



Higher National Unit specification

General information for centres

Unit title: Learning Centre Operations: Meet External Quality Assurance Requirements in a Learning Centre

Unit code: F3XS 34

Unit purpose: The purpose of this Unit is to provide candidates with the skills, knowledge and understanding to effectively meet the procedures and processes associated with external quality assurance measures. This Unit is intended for people who are involved in the running of Learning Centres where external quality assurance measures are in place.

On completion of the Unit, candidates should be able to:

- 1 Explain the external quality assurance procedures and processes for their learning centre.
- 2 Implement external quality assurance procedures and processes.
- 3 Contribute to meeting external quality audit requirements.

Credit points and level: 1 HN credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**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 Doctorate.*

Recommended prior knowledge and skills: Access to this Unit is at the discretion of the centre. However, candidates would normally be expected to have competence in communication skills at SCQF level 5 and information technology skills at SCQF level 5. It would be beneficial if candidates had recent knowledge and experience of working with learners in a learning centre environment.

Core Skills: There are opportunities to develop the Core Skills of *Problem Solving, Working with Others, Communication* and *Information Technology* at SCQF level 6 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: The candidate is required to produce and/or create documentation which is relevant to, and meets, external quality assurance requirements. The relevance of this performance evidence should relate to the knowledge and skills for each Outcome, and form the basis for the written/oral report.

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.

The Unit will be assessed holistically by combining Outcomes 1, 2 3 for assessment purposes. Please refer to Knowledge and/or Skills for the Unit and Evidence Requirements for the Unit after the Outcomes.

Outcome 1

Explain the external quality assurance procedures and processes for your learning centre

Knowledge and/or Skills

- ◆ Identify the external bodies relevant to your learning centre
- ◆ Identify the people responsible within your learning centre for implementing external quality assurance procedures
- ◆ Describe personal responsibilities within relevant external quality assurance procedures
- ◆ Explain the centre's procedures for preparing for external quality assurance audits

Outcome 2

Implement external quality assurance procedures and processes

Knowledge and/or Skills

- ◆ Identify the external audit criteria applied to your learning centre
- ◆ Complete and record an internal check to ensure external quality assurance requirements are met
- ◆ Identify any gaps in external quality assurance requirements
- ◆ Explain the procedure for notifying the appropriate person(s) that quality assurance check has been carried out

Higher National Unit specification: statement of standards (cont)

Unit title: Learning Centre Operations: Meet External Quality Assurance Requirements in a Learning Centre

Outcome 3

Contribute to meeting external quality audit requirements

Knowledge and/or Skills

- ◆ Learning Centre's procedures for implementing external quality assurance
- ◆ The processes followed by the external auditor
- ◆ The documentation required for external audits
- ◆ How the centre responds to external quality assurance audit recommendations

Evidence Requirements

Evidence is required to demonstrate that candidates have achieved all Outcomes and that all Knowledge and/or Skills requirements have been met.

A report is required to demonstrate the candidate's knowledge and understanding of each Outcome of this Unit.

In Outcome 1, candidates are required to identify all external bodies with which the Learning Centre is associated. This information should be included in the candidate's written/oral report.

Performance (product) evidence is required for Outcomes 2 and 3. Performance evidence is required to show that the candidate can:

- ◆ implement external quality assurance procedures and processes
- ◆ contribute to meeting external quality audit requirements

Evidence should include the most recent report from one external body which should be used to demonstrate how external body's recommendations are implemented. In the absence of any recommendations/development points from external reports, the candidate should be asked 'what if scenario' questions, or relate to a previous report.

Higher National Unit specification: statement of standards (cont)

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Assessment Guidelines

Assessment must be carried out in a real learning centre environment.

Holistic assessment should be encouraged for this Unit and it is likely that performance evidence from Outcomes 2 and 3 will provide evidence for Outcome 1.

A professional discussion or a written/oral explanation will provide evidence for Outcome 1. A properly prepared and conducted professional discussion, relating to meeting and implementing quality assurance processes and procedures, could also provide evidence for Outcomes 2 and 3.

Performance evidence for Outcomes 2 and 3 should be generated through naturally occurring activities required to measure and implement external quality assurance requirements for one external body.

An external body is defined as an organisation/authority which is independent of the Learning Centre and who is responsible for ensuring that their quality assurance procedures are being upheld by the Learning Centre. This may include an internal department, eg, internal auditors, within an organisation who is responsible for implementing audit procedures within the organisation.

Assessor and candidate should agree which external body is to be used for evidence generation.

