



Higher National Unit specification

General information

Unit title: Pregnancy Loss and Bereavement: Supporting Clients Using a Range of Media (SCQF level 7)

Unit code: H8X0 34

Superclass: PP

Publication date: February 2015

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Version: 02

Unit purpose

This Unit has been designed to provide the underpinning skills and knowledge required to use a range of media to appropriately support clients affected by pregnancy loss and bereavement. The Unit is suitable for those who work or wish to work in a paid or voluntary capacity, providing support and advice to women who have suffered miscarriage.

Learners will also develop their skills in reflection and evaluation as they will review the effectiveness of the communication methods utilised to meet client needs.

Outcomes

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

- 1 Investigate the range of communication media available for delivering services to clients.
- 2 Select and utilise appropriate media to support clients affected by pregnancy loss and bereavement.
- 3 Evaluate the service given to the client and identify areas for future improvement.

Credit points and level

1.5 Higher National Unit credits at SCQF level 7: (12 SCQF credit points at SCQF level 7)

Higher National Unit Specification: General information (cont)

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Recommended entry to the Unit

Access to this Unit is at the discretion of the centre. However, learners would be expected to have *Communication* skills at SCQF level 5 or equivalent. It would be beneficial if the learner has some previous experience of the miscarriage information advice and guidance field and the advisor's role within it. Basic skills in the use of *Information and Communication Technology (ICT)* would be advisable.

Core Skills

Achievement of this Unit gives automatic certification of the following:

Complete Core Skills	Problem Solving at SCQF Level 6
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Core Skill component	None
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There are also opportunities to develop aspects of Core Skills which are highlighted in the Support Notes of this Unit Specification.

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 mandatory in the Professional Development Award in Fertility Support: an Introduction at SCQF level 7.

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

Investigate the range of communication media available for delivering services to clients.

Knowledge and/or Skills

- ◆ Range of client needs
- ◆ Service delivery methods and media
- ◆ Relevant legislation and professional codes of practice or ethics
- ◆ Organisational guidelines, policies and procedures

Outcome 2

Select and utilise appropriate media to support clients affected by pregnancy loss and bereavement.

Knowledge and/or Skills

- ◆ Face to face client support in practice
- ◆ Telephony based client support in practice
- ◆ Internet based client support in practice

Outcome 3

Evaluate the service given to the client and identify areas for future improvement.

Knowledge and/or Skills

- ◆ Evaluation of support given to clients
- ◆ Reflection on own practice
- ◆ Identification of future development needs

Higher National Unit specification: Statement of standards (cont)

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Evidence Requirements for this Unit

There may be opportunities to combine the assessment of Outcomes 2 and 3. Centres should ensure that all Evidence Requirements are met.

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

Outcome 1

Learners should carry out an investigation into the types of communication methods/media/tools available in their organisation and provide an explanation for the appropriate use of each in relation to different client needs and preferences.

The investigation should cover:

- ◆ a minimum of one face to face, one internet based and one telephony based method.
- ◆ the benefits and drawbacks of the three methods investigated.
- ◆ the different needs and preferences the clients may have.
- ◆ the legislation, professional codes of practice and ethics relevant to each of the three methods investigated.
- ◆ the organisational guidelines, policies and procedures relevant to each of the three methods investigated.

Outcome 2

This Outcome has a practical focus and learners should demonstrate their competence in advising and supporting clients via:

- ◆ appropriate use of face to face, internet based and telephony-based communication methods and techniques.
- ◆ compliance with relevant legislation, codes of practice and ethics; organisational guidelines policies and procedures.
- ◆ provision of information and/or support to clients relevant to their needs.

Outcome 3

Learners should evaluate the effectiveness of three methods of communication used in practice. Their evaluation should include:

- ◆ rationale for each of the methods of communication used to deliver the information and/or support to the client.
- ◆ review of the effectiveness of each of the methods of communication used.
- ◆ reflection on own practice and identification of areas of strength and areas requiring further development.



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 60 hours.

Guidance on the content and context for this Unit

Effective communication with bereaved clients who have suffered miscarriage is at the heart of the miscarriage support service. It is important to ensure that relevant information, advice and guidance can be provided via a range of methods appropriate to client needs.

Learners should be encouraged to identify the range of communication media available to them in terms of the information and/or support required by the client and to utilise the most appropriate method.

A range of media including traditional methods such as face to face and telephone communication, as well as current and emerging internet communication technologies should be explored. Learners must be made aware of the related legislation and any sectoral codes of practice, guidelines and ethical requirements covering the method of communication used.

Regardless of the method of communication utilised, jargon, technical terminology and abbreviations should be kept to a minimum. If they are used they should be clearly explained and confirmation that clients have fully understood the information should be sought.

