



National Unit Specification: general information

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

CODE F88E 11

SUMMARY

This Unit has been designed as a mandatory Unit of the SCQF level 5 Health Sector Course and has been designed to be taken as part of that Course. It can also be taken as a freestanding Unit. It is suitable for candidates who have no previous experience of the Health Sector.

The Unit introduces candidates to the range of provision and the services provided by the Health Sector in their local area. Candidates will participate in an interview for a specific job role which will help to develop knowledge and understanding of the world of work.

The Unit also focuses on the employability skills and attitudes identified as being those most valued by employers in the Health Sector. Candidates will be given the opportunity to reflect on and evaluate their own employability skills and record their progress throughout the Unit.

The Health Sector includes the National Health Service (NHS) (primary and secondary care), Independent Healthcare, Complementary Therapies, the Life Sciences and Retail Pharmaceutical Industries and the Community and Voluntary Sector.

OUTCOMES

- 1 Investigate a range of local provision and services within the Health Sector.
- 2 Prepare for and participate in an interview for a specific job role in the Health Sector.
- 3 Review and evaluate own employability skills in specified practical activities.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

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National Unit Specification: general information (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

CREDIT VALUE

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*).

**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.*

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 his Unit.

National Unit Specification: statement of standards

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

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.

OUTCOME 1

Investigate a range of local provision and services within the Health Sector.

Performance Criteria

- (a) Identify and describe a range of local provision within the Health Sector.
- (b) Identify and describe a range of services offered by each identified provision.
- (c) Identify and describe the job roles of staff working in each identified provision.
- (d) Identify the skills and attitudes relevant to one of these job roles.
- (e) Organise and present findings in an appropriate format.

OUTCOME 2

Prepare for and participate in an interview for a specific job role in the Health Sector.

Performance Criteria

- (a) Identify the skills and attitudes required for a specific job role in the Health Sector.
- (b) List relevant questions to ask at the interview.
- (c) Arrive on time and appropriately dressed for the interview.
- (d) Answer the questions asked by the interviewer using appropriate communication skills.
- (e) Ask relevant questions during the interview using appropriate communication skills.

OUTCOME 3

Review and evaluate own employability skills in specified practical activities.

Performance Criteria

- (a) Identify own strengths and weaknesses in specified employability skills.
- (b) Seek advice and take account of feedback from others on specified employability skills.
- (c) Identify areas for improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving these goals over a set period of time.

National Unit Specification: statement of standards (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

EVIDENCE REQUIREMENTS FOR THIS UNIT

Written and/or recorded oral evidence and performance evidence which covers all Outcomes and Performance Criteria is required for this Unit.

Outcome 1 — Written and/or oral evidence

Evidence for Outcome 1 will be gathered in open-book conditions at appropriate points throughout the Unit. Evidence will be gathered in a candidate folio. Progress will be discussed with the teacher/lecturer at an appropriate point during the investigation to ensure that the folio is the candidates own work. A record of the discussion must be retained.

Candidates will investigate a range of local provision and services in the Health Sector. Candidates will be given a brief for the investigation.

Candidates are required to:

- ◆ identify and describe **three** types of provision available in the local area
- ◆ identify and describe **two** services offered by **each** identified local provision
- ◆ identify and describe **two** job roles from **each** identified local provision
- ◆ identify the skills and attitudes relevant to **one** of these job roles

Candidates must organise and present findings in an appropriate format. A template for the investigation will be provided.

The provision will be selected from the range below:

- ◆ National Health Service — Primary Care
- ◆ National Health Service — Secondary Care
- ◆ independent healthcare
- ◆ complementary therapies
- ◆ life sciences industry
- ◆ retail pharmaceutical industry
- ◆ community and voluntary sector

The services will be selected from the range below:

- ◆ research and development
- ◆ scientific and technical
- ◆ screening
- ◆ diagnosis
- ◆ care and treatment
- ◆ prevention of ill health and health promotion
- ◆ maintenance of health
- ◆ management, administrative and support services

National Unit Specification: statement of standards (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

The job roles will be selected from the range below:

- ◆ medical and dental
- ◆ pharmacists
- ◆ nursing and midwifery
- ◆ allied health professions
- ◆ ancillary, support and estates staff
- ◆ facilities, management, administrative and clerical
- ◆ scientific and technical
- ◆ community and voluntary

Outcome 2 — Written and/or oral evidence and performance evidence

Candidates will produce written and/or oral evidence for an interview and are required to:

- ◆ identify the skills and attitudes required for **one** job role in the Health Sector
- ◆ list **two** relevant questions to ask at the interview

The candidate will be interviewed by **one** other person who may be the assessor or a representative from the Health Sector. The interview may be simulated/role play.

Assessor observation checklists must be used to support the performance evidence. The observation checklist must show that the candidate:

- ◆ arrived on time and dressed appropriately
- ◆ answered questions using appropriate communication skills
- ◆ asked relevant questions using appropriate communication skills

The assessor observation checklist must be retained to provide evidence of performance in **one** interview.

