



Higher National Unit specification

General information for centres

Unit title: Additional Support Needs: Collaborating with Other Agencies

Unit code: F1MH 35

Unit purpose: This Unit is designed for those who require to identify and use appropriate agencies for individuals with diverse additional support needs (ASN). Candidates will develop the knowledge and skills required to identify and develop and maintain links with agencies supporting individuals with ASN, in order to assist in the personal, social and vocational development of individuals with ASN.

On completion of the Unit the candidate should be able to:

- 1 Investigate the types of agencies which could provide support services for individuals with ASN.
- 2 Investigate support services and related issues for individuals with ASN.
- 3 Support an individual to meet a specific need by collaborating with other agencies.
- 4 Evaluate the effectiveness of support provided through collaboration.

Credit points and level: 2 HN credits at SCQF level 8: (16 SCQF credit points at SCQF level 8*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: It would be beneficial if candidates have completed the Units *ASN: Programme Planning* and/or *ASN: Theoretical Approaches to Learning*.

Core Skills: There may be opportunities to gather evidence towards the Core Skills of *Working with Others* and *Communication* in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery: If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

Assessment: This Unit is assessed by three Instruments of Assessment: Outcome 1 by a series of restricted responses questions; Outcome 2 by an extended response of 750–1,000 words based on a case study; Outcomes 3 and 4 (jointly assessed) by an assignment (1,500–2,000 words) which consists of a report, an action plan and a reflective review.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Outcome 1

Investigate the types of agencies which could provide support services for individuals with ASN

Knowledge and/or Skills

- ◆ Statutory and non-statutory support agencies
- ◆ Roles of agencies in relation to the provision of services for ASN
- ◆ Responsibilities and obligations of agencies in relation to legislation
- ◆ Referral criteria and procedures

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ describe statutory and non-statutory support agencies
- ◆ explain the relevant referral criteria and procedures
- ◆ explain the responsibilities and legal obligations of agencies to provide services for individuals with ASN

Assessment Guidelines

This Outcome is assessed by a series of restricted response questions.

Outcome 2

Investigate support services and related issues for individuals with ASN

Knowledge and/or Skills

- ◆ Purposes of different support agencies
- ◆ Reasons for use of specific services, personal, social and vocational
- ◆ Multi-agency approaches
- ◆ Most prevalent problems clients/individuals may face and strategies for solutions to problems
- ◆ Available resources linked to financial constraints

Higher National Unit specification: statement of standards (cont)

Unit title: Additional Support Needs: Collaborating with Other Agencies

Evidence Requirements

Candidates will need evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ explain the purposes of different agencies, personal, social and vocational
- ◆ explain how to access agencies appropriately when a multi-agency approach is needed
- ◆ describe the most prevalent problems that individuals with ASN may face
- ◆ describe strategies for solutions of these problems
- ◆ explain the effective use of resources

Assessment Guidelines

Outcome 2 is assessed by an extended response of 750-1,000 words based on a case study.

Outcome 3

Support an individual to meet a specific need by collaborating with other agencies

Knowledge and/or Skills

- ◆ Principles of good practice
- ◆ Referral procedures
- ◆ Action planning
- ◆ Interviewing techniques for supporting individual through referral process
- ◆ Communication and interpersonal skills
- ◆ Limits of own responsibility and when to consult others
- ◆ Recording procedures within own organisation and those of receiving agencies
- ◆ Confidentiality
- ◆ Guidance and support strategies

Evidence Requirements

Candidates will need evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ receive information concerning referrals
- ◆ generate information concerning referrals
- ◆ apply quality systems
- ◆ maintain confidentiality
- ◆ support and advise the individual appropriately
- ◆ use appropriate interviewing techniques
- ◆ identify common problems facing individuals with ASN
- ◆ use appropriate strategies to seek solutions and resolve problems
- ◆ identify sources of supplementary support
- ◆ record agreements reached in a client action plan document
- ◆ provide a report on the individual in a positive manner, with clear indication as to expectations required of agencies

Higher National Unit specification: statement of standards (cont)

Unit title: Additional Support Needs: Collaborating with Other Agencies

Assessment Guidelines

Outcome 3 is assessed jointly with Outcome 4 by an assignment which should consist of a report, an Action Plan and a reflective review.

