



Higher National Unit specification

General information

Unit title: Administrative Procedures in the Care Sector
(SCQF level 7)

Unit code: H741 34

Superclass: PM

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Unit purpose

The aim of this Unit is to develop and enhance knowledge of the roles, procedures and legislation relating to client administration and care in the context of the Statutory, Voluntary and Independent Sector. This Unit is suitable for candidates seeking employment in an administrative capacity within a care environment or for those already employed there who wish to gain a formal qualification.

Outcomes

On successful completion of the Unit the learner will be able to:

- 1 Outline the current structure of the Statutory, Voluntary or Independent Care Services in Scotland.
- 2 Describe the administrative system/procedures relating to Statutory, Voluntary and Independent Care sector.
- 3 Explain the principles of current legislation relating to care records.

Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7)

Recommended entry to the Unit

Access to this Unit is at the discretion of the centre. However, it would be beneficial if the candidate had achieved either a relevant administrative qualification or recent relevant work experience.

Higher National Unit specification: General information (cont)

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Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes for 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 is optional within the framework for PDA Medical Administration (G8KV 47) and HNC/D Administration, Information Technology (G9M7 15 and G9M8 16) and HNC/D Care and Administrative Practice.

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

Higher National Unit specification: Statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

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. Learners 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

Outline the current structure of the Statutory, Voluntary or Independent Care Services in Scotland.

Knowledge and/or Skills

- ◆ Current structure of the Statutory, Voluntary or Independent Sector.
- ◆ The role of Independent, Statutory or Voluntary services.

Outcome 2

Describe the administrative system/procedures relating to Statutory, Voluntary and Independent Care sector.

Knowledge and/or Skills

- ◆ Administrative procedures relating to Statutory, Voluntary or Independent sector.
- ◆ Administrative systems relating to Statutory, Voluntary or Independent sector.

Outcome 3

Explain the principles of current legislation relating to care records.

Knowledge and/or Skills

- ◆ Data Protection Act
- ◆ Access to Health Records Act
- ◆ Access to Medical Reports Act
- ◆ Freedom of Information (Scotland)
- ◆ Role of Caldicott Guardians
- ◆ Equality Act
- ◆ Safeguarding Vulnerable Adults
- ◆ Health and Safety at Work Act
- ◆ Moving and Handling Procedures

Higher National Unit specification: Statement of standards (cont)

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Evidence Requirements for this Unit

Learners will need to provide evidence to demonstrate their Knowledge and/or Skills across all Outcomes by showing that they can:

Outcome 1

Candidates need to provide evidence to demonstrate their knowledge and/or skills by producing an organisational chart showing clear management structure in the area they are working or studying in, eg Statutory organization or Voluntary or Independent.

Assessment will be carried out in open-book conditions.

Assessment Guidelines

Candidates should be encouraged to undertake research for this Outcome, making use of Government and other websites as well as any other relevant sources of information.

Outcome 2

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by describing an administration system/procedure within the area they are working/studying, eg Statutory or Voluntary or Independent.

Assessment will be carried out in open-book conditions.

Assessment Guidelines

This Outcome could be assessed combined with Outcomes 1 and 3 by writing a 1500–2000 word report on a system or procedure within their area.

Outcome 3

Candidates should provide evidence to demonstrate their knowledge and/or skills by explaining the requirements of the legislation in relation to the care sector and the administrative systems/procedures.

Assessment will be carried out under open book conditions.

Assessment Guidelines

This Outcome may be combined with Outcomes 1 and 2, assessed by the form of a 1500–2000 word report.

Assessment should reflect current legislation and procedures at the time of delivery.



Higher National Unit Support Notes

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Unit Support Notes are offered as guidance and 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 focuses on client administration procedures in the context of the Care Sector. The Unit is optional within the *PDA Medical Administration* (G8KV 47) and *HNC/D Administration, Information Technology* (G9M7 15 and G9M8 16) and *HNC/D Care and Administrative Practice* Group Awards but may form part of other Group Awards or be taken as a free-standing Unit.

Due to the constantly changing nature of the Care Sector, it is imperative that the content of teaching materials reflects the current situation at the time of delivery of the Unit. To this end, materials used must be regularly reviewed and use should be made of the NHS Show website (www.show.scot.nhs.uk) which contains a wealth of current information and links to sites about Care. Another useful website is www.scotland.gov.uk from which the document Records Management Code of Practice can be accessed at the time of writing. It would therefore be beneficial if candidates have access to the Internet.

Guidance on approaches to delivery of this Unit

Outcome 1

Students should be familiar with the overall organisational structure of a typical Statutory, Voluntary and/or Independent Care Sector but have specific knowledge of the area they are working in.

Outcome 2

For delivery of this Outcome, a period of field work and/or input from an appropriate guest speaker would be helpful.

Outcome 3

Candidates must relate to current and emerging legislation and should take account of Scottish Executive circulars and guidance issued to staff — available on the NHS website — www.show.scot.nhs.uk — The list of legislation in this Outcome is not exhaustive, candidates may choose any other appropriate current legislation in relation to their workplace/placement.

Higher National Unit Support Notes (cont)

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Guidance on approaches to assessment of this Unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

Throughout this Unit, students will have to identify, extract and summarise information, mainly from external sources and then present the information in a manner which is appropriate to the tasks specified. As a result there may be opportunities to gather evidence towards the following Core Skills components, *Communication* (Reading), at SCQF level 6, *Communication* (Writing) at SCQF level 6 and *Critical Thinking* at SCQF level 6.

Open learning

All Outcomes are appropriate to Open and Flexible Learning approaches with tutor support. Delivering centres will, however, have to ensure authenticity and originality of submitted work.

History of changes to Unit

Version	Description of change	Date

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General information for learners

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This section will help you decide whether this is the Unit for you by explaining what the Unit is about, what you should know or be able to do before you start, what you will need to do during the Unit and opportunities for further learning and employment.

Outcome 1 will enable you to recognise the management structure of the area you are working in.

Outcome 2 will enable you to understand the administration systems and procedures involved in the area you choose to work/study in.

Outcome 3 will encourage and develop your understanding of the legislation relating to the care sector and the procedures in place.

There may be opportunities to gather evidence towards the following Core Skills components, *Written Communication (Reading)*, at SCQF level 6, *Written Communication (Writing)* at SCQF level 6 and *Critical Thinking* at SCQF level 6.