Administrative Information

Unit code: F3XS 34

Unit title: Learner Centre Operations: Meet External Quality Assurance Requirements in a Learning Centre

Superclass category: VD

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Version	Description of change	Date

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Higher National Unit specification: support notes

Unit title: Learning Centre Operations: Meet External Quality Assurance Requirements in a Learning Centre

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 40 hours.

Guidance on the content and context for this Unit

This Unit should be undertaken by staff who are working in a learning centre environment in a role that involves meeting external quality assurance requirements. External quality assurance standards could include Awarding Body requirements, Skills Development Scotland requirements, IIP and other quality standard requirements. Achievement of this Unit will enable Learning Centre staff to identify and meet external quality assurance requirements.

The following list of topics gives a suggested content for a taught programme. The list is neither prescriptive nor exhaustive and should be used as a guide only.

Outcome 1

- ◆ the role of external bodies in maintaining quality assurance procedures
- ◆ the various roles and responsibilities of those involved in implementing and monitoring external quality assurance requirements, ie, internal and external roles and responsibilities

Outcome 2

- ◆ the external quality assurance measures which are applied to the Learning Centre
- ◆ methods for ensuring that external quality assurance measures are implemented and maintained
- ◆ procedures for reviewing internal performance against external requirements

Outcome 3

- ◆ the audit requirements of external bodies
- ◆ the procedures to be followed for planning external audits
- ◆ the consequences of ignoring external audit recommendations

Higher National Unit specification: support notes (cont)

Unit title: Learning Centre Operations: Meet External Quality Assurance Requirements in a Learning Centre

Guidance on the delivery and assessment of this Unit

A holistic approach is recommended for assessment of all Outcomes of this Unit. A written or oral record from the candidate could be combined with a project or task which covers Evidence Requirements for all Outcomes, ie, performance (product) evidence is required for Outcomes 2 and 3. Performance evidence is required to show that the candidate can:

- ◆ implement external quality assurance procedures and processes
- ◆ contribute to meeting external quality audit requirements

A written/oral record which demonstrates the candidate's Knowledge and/or Skills of each Outcome will support evidence generated through practical activities, and meet Evidence Requirements for all Outcomes.

This Unit is an option in the Professional Development Award for Learning Centre Operations at SCQF level 7. Candidates undertaking the full Award should be encouraged to relate their work for this Unit to others in the Award. The delivery of this Unit may be integrated with some of the other Units. Assessment of this Unit may be integrated with the assessment of other units.

Opportunities for developing Core Skills

All components of the Core Skill of *Problem Solving* will be developed and enhanced as candidates undertake the Unit. An overview of factors impacting on Quality Assurance will require identification of the external audit criteria to be applied. Planning, implementing and recording an internal check to ensure requirements are met and dealing with any follow up procedures will be integral to achievement. Feedback from external agencies will provide a context for review and evaluation and support decisions on future development.

Communication skills which support co-operative working will be essential as candidates organise their work responsibilities and negotiate working methods to promote and progress centre compliance with external quality assurance requirements. Quality Assurance meetings will provide a context for demonstrating empathic, reflective listening skills in the review and evaluation of contributions to process, procedures and systems.

IT skills will be maintained and developed as candidates carry out a range of search and processing tasks. Working independently and with attention to security candidates will monitor quality procedures, evaluating, recording and presenting information in formats which meet external Quality Assurance requirements. Resolution of simple hardware or software problems will be routine.

Higher National Unit specification: support notes (cont)

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Open learning

This Unit is suitable for open and distance learning delivery. The assessment strategy and guidelines in this specification must still be applied if this method of delivery is chosen.

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

General information for candidates

Unit title: Learning Centre Operations: Meet External Quality Assurance Requirements in a Learning Centre

What this Unit is about:

This Unit should provide you with the knowledge and skills you will need to be able to meet external quality assurance requirements in your Learning Centre. The Unit addresses the knowledge and understanding you need to be able to monitor and implement external quality assurance requirements which can be applied to all or any external bodies your Learning Centre is accountable to. To complete this Unit you should be working in a learning centre in order to generate the evidence required.

What you will learn:

You will learn how to recognise the quality assurance requirements of external bodies, how to plan for external audits and how to implement any recommendations.

On completion of the Unit you should be able to:

- ◆ identify external quality assurance requirements
- ◆ identify the responsible people within your Learning Centre
- ◆ measure your Learning Centre's current performance against external requirements
- ◆ prepare for an external audit
- ◆ respond to any external body recommendations