



Hello from Margaret Graham



As the new full-time moderator for Care I wanted to say hello to all my colleagues in centres, and to say how much I am looking forward to working with the many new centres who have come forward for approval in the past few months.

I am really pleased to be in post in time for the exciting and challenging new developments in our sector. The revised occupational standards provide us with the opportunity to work toward a fully qualified workforce in a more co-ordinated way.

The revision of the HNC in Social Care has allowed us to examine in great detail the knowledge required to enable workers to evidence their practice competence and to develop their self-confidence.

This year's Quality Networks will provide us with the opportunity to meet and discuss the progress of the new SVQs and to plan for the start of the new HNC.

I look forward to meeting everyone soon and if I can be of any help please do not hesitate to give me a call on 07768 540887.



CareScotland

bulletin

may 2004

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SVQ Care award ceremony at Dumfries and Galloway Council

The 10th annual award ceremony of the SQA-approved Assessment and Development Centre for SVQs in Care was held on 12 December, at Crichton Campus, Dumfries. The SQA-approved centre was established to promote good social care practice in Dumfries and Galloway public services. SVQ programmes are currently offered by the Council in partnership with the National Health Service, Dumfries and Galloway.

This year's event brought together over 50 successful candidates, from across the region's council, health and voluntary sector, to receive nine different awards at SVQ levels 2, 3 and 4. Assessors and partners, colleagues, managers, elected members and other guests heard from a range of speakers and joined with candidates to celebrate their success.

Fraser Sanderson, Director of Education and Community Services, said: 'SVQs offer the Council and partner agencies highly relevant and flexible training and development programmes at a time when we are experiencing UK-wide skill shortages in many occupations, including health and social care. The hard work and standards demonstrated by this year's

successful SVQ candidates show the potential of local employees to make the most of themselves. An improved qualification rate indicates the potential of the region to address its well-reported need to recruit, retain and develop staff of a high calibre.

Currently everything points to the need for higher standards across all work with vulnerable people, be these the universal services of education and health, or services for members of our community who are at risk of unequal treatment, neglect or abuse. SVQs in Care, and the assessment and administration awards undertaken by the staff who support front-line carers, have a huge role to play in this process.'

Margaret Graham, Senior External Verifier with Care Scotland at SQA, added: 'SVQs recognise and validate the practice of workers in Health and Social Care, providing opportunities for the individual to demonstrate their competence and to reflect on their practice. The quality of the work produced by the candidates in Dumfries and Galloway Council is of a very high standard, and it is appropriate to celebrate their success by gathering here together today.'

HNC in Early Education and Childcare

There's a new HNC for Early Years and Playwork workers. Sarah Sayers, Senior Moderator for Childcare, and Development Officer for the Review of the HNC, explains:

The new HNC Early Education and Childcare has now been developed. By the time you read this bulletin, the new qualification will already have been launched or you will know the date of the launch.

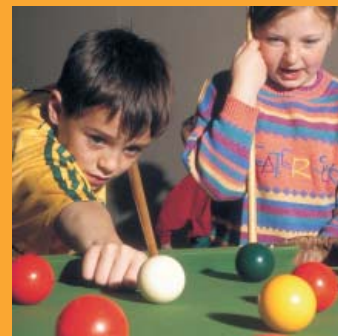
The aim of the new HNC is to meet the needs of the growing Childcare Sector, and to cover the wide range of knowledge and skills required by its growing variety of employment opportunities. It will be suitable for both Early Years workers and Playworkers.

It is also intended to provide opportunities for qualified practitioners to update their knowledge and skills.

Assessment Exemplars have been prepared for the mandatory Units and we also plan to develop some open learning packs for some of the Units. We hope this will provide support to centres, and contribute to standardisation.

Many people have worked extremely hard to prepare this qualification, and our sincere thanks are due to the Steering Group, Unit and Assessment writers, Vectors, the Validation Panel members, and all those who have responded to requests for feedback and comments.

Review of National Occupational Standards in Early Years Care and Education



The National Day Nurseries Association (NDNA) has received funding from DFES (Department for Education and Skills) to facilitate the review of the National Occupational Standards (NOS) at levels 2, 3 and 4 in Early Years Care and Education. The review process started in October 2003 and is expected to be completed by the end of 2004.

NDNA is consulting widely about the current standards, their fitness for purpose, design, content and the associated S/NVQs. We would encourage you all to participate in these consultations to ensure that the new NOS and subsequent SVQs are fit for purpose for the Scottish Childcare Sector.

NDNA plans to hold conferences across the UK in June 2004 to finalise all the work on the NOS. Information on these conferences will be posted on the NDNA website: www.ndna.org.uk



HNC in Social Care

By the time you are reading this Bulletin, the HNC in Social Care will have been validated.

The review project started in June 2002 and since that time until now, we consulted across Scotland and sent out more than 500 questionnaires.