Outcome 3 — Candidate reviews

Evidence Requirements for Outcome 3 must take the form of **three** completed candidate review records which will give the candidate the opportunity to record their progress in developing employability skills. Candidates will be provided with a review template. Each review will include the following:

- 1 A record of the candidate's analysis of own strengths and weaknesses in relation to the following employability skills:
 - ◆ positive attitude to learning and the workplace
 - ◆ self respect and respect and consideration for others
 - ◆ willingness to listen to others and respond constructively to feedback
 - ◆ awareness of equality and diversity
 - ◆ understanding of roles and responsibilities in the workplace

National Unit Specification: statement of standards (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

- ◆ contribute to team work
- ◆ understanding of the importance of maintaining confidentiality
- ◆ reflecting on own abilities
- ◆ understanding of health and safety
- ◆ understand and seek clarification of instructions
- ◆ implementation of infection control procedures
- ◆ demonstrate an awareness of organisational standards for appearance and behaviour
- ◆ understanding of organisational principles and values in the Health Sector

2 A record of feedback gathered from others in relation to employability skills.

Candidates must seek advice and take account of feedback from the teacher/lecturer on **two** occasions and another person on **one** occasion. The other person could be, for example, other candidates, a health worker or placement supervisor who has observed the candidate.

3 A record of the candidate's identified areas for improvement and goals set in relation to employability skills.

4 An evaluation of the candidate's progress towards achievement of these goals over a set period of time.

The first review should take place at an early stage of the Unit, the second should be completed at an appropriate point during delivery of the Unit and the third should be carried out towards the end of the Unit. Candidates must take responsibility for completing each review based on their experiences and learning to date.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It contains an investigation pro forma, candidate brief, candidate review and an assessor observation checklist. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

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 has been designed as a mandatory Unit of the SCQF level 5 Health Sector Course and has been designed to be taken as part of that Course. It can also be taken as a freestanding Unit. It is suitable for candidates who have no previous experience of the Health Sector.

The Unit introduces candidates to the range of provision and the services provided by the Health Sector in their local area. Candidates will participate in an interview for a specific job role which will help to develop knowledge and understanding of the world of work.

The Unit also focuses on the employability skills and attitudes identified as being those most valued by employers in the Health Sector. Candidates will be given the opportunity to reflect on and evaluate their own employability skills and record their progress throughout the Unit.

The Health Sector includes the National Health Service (NHS) (primary and secondary care), Independent Healthcare, Complementary Therapies, the Life Sciences and Retail Pharmaceutical Industries and the Community and Voluntary Sector.

Outcome 1

This Outcome is intended to introduce candidates to the range of types of provision and services available in their local area.

The investigation will be recorded in a candidate folio and include all Performance Criteria specified. It is important that candidates learn to organise and present their findings as these skills can be transferred to other contexts. The folio could be produced in a variety of formats, eg a presentation, display, poster or leaflet. Candidates should be encouraged to identify ways in which their folio or presentation of information reflects and promotes equality and diversity. This could include the use of signs, symbols, pictures etc. The types of provision, range of services and job roles is provided within the Evidence Requirements.

Outcome 2

This Outcome is intended to provide candidates with opportunities to prepare for an interview for a specific job role in the Health Sector. Candidates could visit Health Sector settings or visiting speakers could come from the Health Sector. This will provide candidates with opportunities to ask questions of people who are involved in interviewing prospective employees and will also provide information that will help to prepare for the interview.

National Unit Specification: support notes (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

Candidates should identify and research one job role in order to find out the skills and attitudes that would be expected for that job role. Candidates should be encouraged to research job roles from career and employer recruitment websites. When preparing for their interview candidates should look at current job and person specifications.

Candidates should be made aware of the requirements of attending an interview including the importance of arriving on time and being appropriately dressed. Each candidate should prepare questions that they could ask of the interviewer. The importance of verbal and non verbal communication should be explained. Once the candidate has completed their preparations, the simulated role play should be undertaken. Each candidate should be interviewed individually.

Opportunities will arise for the teacher/lecturer to observe and provide constructive feedback to candidates on how they conduct themselves and perform in relation to the interview. Candidates should demonstrate a willingness to listen to and respond constructively to the feedback given.

Candidates should develop an awareness of appropriate language and attitudes in relation to equality and diversity. This includes body language and non verbal communication.

Outcome 3

This Outcome is intended to give candidates the opportunity to review and evaluate their performance in specified employability skills. They will be expected to take responsibility for improving their performance by identifying areas for improvement through self evaluation and taking feedback from others. This should include setting goals and evaluation of achieving these goals over a set period of time. These skills and attitudes will help to improve candidate's employability as they are transferable to other vocational areas. When delivering this Unit as part of the SCQF level 5 Health Sector Course opportunities will occur throughout the Course to identify, develop and practise the relevant skills which are the basis of the reviews.

