



Higher National Unit specification

General information for centres

Unit title: Additional Support Needs: Managing Quality

Unit code: F1VD 35

Unit purpose: This Unit provides candidates with the knowledge required to work in a management role in an ASN setting, including working with individuals with ASN. Candidates will examine quality systems in a range of settings and will require to evaluate a policy to promote quality improvement.

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

- 1 Investigate Quality Standards for ASN in relation to legislation, national and local requirements.
- 2 Evaluate quality assurance and accountability mechanisms used in ASN settings.
- 3 Evaluate an existing policy and recommend changes in relation to current legislation and practice.

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: There are no prescribed entry requirements for this Unit. However, it would be beneficial if candidates had prior experience of working in an ASN, or related environment with individuals with ASN.

Core Skills: There is no automatic certification of Core Skills or Core Skills components for this Unit. However, there may be opportunities to work towards the Core Skills in Communication, Information Technology.

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. This is a mandatory Unit in the HND Additional Support Needs: Managing and Supporting the Service.

Assessment: This Unit is assessed by two instruments of assessment:

- ◆ Outcomes 1 and 2 are jointly assessed by an assignment (1,000–1,250 words)
- ◆ Outcomes 3 is assessed by a report (1,000–1,250 words)

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.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Investigate Quality Standards for ASN in relation to legislation, national and local requirements

Knowledge and/or Skills

- ◆ Relevant legislative requirements national and local policies and procedures in relation to ASN provision
- ◆ Functions of the Scottish Social Services Council and the Scottish Commission for the Regulation of Care in respect of ASN settings

Evidence Requirements

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

- ◆ relevant legislative requirements national and local policies and procedures in relation to ASN provision
- ◆ functions of the Scottish Social Services Council and the Scottish Commission for the Regulation of Care in respect of ASN settings

Assessment Guidelines

Outcome 1 is assessed jointly with Outcome 2 by an assignment of 1,000–1,250 words.

Higher National Unit specification: statement of standards (cont)

Unit title: Additional Support Needs: Managing Quality

Outcome 2

Evaluate quality assurance and accountability mechanisms used in ASN settings

Knowledge and/or Skills

- ◆ Quality Systems
- ◆ External Agencies to whom staff are accountable in relation to quality standards
- ◆ Different quality assurance mechanisms and accountability mechanisms for the particular setting
- ◆ Effects of these mechanisms in respect of the service, the staff and the users of the service

Evidence Requirements

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

- ◆ explain the term 'quality'
- ◆ explain the terms 'quality assurance' and 'accountability' in terms of a particular setting
- ◆ identify external agencies to whom staff are accountable.
- ◆ identify and explain a range of different quality assurance and accountability mechanisms used in a particular setting
- ◆ select and critically evaluate one of these mechanisms in respect of effects on the service, the staff and the users of the service

Assessment Guidelines

Outcome 2 is assessed jointly with Outcome 1 by an assignment of 1,000–1,250 words.

Outcome 3

Evaluate an existing policy and recommend changes in relation to current legislation and practice

Knowledge and/or Skills

- ◆ Factors leading to change
- ◆ Current policies for ASN
- ◆ Purposes served by having formal written policies
- ◆ Aims in relation to policy
- ◆ Reasons for revising/creating policy
- ◆ Effects of policy
- ◆ Relationship between policy and practice
- ◆ Methods of managing change.

Higher National Unit specification: statement of standards (cont)

Unit title: Additional Support Needs: Managing Quality

Evidence Requirements

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

- ◆ select an appropriate policy in a particular setting
- ◆ investigate the purposes served by this formal written policy
- ◆ explain how the aims of the setting relate to the centre's policy
- ◆ explore possible reasons for creating a new policy/adapting an existing policy
- ◆ examine how the change(s) to the policy will impact on future practice
- ◆ apply appropriate methods to manage the transition

Assessment Guidelines

Outcome 3 is assessed by a report of 1,000–1,250 words.

Administrative Information

Unit code:	F1VD 35
Unit title:	Additional Support Needs: Managing Quality
Superclass category:	PM
Original date of publication:	May 2007
Version:	02

History of changes:

Version	Description of change	Date
02	Correction to credit points.	25/01/12

Source: SQA

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Higher National Unit specification: support notes

Unit title: Additional Support Needs: Managing Quality

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 is designed to enable candidates to examine and evaluate the theoretical and practical aspects of 'Quality' within an ASN environment. Upon successful completion of this and the other Units within the Group Award HND Additional Support Needs: Managing and Supporting the Service, candidates should be able to contribute effectively to ensuring the provision of high quality services individuals with ASN.

