communicating with Young People

- Understand the importance of building professional relationships with young people in youth work
- Understand the different ways of engaging with young people
- Understand the importance of good communication skills for youth work activities
- Be able to communicate with young people to develop a professional relationship
- Be able to support young people in engaging with the local community
- Understand how to support young people's information needs

### 3. Young People's Development

- Understand how young people develop during adolescence
- Understand how knowledge of adolescence impacts on youth work
- Know where young people can get support during adolescence

### 4. Safeguarding in a Youth Work Setting

- Know about the importance of safeguarding policies and procedures, in providing a safe environment for young people
- Know about roles and responsibilities in relation to keeping young people, vulnerable adults, self and colleagues safe in youth work settings
- Be able to assess risk in a youth work setting
- Understand how to safeguard young people when using contemporary technologies

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



- Understand how youth work can help protect young people

**Course Length: The Level 2 Award** has approximately 36 guided learning hours (GLH), plus 20 hours coursework / study at home and approximately 20 hours on placement. Sessions will be delivered weekly via Zoom on a Thursday 6-9pm and a Friday 9.30am – 12.30pm. You will need to attend 1 of these each week. There are 2 Saturday sessions. It is mandatory that you attend the Saturday sessions.

### Work placement

A requirement is that you have a placement (paid or voluntary) in a youth work setting with young people aged between 11 and 18 (up to 25 for young people with disabilities) for at least 2 hours per week. In your placement, it is important that you have a mentor who will be able to support and guide you throughout the period of the course. The mentor could be a qualified worker or line manager / supervisor.

### Entry requirements

As well as the work placement mentioned in the previous paragraph, you will need to have a current DBS check and ideally have some experience of working with young people in youth work settings. To get the most out of the course, and be able to provide the necessary evidence to meet the assessment criteria NOCN suggests that learners need:

- Sound literacy skills
- Sound communication skills
- Study skills
- Ability to think analytically

And be able to:

- Read and interpret given tasks
- Write answers that are clear, logical and understandable
- Organise relevant information clearly and coherently
- Apply underpinning knowledge and skills in the field through work activity or placement

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



Copyright © 2014 – 2024 Derek Close / Ternaya Cummings – V7

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		





## Other things to know:

### Equal Opportunities

Turtle CYP is committed to working towards equality and diversity, so every effort will be made to make sure the course is accessible for people with learning and other needs. Please let the tutor know of any additional support that may be needed by completing your registration form carefully and we will attempt to accommodate this.

### Attendance

To successfully complete the course learners will need to attend **a minimum 80%** of the taught sessions and have completed the supervised practice hours. If you are unable to attend, you are responsible for letting the tutor know as soon as possible. You **must** attend the Saturday sessions as these will not be recorded.

### ICT

All course resources will be emailed at the start of each unit. You are responsible for downloading the workbooks which we will work through during our sessions. Handouts in relation to the course are also sent via email at the start of the unit, and you need to take responsibility to read the handouts prior to each lesson. Learners will be required to email their completed workbooks by the deadlines given at the start of the course. Weekly sessions are via Zoom. You will need access to a computer / laptop that has a camera and speakers to enable you to fully participate.

### Assessment

Each of the units have learning outcomes with linked assessment criteria. To achieve the qualification, you will need to provide evidence to the required standard for each assessment criteria. The Tutor will work with you to enable the standard to be achieved.

Evidence can be provided in a variety of different ways. We have created workbooks for each unit in which the evidence will need to be supplied. The workbooks have a range of scenario's, case studies, assignments and exercises embedded which will help provide the required evidence.

Tutors will provide guidance and support on assessment criteria throughout the course.

### Confidentiality

- We respect a student's right to confidentiality
- When completing course work or discussing situations in the lessons, learners need to respect the confidentiality of the people they work with, names etc. will need to be altered

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



- Information will be shared for assessment process or if there is a possibility that a law has been broken or an individual is at risk of harm.

