



Qualification Specification

**Risk Screening and Conversation
Management Techniques**

**Version 4.0
(July 2019)**

This qualification specification covers the following qualifications:

Qualification Number	Qualification Title
601/3892/0	Gateway Qualifications Level 2 Award in Risk Screening and Conversation Management Techniques
601/3893/2	Gateway Qualifications Level 3 Award in Risk Screening and Conversation Management Techniques
601/3912/2	Gateway Qualifications Level 3 Extended Award in Risk Screening and Conversation Management Techniques
601/3894/4	Gateway Qualifications Level 3 Award in the Role of the Mentor in Risk Screening and Conversation Management Techniques

About this qualification specification

This qualification specification is intended for tutors, assessors, internal quality assurers, centre quality managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The specification should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer the qualification/s within this specification you must be a Gateway Qualifications recognised centre and be approved to deliver the qualification/s.

If your centre is not yet recognised and/or not yet approved to deliver the qualification, please contact our Development Team:

Telephone: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

Website: www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/

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1. Qualification Information

1.1. About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

DigiLog UK offers 'risk solutions' for the financial services sector. The service screens applicants for 'risk' within specific criteria. The process includes Voice Risk Analysis, Cognitive Interviewing, Conversation Management and Narrative Integrative Analysis which provides 'risk assessment'. The same solution can be provided without technology tailored to existing processes which enables a wider variety of ways to meet training needs.

In conjunction with Gateway Qualifications, the qualification has been developed to accredit the comprehensive training and support provided to all of our clients' staff engaged in the delivery of the Solution. Achieving accreditation is a clear recognition of the quality of the training we provide, and our intention is to ensure that our customers will always benefit greatly as a result. The accreditation of the training programmes demonstrates the flexibility and strength of credit based qualifications in directly meeting employers' business needs.

1.2. Objective

The objective of the Gateway Qualifications Risk Screening and Conversation Management Techniques is to provide a benefit to learners in developing their skills and knowledge required within their current roles when assessing risk in conversations, at all levels of investigation. These qualifications are recognised by employers & trainers as proof of skills & achievements, supporting further progression within their organisations. Students recognise these benefits for their personal & career development.

1.3. Key Facts

Qualification Title	Total Qualification Time	Guided Learning	Credit Value
Gateway Qualifications Level 2 Award in Risk Screening and Conversation Management Techniques	60	48	6
Gateway Qualifications Level 3 Award in Risk Screening and Conversation Management Techniques	60	42	6
Gateway Qualifications Level 3 Extended Award in Risk Screening and Conversation Management Techniques	90	63	9
Gateway Qualifications Level 3 Award in the Role of the Mentor in Risk Screening and Conversation Management Techniques	10	7	1

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place 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.

1.4. Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

1.5. Geographical Coverage

The qualifications have been approved by Ofqual to be offered in England.

1.6. Progression Opportunities

Learners taking the Level 2 Award In Risk Screening and Conversation Management Techniques may progress to the Level 3 Award or Extended Award in Risk Screening and Conversation Management Techniques.

1.7. Relationship with other frameworks

These qualifications do not relate to any specific national occupational qualifications.

2. Learner Entry Requirements

2.1. Age

The approved age range for these qualifications is 18+.

2.2. Prior Qualifications or Units

There is no requirement for learners to have achieved prior qualifications or units.

2.3. Prior Skills/Knowledge/Understanding

There is no requirement for learners to have prior skills, knowledge or understanding.

2.4. Restrictions

These qualifications are restricted and this qualification can only be delivered by a centre that is approved to carry out training on Advanced Validation Solutions.

2.5. Access to qualifications for learners with disabilities or specific needs

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Gateway Qualification has a duty to permit a reasonable adjustment where an assessment arrangement would put a disabled person at a substantial disadvantage in comparison to someone who is not disabled.

The following adaptations are examples of what may be considered for the purposes of facilitating access, as long as they do not impact on any competence standards being tested:

- adapting assessment materials;
- adaptation of the physical environment for access purposes;
- adaptation to equipment;
- assessment material in an enlarged format or Braille;
- assessment material on coloured paper or in audio format;
- British Sign Language (BSL);
- changing or adapting the assessment method;
- changing usual assessment arrangements;
- extra time, e.g. assignment extensions;
- language modified assessment material;
- practical assistant;
- prompter;

- providing assistance during assessment;
- reader;
- scribe;
- transcript;
- use of assistive software;
- using assistive technology;
- use of CCTV, coloured overlays, low vision aids;
- use of a different assessment location;
- use of ICT/responses using electronic devices.