The Unit focuses on current policy, legislation and other documentation, with a view to supporting candidates in their ability to translate policy into practice and vice versa.

Whilst undertaking this Unit, candidates should be working in an ASN setting (or appropriate related setting) which allows them to carry out the designated tasks.

It is intended that candidates will be encouraged to make links between the content of this Unit and the following Units within the HND:

- ◆ *Additional Support Needs: Effective Leadership and Management*
- ◆ *Additional Support Needs: Support Needs Principles of Practice*

Outcome 1 covers the investigation of relevant legislation and other documents which are used in ASN settings to support quality provision. Awareness of the importance of striving for and maintaining high quality services for individuals with ASN cannot be overstated. Candidates should be encouraged to consider what is meant by the term 'Quality' before going on to familiarise themselves with some of the key pieces of legislation and other relevant requirements in the sector. Candidates should not be required to study the detail of the legislation, but rather should know of its existence and its main purpose.

Possible Legislation could include:

Education (Additional Support for Learning) (Scotland) Act 2004
The Children (Scotland) Act 1995
The Data Protection Act 1998
The Disability Discrimination Act 1995
The Health and Safety at Work etc Act 1974
The Race Relations Act 1976 and subsequent Amendment Act 2000
The Regulation of Care (Scotland) Act 2001
The Sex Discrimination Act 1975

It should be noted that all references given in the Unit descriptor are current at the time of writing and up-dated references should be used where appropriate and possible.

Higher National Unit specification: support notes (cont)

Unit title: Additional Support Needs: Managing Quality

Candidates should also understand that as well as legislation, staff in ASN settings need to take account of other policy requirements and guidelines.

Whilst candidates should be aware of the existence and main functions of the Scottish Social Services Council (SSSC) and the Scottish Commission for the Regulation of Care (SCRC), they should not be expected to know the detail of their activities, as their duties are extensive and extend beyond the ASN sector.

Candidates should be encouraged to examine some of the HR requirements including the need for staff to understand the role of Disclosure Scotland, the need for staff to be registered with SSSC, the importance of references, experience and relevant qualifications. Candidates should be aware of the requirement for Continuing Professional Development (CPD) for re-registration.

Outcome 2 looks at the various quality assurance and accountability mechanisms and evaluating these in relation to ASN settings. Having defined the terms 'quality', 'quality assurance' and 'accountability', candidates should then be encouraged to consider the various people/agencies to whom staff are accountable, including:

- ◆ individuals with ASN
- ◆ Parents/carers
- ◆ Local Authority
- ◆ Central Government
- ◆ Scottish Social Services Council (SSSC)
- ◆ Scottish Commission for the Regulation of Care (SCRC)

Candidates should also try to identify others to whom staff are/should be accountable and why. Various mechanisms which facilitate Quality improvement and accountability processes should be identified, examined and evaluated.

Identified mechanisms could include:

- ◆ Development Planning
- ◆ Inspections (SCRC)
- ◆ Care Standards
- ◆ Curriculum Guidelines
- ◆ Quality Assurance Schemes
- ◆ Evaluation Procedures
- ◆ Staff Appraisal
- ◆ Performance Indicators

Candidates should be encouraged to identify other, often more local mechanisms.

In evaluating these mechanisms, candidates should be encouraged to consider (from their own settings where possible), relevant documentation eg Joint Inspection Reports, Development Plans, etc. Candidates should also evaluate the effects of using these mechanisms in relation to staff, agencies and users of the service.

Higher National Unit specification: support notes (cont)

Unit title: Additional Support Needs: Managing Quality

Outcome 3 looks at ways to evaluate an existing policy. The provision of written policy statements in ASN settings is a crucial and integral part of quality provision. Through examining various actual policy documents, candidates should be encouraged to research the various areas which require policies within the sector, as well as the purposes served by policy.

Most importantly, candidates should be aware of the need for policy statements to be used as working documents which inform practice and not as paper documents which are filed and stored neatly for inspection purposes.

