

# **EDI Level 3 National Award in Cultural and Heritage Venue Operations**

## **Candidate Pack**

Effective from: 1 January 2008  
UK Accreditation Number:500/3029/2  
SubjectCode:NXXXXASNCXXXX

## **Vision Statement**

Our vision is to contribute to the achievements of learners around the world by providing integrated assessment and learning services, adapted to meet both local market and wider occupational needs and delivered to international standards.



© Education Development International plc 2007-2008 Company Registration No: 3914767  
All rights reserved. This publication in its entirety is the copyright of Education Development International plc.  
Reproduction either in whole or in part is forbidden without written permission from Education Development International plc.

International House, Siskin Parkway East, Middlemarch Business Park, Coventry, CV3 4PE  
Telephone: +44 (0) 8707 202909 Facsimile: + 44 (0) 24 7651 6566  
Email: [customerservice@ediplc.com](mailto:customerservice@ediplc.com)

# CONTENTS

INTRODUCTION	1
ABOUT EDI	1
EDI LEVEL 3 NATIONAL AWARD IN CULTURAL & HERITAGE VENUE OPERATIONS	1
WHAT IS A NATIONAL AWARD	3
WHAT IS ASSESSMENT	3
YOUR NATIONAL AWARD	4
APPEALS PROCEDURES FOR LEARNERS	7
KEY SKILLS SIGNPOSTING	9
STRUCTURE OF AWARD	13
EDI LEVEL 3 NATIONAL AWARD IN CULTURAL & HERITAGE VENUE OPERATIONS	15
CLAIMS TO COMPETENCE	47

---

## INTRODUCTION

---

### ABOUT EDI

Education Development International (EDI) has a history going back over 100 years. It is one of the largest UK and international awarding bodies, and is accredited by the Qualifications and Curriculum Authority (QCA), together with the regulatory authorities for Scotland, Wales and Northern Ireland, for the purposes of assessment and the awarding of qualifications within the UK.

EDI is the brand name for qualifications provided by Education Development International (EDI). Qualifications from EDI are internationally recognised standards of attainment and are highly regarded in the UK by professional bodies, employers and educational establishments worldwide. In the UK, EDI is a leading provider of vocational qualifications. Learners choosing EDI qualifications can be confident that they are receiving an award which proves to potential and current employers that they have the relevant skills, knowledge and understanding to perform effectively in their jobs. In addition, they are assured of the quality of service that an established internationally recognised awarding body can provide.

### EDI Level 3 National Award in Cultural and Heritage Venue Operations

The EDI Level 3 National Award in Cultural and Heritage Venue Operations offered by EDI is one of a suite of National Awards developed in collaboration with Creative and Cultural Skills. The intention is for the National Award in Cultural and Heritage Venue Operations to form part of a new Creative Apprenticeship framework, which is currently being developed by Creative and Cultural Skills. In addition to the National Awards a Level 2 and 3 Certificate in Creative and Cultural Practice is available.

This Award is ideally for those in a front of house, administrative or support role within any type of cultural venue. The learner will gain real work experience of what goes on in the day to day operations of a cultural venue and see how the processes and procedures enable the smooth running of the venue. They will liaise with visitors to the venue and provide a range of customer service. The cultural venue operations pathway equips learners with a range of generic skills to widen the job opportunities available to them.

Within your job role you need to be able to show that you can carry out a range of work activities in a variety of contexts. Some of these activities will need to be complex or non-routine tasks that may be carried out when you work as part of a team. In addition you need to show that you can take responsibility for your own work and work by yourself when needed.

## Progression

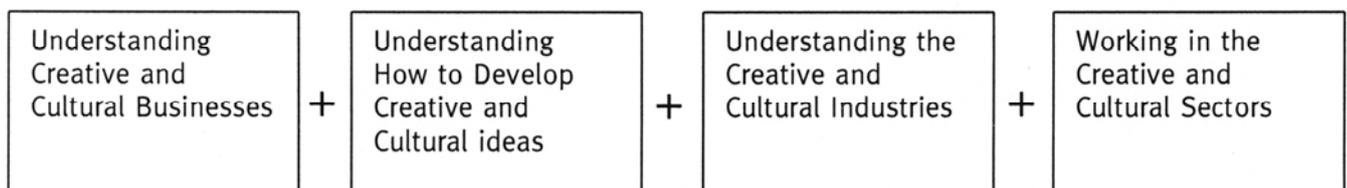
The EDI Level 3 National Award in Cultural and Heritage Venue Operations provides an up-to-date qualification that is in line with industry needs and presents an opportunity for individuals to progress within their present and future roles.

The National Award would be appropriate for learners who wish to progress to the Level 3 in Cultural and Heritage Venue Operations and for those learners who wish to progress to an Advanced Apprenticeship.

### EDI CREATIVE AND CULTURAL NATIONAL AWARDS at Levels 2 and 3



### EDI Level 2 and 3 CERTIFICATE IN CREATIVE AND CULTURAL PRACTICE



## WHAT IS A NATIONAL AWARD?

The EDI National Awards are based on typical job responsibilities within an industry.

The National Award comprises units, with each unit covering an area of an individual's job role and the industry standard that is required.

National Awards are work-based qualifications that assess an individual's competence to do a job.

EDI National Awards differ from more traditional qualifications in the following ways:

- there are no formal entry requirements; learners are not required to have any prior qualifications to achieve the National Awards
- learners are principally assessed on their ability to do the job, rather than by means of examinations
- assessment is via a portfolio of evidence
- they can be gained in a variety of ways
- they take account of previous experience
  
- they allow individuals to work at their own pace
- assessment is undertaken, where possible, in the work environment
- each unit can be achieved individually as a Unit of Credit; the full National Award is awarded when the required number of units has been achieved
- the award is based on emerging national occupational standards and has been developed in collaboration with industry

## WHAT IS ASSESSMENT?

Assessment is the process used to judge your competence at work.

Trained and qualified assessors, who can base their judgments on a learner's work, and how it compares with the national standard, will carry this out. You, the learner, will be asked questions based on the knowledge required to do the work to establish your understanding of your job role.

When you have completed all of the required units and your assessor is satisfied that you have met the national standard, a recommendation for certification will be made.

An Internal Verifier who is responsible for the quality assurance of National Awards will see your portfolio during the assessment process and when it is complete.

An External Verifier who is appointed by EDI will verify the assessment and internal verification decisions involved in the development of your portfolio. The External Verifier quality assures the National Award process, which ensures that the certification of your National Award is reliable, consistent and to the national standard.