### Complaints and Appeals

1. If you wish to make a complaint/appeal, you first need to discuss the issue with the tutor.
2. If no agreement is reached, the training coordinator will deal with the complaint as appropriate or will appeal against a decision to the internal verifier as necessary
3. If a satisfactory outcome is not met:
  - a) For complaints it will then be taken to the Manager of Turtle CYP
  - b) i) For appeals the Tutor, Assessor and Internal Quality Assurer will meet to discuss the issue and decide the appropriate course of action. You may attend meetings and are entitled to invite one other person to support you.  
ii) The panel will hear your comments, look at all the evidence and inform you within 7 working days of their findings

### Malpractice

As with other instances of malpractice, malpractice by learners may be judged as misconduct, serious misconduct or gross misconduct.

Misconduct includes:

- Copying from other learners
- Behaving in a way that disrupts other learners

Serious misconduct includes:

- Plagiarism – including the use of artificial intelligence
- Destruction of another learner’s work
- Introduction of unauthorised or offensive material

Gross misconduct includes:

- Breach of copyright
- Producing material which incites prejudice or hatred

If a tutor receives a report of malpractice by a learner, the assessor will organise a meeting with the learner, the tutor and a designated manager to look at the evidence. The learner is encouraged to bring along a representative.

They will be informed within 10 working days of the results of that meeting.

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



The results could be that the learner will be asked to resubmit the work making the necessary amendments or will be asked to leave the course.

**Important notice:** All cases of suspected or actual malpractice or maladministration must be reported to NOCN before the investigation takes place.

### Learner Support

The first session of the learning group will be an introduction to the course. Learning needs will be identified along with any support or other issues. Your tutor will then endeavour to provide the support that you need to complete the course. You can request a 1-2-1 meeting if you have any concerns about the course.

The course portfolio will be completed during the learning hours and in your own time. However, if you miss a lesson, you are responsible for catching up. All online sessions will be recorded and emailed to learners within 24 hours of the taught session on a Friday.

### Health and Safety

At the beginning of face-to-face lessons, the tutor will run through health and safety procedures for the venue. The tutor will be responsible for checking the venue to ensure that it is safe for the class to go ahead. You are responsible for ensuring your own safety

### Quality assurance

The tutor and assessor will meet at the start, middle and end of the course (and at other times if the need should arise). The initial meeting will be to discuss the course so the tutor is aware of the course in its totality and to brief the tutor on the course materials and assessment procedures and the resources available to use for their sessions

The tutor will speak with all the field work supervisors to ensure that they are aware of what their role entails. The courses will be moderated by an external verifier from NOCN at the end. The tutor is nationally qualified youth workers with the minimum of two years full time youth work experience. At the end of each unit the tutor will request informal feedback from learners. At the end of the course, you will be asked to complete an evaluation form.

### Disability Statement

Turtle CYP welcomes all students and will endeavour to support them and make them feel welcome and will endeavour to meet their individual learning needs. The teaching sessions will all be delivered in a building which has disabled access.

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



Copyright © 2014 – 2024 Derek Close / Ternaya Cummings – V7

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		



## Roles and Responsibilities

### Role of the learner

1. To attend sessions and participate to the best of their ability
2. To fully participate on practical projects.
3. To identify their own learning needs and to work with the tutor to ensure that these are being met
4. To complete all assignments, collate evidence in relation to the learning outcomes in a portfolio and keep to the timetable for submitting evidence

### Role of the tutors

1. To plan and deliver the learning group sessions
2. To develop learning materials that are based on learning outcomes and appropriate to learners' needs
3. To observe learners during sessions, provide feedback and tailor delivery to ensure that it is accessible to the participants
4. To contribute to the development of the programme

### Role of Assessors

1. To assess the evidence presented in the student portfolios
2. To externally verify Learners' handbooks.
3. To manage, plan and evaluate the programme
4. To ensure that the necessary quality standards are in place to ensure the quality of the course being delivered

Version 1	Oct 2020	Version 4	Feb 2022	Version 7	Sept 2024
Version 2	15 Jan 2021	Version 5	Nov 2022		
Version 3	Aug 2021	Version 6	Jan 2024		