Employability Skills

Candidates will be required to review and evaluate the following employability skills:

- ◆ positive attitude to learning and the workplace
- ◆ self respect and respect and consideration for others
- ◆ willingness to listen to others and respond constructively to feedback
- ◆ awareness of equality and diversity
- ◆ understanding of roles and responsibilities in the workplace
- ◆ contribute to team work
- ◆ understanding of the importance of maintaining confidentiality
- ◆ reflecting on own abilities
- ◆ understanding of health and safety
- ◆ understand and seek clarification of instructions
- ◆ implementation of infection control procedures

National Unit Specification: support notes (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

- ◆ demonstrate an awareness of organisational standards for appearance and behaviour
- ◆ understanding of organisational principles and values in the Health Sector

These skills can be practised, reviewed and evaluated in real or simulated workplace environments, role play and individual or group classroom activities.

Candidates must be given opportunities to exhibit the employability skills in practical contexts.

When this Unit is being taken as part of the SCQF level 5 Health Sector Course, opportunities will arise to practise, review and evaluate employability skills in the following Units: *Health Sector: Improving Health and Well-being*, *Health Sector: Physiology of the Cardiovascular System*, *Health Sector: Working in Non Clinical Roles* and *Health Sector: Life Sciences Industry and the Health Sector*.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Outcome 1

Candidates must identify a range of provision and services available in their local area. This will be in the form of an investigation. The investigation will require candidates to gather information from a variety of sources which could include:

- ◆ visiting speakers
- ◆ internet research
- ◆ library
- ◆ health boards
- ◆ GP surgery
- ◆ local clinics
- ◆ interviews with workers in the Health Sector
- ◆ workplace visits

It may be beneficial for candidates to work in groups and share information although the final investigation must be the candidate's own work. Candidates should discuss and agree with the teacher/lecturer a suitable format for presenting the information. Initial discussions can be carried out in groups and whole class expositions. There is the opportunity for candidates to practise and develop skills of verbal and non verbal communication, planning and respect and consideration for others. The language and materials used throughout should promote equality and diversity and avoid cultural stereotypes.

Outcome 2

This Outcome provides the opportunity for candidates to prepare for an interview for a specific job role in the Health Sector. This could be a current job as advertised in newspapers or recruitment websites. Candidates should research the questions that would be appropriate to ask the interviewer(s). Teachers/lecturers could help candidates to develop their communication skills for the interview through demonstration and selecting appropriate activities to give candidates as much practise as possible before their assessment takes place.

National Unit Specification: support notes (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

It would also be good practice to enlist the help of representatives from the Health Sector who have experience of conducting interviews for new recruits. The interview should be as realistic as possible, giving the candidate relevant information such as time and place of interview. The interview should last approximately 5 to 10 minutes. It should be conducted as if there was a position in the Health Sector as this would allow feedback to be of more relevance to the candidate. There are opportunities for integration of assessment in Outcome 1 and 2.

Outcome 3

Candidates should be encouraged to use the SMART model when setting personal goals — Specific, Measurable, Attainable, Realistic, Time bounded. Opportunities to practise employability skills should occur naturally throughout the Course.

Delivery of this Unit could incorporate a variety of teaching and learning methods including:

- ◆ teacher/lecturer presentations
- ◆ group work and discussions
- ◆ handouts
- ◆ visiting speakers
- ◆ workplace visits
- ◆ practical activities
- ◆ individual and group research
- ◆ internet searches
- ◆ reflection

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit, candidates will be involved in an investigation and self evaluation and review of employability skills. There may be opportunities in the role play of an interview for a job role to develop effective communication and interpersonal skills. Candidates will have opportunities to develop communication skills in seeking and responding to feedback from others in the review and evaluation of their employability skills.

Candidates have to take responsibility for their own performance in the investigation and in the review and evaluation of their employability skills. This may allow them to develop the three components activities of *Problem Solving* — Critical Thinking, Planning and Organising and Reviewing and Evaluating.

If the candidate uses a computer while undertaking any part of this Unit, they will have the opportunity to develop *Information and Communication Technology* skills.

National Unit Specification: support notes (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

When this Unit is being delivered as part of the SCQF level 5 Health Sector Course, it would be appropriate for Outcome 2 Performance Criterion (d) to be integrated with Outcome 1. Outcome 3 can be assessed throughout the Course so that candidates have the opportunity to practise and develop the relevant employability skills. The candidate reviews should be carried out at appropriate points during the Course so that candidates can practise the relevant skills and set personal goals.

Outcome 1

The folio should be discussed by the candidate and the teacher/lecturer at an appropriate point to authenticate that it is the candidate's own work. A record of this discussion must be retained.

Outcome 2

Written and/or oral evidence will be produced for Performance Criteria (a) and (b).

Performance evidence for Performance Criteria (c), (d) and (e) will be based on an interview, which must be recorded using an assessor observation checklist.

Candidates should be given the opportunity to practise the interview before being assessed.

Outcome 3

Feedback from others will be from the teacher/lecturer on **two** occasions and another person on **one** occasion. The other person could be a candidate, health worker or placement supervisor, who has observed the candidate.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It contains an investigation pro forma, candidate brief, candidate review and an assessor observation checklist. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

Opportunities for the use of 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 e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

National Unit Specification: support notes (cont)

UNIT Health Sector: Working in the Health Sector (SCQF level 5)

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.