Outcome 4

Evaluate the effectiveness of the support provided through collaboration

Knowledge and/or Skills

- ◆ Skills to provide support
- ◆ Impact of the collaboration on services for the individual with ASN
- ◆ Evaluation practices
- ◆ Evaluation techniques
- ◆ Evaluation of resources required
- ◆ Report writing skills

Evidence Requirements

Candidates will need evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ apply appropriate evaluation techniques to evaluate the skills used
- ◆ evaluate the impact of the collaboration on the individual with ASN
- ◆ evaluate the effects of resources on the services provided
- ◆ produce a reflective report/review

Assessment Guidelines

Outcome 4 is assessed jointly with Outcome 3 by a written report, an Action Plan and a reflective review.

Administrative Information

Unit code: F1MH 35

Unit title: Additional Support Needs: Collaborating with Other Agencies

Superclass category: PM

Original date of publication: February 2007

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History of changes:

Version	Description of change	Date

Source: SQA

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Higher National Unit specification: support notes

Unit title: Additional Support Needs: Collaborating with Other Agencies

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This Unit provides candidates with the knowledge and skills required to initiate referral processes and to develop and maintain supportive strategies for individuals with ASN. The aim of this Unit is to provide candidates with the knowledge and skills required to initiate referral processes and to develop and maintain supportive strategies for individuals with additional support needs (ASN). At all times it should be made clear that the support worker will work under supervision and advice from the trained staff within the placement/work situation. It is important that the candidate is aware of the boundaries of his/her role. Candidates will require good communication skills and interpersonal skills and should be made aware of the importance of teamwork. An important aspect of this Unit is that candidates should be encouraged to assess their own abilities and responsibilities and should be confident in seeking help when the scope of support is outside their own responsibilities.

Outcome 1

Candidates will need to research a range of agencies for background knowledge in order to establish the type of provision, statutory and non-statutory, available to meet the diverse needs of individuals with ASN. This should include:

- ◆ agencies and organisations in the public, voluntary and private sectors
- ◆ roles and responsibilities of such agencies and organisations — these should be explored and any obligations imposed by legislation discussed
- ◆ multi-agency approach — the advantages of multi-agency working should be explored in a general sense in this outcome and this could help inform subsequent Outcomes
- ◆ referral — standard referral processes of various agencies should be covered
- ◆ referral procedures within the candidate's own workplace/placement should also be covered in order to provide a practical context

Outcome 2

This Outcome builds on Outcome 1 by shifting the focus onto the various services which can be provided by external agencies/organisations to meet the needs of individuals with ASN. The candidate will require to develop a more in-depth knowledge of the purposes and roles of support agencies. The provision/availability of specific services for a range of purposes, eg social, emotional, cognitive, vocational, should be explored in the context of ASN.

The range of potential problems that may be faced by individuals with ASN should be covered and strategies for resolving the most prevalent discussed. Resources issues, including any financial constraints should be covered.

Higher National Unit specification: support notes (cont)

Unit title: Additional Support Needs: Collaborating with Other Agencies

Outcome 3

In Outcomes 1 and 2, teaching will have focussed on the more generic aspects of service provision ie what is available, who/how it is provided, how to access and what the constraints may be. In Outcome 3, candidates are now provided with the opportunity to apply his/her knowledge in a situation where he/she is working in a support role with one individual. As a result, candidates should identify and collaborate with appropriate agencies and services to meet a specific need. The wider aspects of support should be covered, eg principles of good practice, supplementary support, personal reports, befrienders, mentors, and advocacy. The multi-agency approach should be explored where appropriate.

Action planning methods and recording processes should be covered and any in-house/inter-agency policies and procedures discussed. In addition, guidance and support strategies should be explored. Any potential on-going need for support should be identified and correct onward referral procedures established.

Delivery should cover the importance of good communication and interpersonal skills for working with the individual with ASN, particularly in the context of providing advice and support to the individual through the referral process. In addition, effective communication and team working skills for working with colleagues within the candidate's own workplace/placement as well as with those in receiving agencies should be covered in some depth.

Candidates should be made aware and understand how to recognise the limits of their own responsibility and when it would be appropriate to consult others and/or make plans to refer on. Any limits of his/her agency's ability to provide the required service should also be covered. This could be due to a variety of factors, eg organisational constraints, including human resources and budgetary/funding issues; the required service being outwith the scope of the organisation; statutory restrictions, national/local agency requirements; lack of staff expertise, etc.