It is important to note that not all of the adjustments (as above) will be reasonable, permissible or practical in particular situations. The learner may not need, nor be allowed the same adjustment for all assessments.

Learners should be fully involved in any decisions about adjustments/adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specified assessment criteria for a particular qualification.

A reasonable adjustment for a particular learner may be unique to that individual and may not be included in the list of available access arrangements specified above.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy and Procedures.

2.6. Additional Requirements/Guidance

There are no additional rules or guidance regarding learner entry requirements.

2.7. Recruiting Learners with Integrity

It is vital that centres recruit with integrity with regard to qualifications. Centres must ensure that learners have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs.

The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification(s).

3. Achieving the Qualification

3.1. Qualification structure

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies**

Gateway Qualifications Level 2 Award In Risk Screening and Conversation Management Techniques

To achieve the Gateway Qualifications Level 2 Award In Risk Screening and Conversation Management Techniques, the learner must obtain the four mandatory units totalling 6 credits.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
D/617/6387	Using Voice Risk Analysis Technology	2	1	8
A/506/5240	Fraud Management	2	1	8
H/506/5247	Truth and Deception Analysis	2	2	16
J/506/5872	Conversation Management Skills for Risk Assessment	2	2	16

Gateway Qualifications Level 3 Award In Risk Screening and Conversation Management Techniques

To achieve the Gateway Qualifications Level 3 Award In Risk Screening and Conversation Management Techniques, the learner must obtain the four mandatory units totalling 6 credits.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
Y/506/5245	Conversation Management Skills for Risk Assessment	3	2	14
H/617/6388	Using Voice Risk Analysis Technology	3	1	7
L/506/5243	Fraud Management	3	1	7
K/506/5248	Truth and Deception Analysis	3	2	14

Gateway Qualifications Level 3 Extended Award In Risk Screening and Conversation Management Techniques

To achieve the Gateway Qualifications Level 3 Extended Award In Risk Screening and Conversation Management Techniques, the learner must obtain the six mandatory units totalling 9 credits.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
Y/506/5245	Conversation Management Skills for Risk Assessment	3	2	14
H/617/6388	Using Voice Risk Analysis Technology	3	1	7
L/506/5243	Fraud Management	3	1	7
K/506/5248	Truth and Deception Analysis	3	2	14
D/506/5246	Recording and Analysing Verbal Statements	3	1	7
A/506/5237	Investigating High Risk Claims	3	2	14

Gateway Qualifications Level 3 Award In the Role of the Mentor in Risk Screening and Conversation Management Techniques

To achieve the Gateway Qualifications Level 3 Award In the Role of the Mentor in Risk Screening and Conversation Management Techniques, the learner must achieve the single mandatory unit totalling 1 credit.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
J/506/5242	Role of the Mentor in Risk Screening and Conversation Management Techniques	3	1	7

3.2. Recognition of Prior Learning (RPL)

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

RPL is not applicable to these qualifications.

3.3. Links to other qualifications

This suite of qualifications is not linked to any other Gateway Qualifications

4. Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

4.1. Method of assessment

The method of assessment for the qualifications is through a portfolio of evidence.

4.2. Assessment Materials

There are no specific assessment materials provided for this qualification.

4.3. Qualification-Specific Centre Requirements

Centres must ensure that they have the appropriate resources in place to deliver the units within these qualifications

4.4. Qualification-Specific Tutor/Assessor Requirements

Tutors/assessors must be fully qualified and experienced in the occupational area in which they are delivering, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

4.5. Qualification-Specific Quality Assurance Requirements

There are no additional internal/external quality assurance requirements for these qualifications.

4.6. Additional Requirements/Guidance

There are no additional requirements that Learners must satisfy in order for assessment to be undertaken and the unit/qualification to be awarded.

5. What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as Gateway Qualifications centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

6. Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).



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