The range of communication methods and techniques includes:

- ◆ Face to face on a one to one basis (including Skype live session or video support)
- ◆ Telephone — landline, mobile, verbal or text
- ◆ Internet based — e-mail, web chat, bespoke online tools, social and professional networking sites

The range of information and support includes:

- ◆ Information on miscarriage
- ◆ Counselling support
- ◆ Treatment and/or testing and selection
- ◆ Referral to providers of related specialist support and information

Higher National Unit Support Notes (cont)

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Relevant legislation will include:

- ◆ Data Protection Act
- ◆ Equality Act
- ◆ Protection of Vulnerable Groups Act (PVG)

Codes of practice, guidelines and ethical requirements, organisational policies and procedures will include:

- ◆ Ethical codes of practice
- ◆ Client care
- ◆ Complaints procedure
- ◆ Communication protocols appropriate to method used (difficult calls/procedural information, etc)

Although face to face support, advice and guidance is the traditional method of service delivery, learners will be required to develop skills in the use of a range of communication media.

They will recognise and apply the common skills and knowledge required by advisors across all methods of communication as well as those applicable to specific methods. They will also examine the benefits and drawbacks associated with each method.

Aspects to be considered across all three methods assessed include:

- ◆ Listening and questioning skills (showing interest, being proactive)
- ◆ Speaking skills (tone, pace, adapting language and terminology)
- ◆ Convenience for clients
- ◆ Opportunities for immediate feedback and/or clarification
- ◆ Identification of client uncertainties
- ◆ Interaction between advisor and client
- ◆ Opportunities to adapt questioning (subtle or direct)
- ◆ Relationship building
- ◆ Organisational reputation
- ◆ Confidentiality and privacy
- ◆ Body language
- ◆ Valuing client
- ◆ Conflict resolution/defusing more difficult situations
- ◆ Time management
- ◆ Referral

Higher National Unit Support Notes (cont)

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Additionally, specific aspects will be covered:

- ◆ Use of scripted responses to telephone enquiries from clients (where applicable)
- ◆ Internet safety awareness
- ◆ Personal presentation

The value of self-reflection to improving their own performance and therefore the service provided to clients should be covered with advisors.

The use of peer review (perhaps in the form of observation) and formal performance evaluations can inform identification of personal strengths and areas requiring further professional development.

Guidance on approaches to delivery of this Unit

The Unit should be taught and assessed in the order presented. Outcome 1 provides the underpinning knowledge to carry forward to the practical Outcomes 2 and 3. Centres should use a learner-centred, participative and practical approach to learning and teaching.

Outcome 1 can be delivered via classroom or online lessons and also provides opportunities for shared learning through group discussions around organisational practices.

Outcome 2 can be taught using appropriate case-studies and role-play covering different clients and different communication media, prior to actual observed practice being undertaken.

Outcome 3; Learners will be introduced to reflective practice and appropriate methods of evaluation in order to identify areas for professional development and improvements to the service offered.

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.

Outcome 1 could be assessed by means of an investigative project, ideally based on learner's own organisation (or placement or centre-devised case study as appropriate). The learner will detail the range and appropriate use of a range of communication media available with relevant reference to legislative and organisational requirements for each.

Higher National Unit Support Notes (cont)

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Outcome 2 and Outcome may be assessed together. Learners should evaluate their practice and the overall service provided to the clients via face to face, telephone and internet based communication methods. The evaluation will comprise reflective accounts based on own practice; feedback and peer reviews (including observations of practice) and an identification of areas requiring further development (can be in the form of a personal development plan).

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

This Unit has the Core Skill of Problem Solving embedded in it. This means that when candidates achieve the Unit, their Core Skills profile will also be updated to show that they have achieved Problem Solving at SCQF level 6.

There may be opportunities to develop Core Skills in *Communication, Problem Solving and Working with Others* at SCQF level 6 and *Information and Communication Technology (ICT)* at SCQF level 5.

History of changes to Unit

Version	Description of change	Date
02	Core Skill Problem Solving at SCQF Level 6 embedded.	26/05/15

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General information for learners

Unit title: Pregnancy Loss and Bereavement: Supporting Clients Using a Range of Media (SCQF level 7)

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.

This Unit has been designed to provide you with the underpinning skills and knowledge required to use a range of media to appropriately support clients affected by pregnancy loss and bereavement.

The Unit is suitable for those who work or wish to work in a paid or voluntary capacity, providing support and advice to women who have suffered miscarriage.

You will also develop your skills in reflection and evaluation as you will review the effectiveness of the communication methods utilised to meet client needs.

The Unit is contained within the Professional Development Award (PDA) in Fertility Support: an Introduction at SCQF level 7. Learners who successfully complete this award will have the opportunity to progress on to the PDA in Providing Advanced Fertility Support at SCQF level 8.

You will complete three Outcomes as follows:

- ◆ Investigate the range of communication media available for delivering services to clients.
- ◆ Select and utilise appropriate media to support clients affected by pregnancy loss and bereavement.
- ◆ Evaluate the service given to the client and identify areas for future improvement.

You'll be asked to investigate the different methods and communication media available to support and advise clients. You will learn about the legislation and professional guidance that informs good practice when dealing with clients.

You will develop as a reflective practitioner and have the opportunity to evaluate your practice and the overall service provided to the clients via face to face, telephone and internet based communication methods.

During this Unit you may develop your Core Skills in *Communication, Working with Others* and *Problem Solving* at SCQF level 6, *Information and Communication Technology (ICT)* at SCQF level 5, as well as your transferable skills, eg in time-management, reporting and referral and personal presentation.