



Higher National Unit specification: general information

Unit title: Supported Employment Practice: Engaging with Clients

Unit code: H1HX 34

Superclass: AJ

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Unit purpose

This Unit is designed for those who are working, or plan to work, for an agency or organisation which provides Supported Employment. This Unit will normally be delivered as part of the Professional Development Award in Supported Employment Practice at SCQF level 7. In this Unit candidates will develop the knowledge and skills required by Supported Employment practitioners to engage effectively with clients.

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

- ◆ Describe the process of client engagement in Supported Employment.
- ◆ Develop and agree a vocational profile with a client using a person centred approach.
- ◆ Develop a plan for providing support and aftercare to a client to secure and sustain employment.

Recommended prior knowledge and skills

Although entry is at the discretion of the centre, it is recommended that candidates should have good communication skills. In addition, candidates should preferably have undertaken some real work experience of providing employment support to clients with additional support needs.

Credit points and level

1 Higher National Unit 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 Doctorates.*

General information (cont)

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

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 Unit may be undertaken on its own or as part of the PDA in Supported Employment Practice.

This Unit is one of four HN Units which make up the PDA in Supported Employment Practice at SCQF level 7. This Unit provides the candidate with the opportunity to develop the knowledge and skills required by Supported Employment practitioners to engage effectively with clients.

The Unit is designed for those working in the field of Supported Employment.

It should be noted that throughout the Unit the term 'Supported Employment' is used to mean Supported Employment for those who are disabled or for those with other disadvantages.

Throughout the Unit candidates should be encouraged to apply their learning to the experiences of the clients with whom they work.

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 on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Describe the process of client engagement in Supported Employment.

Knowledge and/or Skills

- ◆ Core Values in client engagement.
- ◆ Five step process of client engagement.
- ◆ Process of job support.
- ◆ Forms of job support.

Evidence Requirements

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

- ◆ Explain two core values underpinning client engagement
- ◆ Describe the five stages in the process of client engagement
- ◆ Explain the process of job support
- ◆ Describe three forms of job support.

Outcome 2

Develop and agree a vocational profile with a client using a person centred approach.

Knowledge and/or Skills

- ◆ Person centred approach to planning.
- ◆ Vocational profiling process, including action planning and review.
- ◆ Relevant legislation and policy.
- ◆ Disability and employment issues.
- ◆ Income maximisation and welfare benefits.
- ◆ Job finding techniques.

Higher National Unit specification: statement of standards

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Evidence Requirements

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

- ◆ Explain each stage of the vocational profiling process
- ◆ Describe the development of the 'action plan'
- ◆ Identify the skills, qualities and abilities of a client
- ◆ Identify barriers to employment for a client
- ◆ Outline relevant legislation and policy
- ◆ Provide information regarding welfare benefits and the financial implications of paid employment
- ◆ Explain the importance of confidentiality of information
- ◆ Explain and demonstrate the importance of involving the client in their personal action plan
- ◆ Support a client to identify and seek employment opportunities

Outcome 3

Develop a plan for providing support and aftercare to a client to secure and sustain employment.

Knowledge and/or Skills

- ◆ Client Support Needs.
- ◆ Education and training opportunities.
- ◆ Retention and redeployment issues.

Evidence Requirements

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

- ◆ Outline the support needs of a client
- ◆ Support a client to prepare for an employment interview
- ◆ Develop an employment action plan
- ◆ Provide aftercare through ongoing support.

Higher National Unit specification: support notes

Unit title: Supported Employment Practice: Engaging with Clients

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 is designed for those who are working, or plan to work, for an agency or organisation which provides Supported Employment. This Unit will normally be delivered as part of the Professional Development Award in Supported Employment Practice at SCQF level 7. In this Unit candidates will develop their knowledge of the process of client engagement and the skills required of practitioners in the field of employment support. In the context of this Unit the term client refers to the person with the disability or disadvantage.

The candidate should have an awareness of the following definitions:

The Scottish Union of Supported Employment (SUSE) definition of Supported Employment is:

‘Supported Employment Services provide individualised support to secure people with disabilities, long term conditions and multiple barriers to work in a sustainable paid job in the open labour market.’

The European Union of Supported Employment (EUSE) definition of Supported Employment is:

‘Providing support to people with disabilities or other disadvantaged groups to secure and maintain paid employment in the open labour market’.

Supported Employment is a method of intervention which assists individuals with disability or disadvantage to access paid jobs in the open labour market.

The following document is suggested as suitable background information.

‘A Working Life for All Disabled People: The Supported Employment Framework for Scotland’ was released by the Scottish Government and COSLA in February 2010. The Framework acknowledges that many disabled people in Scotland face substantial barriers to gaining and sustaining work and that more needs to be done to support those who want to work.

Higher National Unit specification: support notes (cont)

Unit title: Supported Employment Practice: Engaging with Clients

Guidance on the delivery of this Unit

This Unit forms part of a PDA that is designed to provide candidates with professional knowledge, values and skills related to working in the field of Supported Employment. Throughout the Unit candidates should be encouraged to apply their learning to the experiences of the clients with whom they work.