The importance of the maintenance of confidentiality should be emphasised as should the importance of accurate record keeping.

Outcome 4

Having established the range of support provision available to meet an individual's specific need in the previous Outcomes, this Outcome focuses on evaluating the impact on the individual of the support provided through the collaboration with other agencies and the effectiveness of the provision in meeting specific need. An important aspect of this Outcome is to develop evaluation skills which can then be utilised by the candidate to evaluate the contribution of the agency/ies involved in providing for the individual. A range of evaluation techniques and tools, including reflection on own and others' contribution, should be covered. Appropriate recording procedures should be covered.

Higher National Unit specification: support notes (cont)

Unit title: Additional Support Needs: Collaborating with Other Agencies

Guidance on the delivery and assessment of this Unit

Throughout this Unit, it is important that the candidate is aware of the limitations of his/her responsibilities and seeks guidance and advice from those in more responsible and accountable roles.

Outcome 1

For Outcome 1 an investigative approach could be used. For Outcome 1 candidates will require to research a range of agencies for background knowledge. This could be undertaken by desk research using local directories and the local authority website. This investigative approach could be enhanced through use of visits by practitioners from a range of agencies and group discussion. Further underpinning knowledge could be obtained in a variety of ways: professional journals/publications/videos/websites/visits to other agencies.

Assessment will be by a series of restricted response questions.

Outcome 2

For Outcome 2 candidates should investigate services provided by their own organisation/placement to meet the needs of individuals with ASN as well as those of external agencies/organisations to whom the individual may be referred where appropriate. Delivery should cover the reasons for the use of specific services, the various purposes, eg social, personal, vocational, and educational, of the services as well as the most prevalent problems individuals with ASN may face. Strategies for addressing these should be covered.

This Outcome is assessed by an extended response of 750–1,000 words. This could be based upon a case study or scenario stimulus which is relevant to the work of the candidate.

Outcome 3 and Outcome 4

These are assessed jointly by an assignment to include a written report, an Action Plan and a reflective review on how effective the collaboration strategy was.

A practical approach is required for Outcomes 3 and 4. Outcome 3 requires the candidate to collaborate with other agency/ies to meet a specific need for an individual with ASN. This could be undertaken on a real work situation or by a case study based on a real situation. The candidate should plan a course of action for the individual in relation to the identified need. The documentation should be relevant to the situation of the candidate.

For Outcome 4, the candidate requires to evaluate the effectiveness of the planned action from Outcome 3. This should be undertaken with support from the tutor/work supervisor.

Opportunities for developing Core Skills

There is no automatic certification of Core Skills in this Unit. However, there will be opportunities to develop aspects of Core Skills components of *Communication* (Written Communication — all Outcomes), *Working with Others* (particularly Outcomes 3 and 4, but also Outcome 2), *Problem Solving* (analysis and evaluation — all Outcomes).

Higher National Unit specification: support notes (cont)

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Open learning

Aspects of this Unit could be delivered by Open Learning, particularly Outcomes 1, 2 and 4. Outcome 3 requires that the candidate works with an individual with ASN so access to a workplace or placement is important.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

General information for candidates

Unit title: Additional Support Needs: Collaborating with Other Agencies

This Unit forms part of the HND Additional Support Needs: Managing and Supporting the Services. It may also be used as a free-standing Unit for purposes of continuing professional development (CPD).

It is designed for people working in support of individuals with ASN. It focuses on identifying and collaborating with appropriate external agencies to provide services for individuals with diverse additional support needs (ASN) that cannot be met within normal provision. Candidates will develop the knowledge and skills required to identify the range of appropriate agencies in the public, voluntary and private sectors and to develop and maintain links with such agencies in order to assist in the personal, social and vocational development of individuals with ASN.

On completion of the Unit the candidate should be able to:

- ◆ Investigate the types of agencies which could provide support services for individuals with ASN.
- ◆ Investigate support services and related issues for individuals with ASN.
- ◆ Support an individual to meet a specific need by collaborating with other agencies.
- ◆ Evaluate the effectiveness of support provided by the collaboration.

Assessment

This Unit is assessed by three Instruments of Assessment. Outcome 1 by a series of restricted responses questions; Outcome 2 by an extended response of 750–1,000 words based on a case study; Outcomes 3 and 4 are jointly assessed by an assignment which consists of a report, an Action Plan and a reflective review.