

# Letter from Helen Kay



Sanctuary Buildings  
Great Smith Street  
Westminster  
London  
SW1P 3BT

November 2004

Dear Sir / Madam,

**Re: National Occupational Standards for Learning Development and Support Services for Children, Young People and Those Who Care For Them.**

You will already have received notification of the above standards, their approval by Ministers in December 2003 and the approval of the subsequent National Qualifications Framework by the UK Co-ordination Group of the Qualifications and Curriculum Authority. The standards were formally launched in September of this year, and a series of additional implementation workshops are to be held at Government Office Region level early in the New Year. CEOs will already have received a letter outlining our expectations that those delivering Education Welfare Services will adopt the standards as a minimum in relation to practice. This letter sets out identical expectations in relation to the provision of Learning Mentor support to pupils.

The DFES has invested in the development of these standards because we are committed to ensuring quality support services for children, young people and their families. They provide minimum standards for those carrying out the Learning Mentor function (as well as that of Education Welfare Officers and Connexions Personal Advisers) and were developed through a process of active participation and consultation with managers and staff in all three sectors to ensure that they properly reflect the demands of the roles.

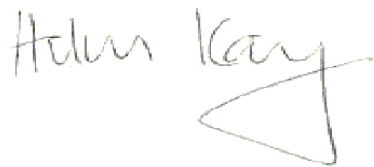
Ministers have welcomed the use of National Occupational Standards as a means of developing quality in practice and in improving the consistency of service which children and young people can expect. Employers are encouraged to use these standards to create a minimum expectation of competence in relation to developing and deploying those working in these areas. They should be viewed in the context of the development of Children's Workforce provision.

Awarding Bodies are using the standards to develop a range of nationally recognised qualifications, including NVQs at levels 3 and 4 and Foundation Degrees. These qualifications will become cumulatively available during 2005 and beyond. The nature and breadth of the work of a Learning Mentor is exemplified at level 4, although employers may find that the level 3 qualification will be useful for less experienced staff, or those in the earlier stages of practice development.

Learning Mentor Co-ordinators are encouraged to work collaboratively with colleagues from Education Welfare and Connexions Services to develop the use of the standards, share practice and build capacity to deliver NVQ and other awards.

Chris Davison is working with us in supporting Learning Mentor Programmes across the country, and to promote the use of the standards as part of our commitment to support the continuing development of high quality and consistent practice in this field. If you, or colleagues in your service, would like advice and support he can be contacted via the following email: [chris.davison@dfes.qsi.gov.uk](mailto:chris.davison@dfes.qsi.gov.uk).

Yours Sincerely,

A handwritten signature in black ink that reads "Helen Kay". The signature is written in a cursive style with a large, stylized loop at the end of the name.

Helen Kay

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