What you said:

- make the HNC more flexible
- have more Optional Units to reflect the variety of job roles in the sector
- make more direct links between HNC and SVQs
- ensure there is articulation to HE and opportunities for CPD

What we have as a result:

- a 12-credit HNC with mandatory credits on Psychology, Sociology, Social Policy, Client Protection, Social Care Theory, Social Policy etc

- workplace practice consisting of three of the new mandatory SVQ Units
- more optional Units, examples of which are: Learning Disability, Health Care Support, Problematic Substance Use, Mental Health, Spiritual Wellbeing, Community/Youth Justice, Stress Management, Dementia

We are developing open learning packs for some of the optional Units as a way of offering support for candidates and tutors, and also to encourage people to use optional Units as 'stand-alone' Units for Continuing Professional Development (CPD).

Thanks are due to the Working Group, chaired by Brendan Harris, the Unit Writers, the Vectors and the Validation Panel members.

We had many interesting and sometimes heated discussions, but we are confident the resulting HNC will meet your needs, and provide the knowledge and skills necessary for both initial training and for CPD.

PDA in Early Education and Childcare

Now that the work for the HNC in Early Education and Childcare has been completed, work starts on the PDA of the same name. It is hoped that this will be an SCQF level 8 qualification, and it will be suitable for Managers and Senior Practitioners. The work of the Steering Group will be chaired and managed by Eleanor Ramsay from Kilmarnock College, and we're hoping that the qualification will be validated early in 2005.

Launch of the SVQs in Youth Justice Services

About 40 people from across the justice sector who work with young people attended a launch at Perth on 15 March.

Alistair Campbell, the CJNTO Development Officer for Scotland, introduced the launch saying that this was the last official meeting of CJNTO in Scotland — and explained that the new NTO will be called 'SKILLS FOR JUSTICE'. This new body will incorporate the former CJNTO, the Police, and the Custodial Care sectors.

Breda Leyne from the London office of CJNTO spoke about the importance of the Youth Justice standards for a number of purposes: staff training, recruitment and selection, supervision and appraisal.

Archie Campbell from Polmont Young Offenders Institution gave an account of how they had used SVQs in Custodial Care very successfully for the past 10 years, and reported that they had conducted a mapping of the Youth Justice standards with the residential officers' job roles. As an already 'up and running' centre, they are keen to start using the SVQs in Youth Justice Services as soon as possible.

Carla Findlay, the Care Scotland Manager from SQA, explained the role of the awarding body to the delegates, and described the assistance available to organisations from the Care Scotland team — either to become a centre, or to access the SVQs in Youth Justice Services from existing centres.



If your organisation didn't make it to the launch, but you would like further information about the SVQs in Youth Justice Services, please contact the Care Scotland Team on 0141-242 2344, or the Skills for Justice office in Edinburgh on 0131-226 7758.

Stop press: publication of phase 2 SSSC registration requirements

The SSSC Registration requirements for Phase 2 are now in the public domain, having been passed and accepted by the Depute Minister for Education and Young People (Euan Robson) at the beginning of April.

Phase 2 covers workers in residential care for adults, and workers in Early Years' settings.

For copies of the requirements, please phone the SSSC direct on 0845 6030 891 or e-mail: enquiries@sssc.uk.com

They also have a website: www.sssc.uk.com where you will find up-to-date information about developments in relation to National Occupational Standards, the new Social Work degree, as well as registration issues and CPD.

SVQ in Support Services in Health Care level 2

These are brand new Standards and have been written for a whole range of support workers within the NHS and other health settings. There are four core Units for all workers:

- Foster People's Equality, Diversity and Rights
- Contribute to the Effectiveness of Work Teams
- Promote, Monitor and Maintain Health, Safety and Security in the Workplace
- Give Customers a Positive Impression of Yourself and Your Organisation

The optional Units fall into three broad categories — one for reception and records workers, one for porters, and the third for workers with housekeeping duties. Candidates have to choose four options — making a total of eight Units to gain the full SVQ level 2.

SQA has appointed a Development Officer, Irene Climie, for six months to take this work forward. Irene has already prepared all the documents for accreditation, including assessment guidance and exemplars, and is now designing some promotional leaflets. She will then 'take to the road' armed with the standards, the leaflets and copies of the assessment guidance.

With her own expert knowledge of SVQs she will be able to assist and advise centres on how to start using the SVQ in Support Services in Health Care.

If you would like a visit from Irene, or would like to discuss any of this further, please contact Caroline Douglas on the SQA NHS helpline: 0141-242 2364 or e-mail: nhs@sqa.org.uk

Update

on the National Occupational Standards for Health and Social Care

Janet Miller, a Learning and Development Adviser with the SSSC, is the lead officer for Scotland in the review of the NOS, and reports here on progress:

Scotland has been very active in the joint UK Health and Social Care review of the National Occupational Standards and awards in Care. Consultation is now complete and the reviewed S/NVQs will reflect the contribution from eight Scottish workshops, together with the very detailed work of more specialist groups, including service-users and carers. We are now in the last phase of the project, with final decisions being made about award structures and the assessment strategy.