Outcome 1

This Outcome introduces candidates to the process of client engagement in supported employment.

The core values underpinning client engagement are:

- ◆ Individuality
- ◆ Respect
- ◆ Accessibility
- ◆ Flexibility
- ◆ Confidentiality
- ◆ Self determination
- ◆ Informed choices
- ◆ Empowerment

Client engagement is the first stage of the five stage model which is:

- ◆ Client engagement
- ◆ Vocational Profiling
- ◆ Job finding
- ◆ Employer engagement
- ◆ On and off the job support

The client engagement process consists of:

- ◆ Preparation of potential job seekers
- ◆ First contact
- ◆ Initial meeting
- ◆ Planning discussion
- ◆ Action plan

Good client engagement ensures that prospective job seekers make informed choices and receive support tailored to their needs so that they can obtain employment. The process will differ from person to person depending on their individual needs and experiences; disabilities and disadvantage and their personal circumstances.

Higher National Unit specification: support notes (cont)

Unit title: Supported Employment Practice: Engaging with Clients

The process of job support is related to both starting a new job and maintaining it over a period of time. The support that is provided is dependant on the needs of the client and can be provided either on the job or outside the workplace. It is also dependent on the employers' resources and varies from company to company. The employment support should only be provided when the support available from the employer is insufficient to meet the client's needs. The employment support worker should also give support to their client's supervisors and co workers to train and support the client. Effective employment support will recognise the employer's requirements and provide guidance for adaptations and changes that facilitate the successful employment of people with different abilities.

There are five stages in the process of job support:

- ◆ Introduction and orientation
- ◆ Getting to know the job and company culture
- ◆ Stabilisation
- ◆ Fade out
- ◆ Follow up

On and off the job support can take many forms. The employment support worker should assist the client to make informed and realistic choices about when, where and by whom support should be provided.

Employment support can take the form of:

- ◆ Consultancy
- ◆ Counselling
- ◆ Advice
- ◆ Learning
- ◆ Training
- ◆ Assistance
- ◆ Adaptations and restructuring

Outcome 2

This Outcome requires the candidate to create a vocational profile for a client using a person centred approach

In order to assist people with disabilities or people from disadvantaged groups to secure and maintain paid employment, a person centred approach is used to collect relevant information about clients' aspirations, interests, skills and abilities for work. A vocational profile is used to gather this information. Vocational profiling is the second stage of the five stage process.

The vocational profiling process consists of:

- ◆ Collecting relevant employment information
- ◆ Career planning and support strategy
- ◆ Development of an action plan based on the profile
- ◆ Review of the action plan.

Higher National Unit specification: support notes (cont)

Unit title: Supported Employment Practice: Engaging with Clients

Outcome 3

This Outcome requires candidates to develop a plan to provide support and after-care for a client to secure and sustain paid employment.

Guidance on the assessment of this Unit

There are two instruments of assessment for this Unit.

Assessment Guidelines

Outcome 1

Outcome 1 could be assessed by a series of structured questions.

Outcome 2 and 3

Evidence for Outcomes 2 and 3 should be an assignment based on a case study. The case study could be based on a client with whom the candidate is working. Candidates will need to evidence the personal action planning process including a review of the plan, and carry out an assessment of the support and after care needs of a client. Evidence could include the completion of a detailed vocational profile.

Online and Distance Learning

This Unit could be delivered by open learning. However it would require careful planning by the centre to ensure the sufficiency and authenticity of candidate evidence.

Opportunities for developing Core Skills

There are opportunities to develop aspects of Core Skills in this Unit although there is no automatic certification of Core Skills or Core Skills components.

There will be opportunities to develop the Core Skill of *Communication* at SCQF level 6, *Information and Communication Technology (ICT)* at SCQF level 6, *Problem Solving* at SCQF level 6 and *Working with Others* at SCQF level 6 in this Unit.

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

History of changes to Unit

Version	Description of change	Date

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General information for candidates

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This Unit will suit you if you are working, or plan to work, for an agency or organisation which provides Supported Employment. This Unit will normally be delivered as part of the Professional Development Award in Supported Employment Practice although it could also be taken as a standalone Unit, perhaps for the purposes of continued professional development.

In this Unit you will develop the knowledge and skills required by Supported Employment practitioners to engage effectively with clients.

Upon completion of the Unit, you will be able to:

- ◆ describe the process of client engagement in supported employment
- ◆ develop and agree a vocational profile with a client using a person centred approach
- ◆ develop a plan for providing support and aftercare to a client to secure and sustain employment.

There are two assessments for the Unit.

For Outcome 1 you will be asked to respond to series of structured questions.

Outcomes 2 and 3 are assessed by a case study which could be based on a client with whom you are working. You will need to evidence the personal action planning process including a review of the plan, and carry out an assessment of the support and after care needs of a client. Evidence could include the completion of a detailed vocational profile.

Whilst undertaking this Unit you will also develop aspects of the Core Skills in *Communication* at SCQF Level 6, *Information and Communication Technology* at SCQF level 6, *Working with Others* at SCQF Level 6 and *Problem Solving* at SCQF Level 6.