Some of the purposes served by policy which candidates may identify include:

- ◆ Meets legal /national/local requirements
- ◆ Promotes professionalism
- ◆ Guides activities within setting
- ◆ Clarifies roles and responsibilities
- ◆ Highlights culture and ethos of setting
- ◆ Standardises procedures and practice
- ◆ Reinforces aims of service provision
- ◆ Acts as common point of reference
- ◆ Justifies approaches
- ◆ Serves as accountability mechanism
- ◆ Reassures parents/carers and others
- ◆ Provides meaningful induction

Through reference to their own experience of working with individuals with ASN, candidates should identify reasons for revising or creating new policies, such as:

- ◆ Changes to legislation or national policy
- ◆ Changes to funding mechanisms/resources
- ◆ Changes to structure or staff allocation
- ◆ Result of a specific incident
- ◆ Identification of gaps in policy/procedure/practice
- ◆ Outcome of monitoring/reviewing existing policy

Whilst candidates will mainly focus on the advantages of having formal written policies, they should also be encouraged to evaluate some of the potential disadvantages which could arise, and adversely affect the management of quality in a given setting. Examples of potential disadvantages could include:

- ◆ Could result in lack of flexibility
- ◆ May be open to misinterpretation
- ◆ Practice could become out-dated and unresponsive
- ◆ May become more policy-centred and less client-centred
- ◆ May restrict practice as no policy to support certain activities

Higher National Unit specification: support notes (cont)

Unit title: Additional Support Needs: Managing Quality

Candidates should identify possible strategies for minimising/counteracting these potential disadvantages. They should also be encouraged to identify and reflect on times they have witnessed practice which has/could have informed policy and incidents where they have witnessed policy having a direct impact on practice.

Guidance on the delivery and assessment of this Unit

This Unit is included in the mandatory section of the framework for the Group Award: HND Additional Support Needs: Managing and Supporting the Service. It is recommended that it is delivered within the framework. However, the Unit is also suitable as a 'stand-alone' Unit of study for those working in the sector wishing to engage in the process of continuous professional development (CPD).

In terms of the delivery of this Unit, there should be a balance of tutor-led activity and candidate research with candidates being encouraged to consult and discuss the issues in as many appropriate ways as possible.

As well as the tutor providing references and documentation to support the delivery, candidates should also obtain and provide examples of materials from their own practice setting, as this will enhance the overall impact of the Unit.

Outcome 1

Candidates should be encouraged to consider what is meant by the term 'Quality' before going on to familiarise themselves with some of the key pieces of legislation and other relevant requirements in the sector. Candidates should not be required to study the detail of the legislation, but rather should know of its existence and its main purpose.

Candidates should be aware of the existence and main functions of the Scottish Social Services Council (SSSC) and the Scottish Commission for the Regulation of Care (SCRC), however, they should not be expected to know the detail of all their activities as their duties are extensive and extend beyond the ASN sector.

Outcome 2

Candidates should examine and evaluate the various mechanisms used to support accountability and quality assurance processes. In addition, candidates should be encouraged to identify other, often more local mechanisms. In evaluating these mechanisms, candidates should be encouraged to consider (from their own settings where possible), relevant documentation eg Joint Inspection Reports, Development Plans, etc. Candidates should also evaluate the effects of using these mechanisms in relation to staff, agencies and users of the service.

Higher National Unit specification: support notes (cont)

Unit title: Additional Support Needs: Managing Quality

Outcome 3

Candidates should investigate different policy documents and evaluate the role of policy in relation to a particular setting. The candidate should evaluate a policy statement which is intended to promote quality improvement within a particular setting within which he/she works.

In this Outcome, candidates should now be in a position to take a lead role in evaluating an existing policy statement, preferably for the setting within which they work. They should propose a suggested policy and agree in conjunction with the manager of the setting.

It is recommended that this Unit is delivered at an early stage of the course delivery as familiarity with many of the key documents will assist the students in the other Units.

Opportunities for developing Core Skills

There is no automatic certification of Core Skills in this Unit. However, there are clear opportunities to develop aspects of Core Skill components in Communication (Written Communication — all Outcomes) and Problem Solving (Analysis and Evaluation — particularly Outcomes 2 and 3).

Open learning

This Unit may be suitable for delivery in a variety of modes including Open, Distance and Blended Learning formats.

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: Managing Quality

This Unit is designed primarily for qualified practitioners who would like to develop further their understanding of how to manage 'quality' within a setting.

It is expected that you will be working with individuals with ASN as you undertake this Unit and that you will continuously make links between theory and practice. As you progress through the Unit, you will be required to investigate relevant legislation and consider the implications for practice. The role of policy is also included in the Unit and you will investigate how policy impacts on the quality of service provision.

You will also be encouraged to examine the various methods used to evaluate quality within a setting and you will also consider the effects of the various methods on the service as a whole.

Towards the end of the Unit, you should be ready to apply the knowledge and skills gained, to take the lead role in evaluating an existing policy within your setting.

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

- 1 Investigate Quality Standards for ASN in relation to legislation, national and local requirements.
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This Unit is assessed by two instruments of assessment:

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