The aim has been to produce smaller, accessible, more flexible awards, written in plain, understandable language, that continue to provide thorough assessment of competence. Agreement has been reached about award structures at levels 3 and 4 (each containing eight Units — four core Units and four optional Units). The four core Units in all the S/NVQs will cover the areas of principles of care, health and safety, communication, and personal and professional development. At levels 3 and 4 there will be two routes: Working with Children and Young People, and Working with Adults.

SVQ level 3 in Care and Dementia: South Lanarkshire Council



South Lanarkshire Council Social Work resources and the Dementia Services Development Centre (DSDC) have embarked on an ambitious partnership to develop an SVQ in Care level 3 programme grounded in working with people who have dementia. There is an increasing need for workers with knowledge and skills in dementia work. The Scottish Social Services Council has recently announced that the SVQ in Care level 3 will be one of the registerable qualifications for residential workers in this field which makes this work even more important.

There are 16 candidates on the South Lanarkshire programme including five candidates from local private sector nursing homes which has encouraged the exchange of ideas and practice between the sectors. Part of the programme is delivered at the DSDC campus in Stirling University and each student will have the opportunity to visit and learn from a dementia service in either Denmark or Amsterdam as part of their Unit CU7 'Develop one's knowledge and practice'. One outcome of this programme will be to produce a guide for SVQ centres and

employers on how to achieve best practice by combining dementia training with the SVQ in Care level 3 qualification. The guide will be written to the revised SVQ level 3 in Health and Social Care standards and will be published in Autumn 2005.

Social Work Training Manager, William McAllan said 'This is an exciting programme which links the expertise of the Lanarkshire SVQ Assessment Centre to the DSDC centre of excellence. Too often people working in services for people with dementia have had little or no significant training in mental health issues. In this programme the SVQ in Care is underpinned by high quality teaching and on completion candidates will be very well equipped for their care responsibilities. We did consider creating a new SVQ qualification but decided it made more sense to use the SVQ level 3 in Care award framework because candidates and employers already value this award, it is recognised by SSSC for registration purposes and there are sufficient relevant Optional Units to fit the candidates' work activities. Why reinvent the wheel?'

For further information, contact Anne McGuire (Training Officer) who is seconded to Dementia Services Development Centre on telephone: 01698 527485 or e-mail: anne.mcguire@southlanarkshire.gov.uk

The Effectiveness of SVQs in Care — research findings

'Amazingly my husband took up ironing!'

That's what one SVQ candidate said when she was talking about the support she received from her family while undertaking her SVQ. And, there were many more interesting insights...

We reported in previous Bulletins that Ray Pavey had been contracted to conduct a small-scale research project into the effectiveness of SVQs in Care. We felt that this work was particularly important at this point in history when all care workers will be required to have a qualification for Registration purposes. Managers and workers alike need to know if SVQs are effective, and in what way, because there are enormous resource implications in giving all staff the opportunity to gain the appropriate qualification.

The report concluded that the achievement of SVQs in Care did lead to changes in practice, mainly through the increased confidence of the worker. This in turn means the

care which service-users receive should be better. However, the Report findings honestly recount the many difficulties people often experience when undertaking SVQs. This information will prove really beneficial when introducing the new National Occupational Standards later this year, in terms of the assessment guidance we produce.

Every centre has been sent a copy of the full length report as well as the 'glossy' summary version — good for coffee break reading! If you haven't seen either of these and would like a copy, please contact Care Scotland on 0141-242 2344.



Support materials

SQA has decided to pilot the use of Support Materials. Care Scotland has responded to this in several ways.

- For both the HNC in Social Care and the HNC Early Education and Childcare, there will be Open Learning packs available for some Units — it is intended that these could be used by tutors or given to students to use for self-directed study.
- We have bought 200 copies of a work-based learning pack for SVQ level 2 in Care written by (4) Learning Ltd. Centres offering SVQ level 2 in Care can apply for a free copy. All we ask is that — at a later date — you give us a short comment or evaluation on how useful these books were for your centre and for candidates. To request a copy drop us an e-mail at carescotland@sqa.org.uk

Care Scotland team



From left:

Caroline Douglas, Qualifications Assistant (NHS)

Carla Findlay, Qualifications Manager

Karen Crawford, Qualifications Officer

Alyson Owens, Qualifications Assistant

Are you aware that SQA runs a 'one stop shop' helpline for NHS Centres and Employees offering support, advice and guidance?

If you would like further information —
please call **Caroline Douglas** at the helpline on:



0141-242 2344

or e-mail:



carescotland@sqa.org.uk

Care Scotland helpline

For enquiries regarding subject specific issues in relation to Social Care, Community Justice, Health Care or Childcare, please phone the Care Scotland team — details below.

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