

## Update from Louise Gaddi — Qualifications Manager

**Welcome to the October 2010 edition of the *Care Scotland Bulletin*. Time flies when you're enjoying yourself and I can't believe that a year has passed since I started and what an exciting year it's been. As you can see from the following pages, it has been a busy nine months for the team at Care Scotland.**

At the beginning of the year the Care Scotland team organised and led two very successful Customer Care Events for HNC/SVQ Health and Social Care, and Early Years. Both events were well attended and the team received very positive feedback from centres about our support for the delivery of the qualifications.

During the event we had an interesting session that allowed centres and External Verifiers to discuss their expectations at an external verification visit. This exercise was very helpful to both parties and feedback from the sessions is available to read on the Care Scotland website. You may have noticed some changes to the site that caused a little bit of confusion in terms of accessing the Care Scotland pages, but don't panic this was rectified and Care

Scotland is still easily accessed through the A-Z index.

Over the last year I have been busy attending different meetings, conferences and events and I have had the privilege to be invited to awards ceremonies for candidates who have achieved their Care qualifications. It is important to mark these occasions to show the commitment from the organisation and staff to the quality of provision. It was encouraging to see so many candidates complete their qualifications and talk about the benefits to themselves and their service users from having a competent, confident workforce.

Since the last Bulletin there have been some changes to the Care Scotland team. Scott Miller, our

Administration Officer, has left for pastures new and we hope he's doing well. Our Qualifications Officer, Marisa Meechan, has been promoted to a Grade 7 post to cover maternity leave in SQA's Special Awards and Services. We wish Marisa all the best in her new post although she is sadly missed by the Care Scotland team. We are pleased to welcome Angela Lees, Qualification Officer, to the team that has been covering in Marisa's absence.

We have a lot on over the next few months so make sure you keep up-to-date through the Care Scotland website.

**Louise Gaddi**  
**Qualifications Manager**



# Qualifications

## Update from Marisa Meechan — Qualifications Officer

Back in April 2010, the revision of the PDA in Care Services Management culminated with the validation of the new PDA in Leadership and Management for Care Services at SCQF level 9. Due to the publication of the Leadership and Management for Care Services National Occupational Standards (NOS), it was felt necessary to develop a new qualification with increased flexibility rather than review and amend the PDA in Care Services Management. The feedback from consultation was in favour of the PDA being set at SCQF level 9 to align it with the Leadership and Management for Care Services NOS. The new PDA will be formally launched in autumn 2010 and it is hoped that the assessment exemplars will be available at this time too. Informal feedback from centres already delivering this PDA is that it is working well and is well received by candidates.

The Scottish Social Services Council (SSSC) have confirmed the new PDA in Leadership and Management for Care Services at SCQF level 9 as a qualification that meets the SSSC criteria of 'an award in management that is certificated at or above SCQF level 8 showing evidence that the award has been mapped against the National Occupational Standards in Leadership and Management for Care Services'. The PDA will be added to the database of qualifications that are acceptable to SSSC as awards in management for parts of the registration that require such a qualification.

The next meeting of the HNC Early Education and Childcare group will be held on 28 October 2010; those in the group will be notified of arrangements in due course. We currently have a wealth of SQA centres in this group but would love to hear from any employers who would be interested in joining the

group. If this sounds like something you may be interested in please contact a member of the Care Scotland team.

The integrated scheme of exemplars for the HND in Childhood Practice and the HND in Social Services is now available on SQA's secure website. The learning and teaching packs for the mandatory Units are also available.

From 21 June 2010 to the end of February 2011, I will be on an internal secondment to another department within SQA, therefore if you have any questions or require any further information please contact Louise Gaddi at [louise.gaddi@sqa.org.uk](mailto:louise.gaddi@sqa.org.uk).

**Marisa Meechan**  
**Qualifications Officer**

## SVQ in Working with Offending Behaviour

Autumn this year sees the launch of the new SVQ in Community Justice: Working with Offending Behaviour (level 3) which is at SCQF level 7. Several years in the planning with Skills for Justice, Scottish Social Services Council (SSSC) and SQA, this new qualification shares many similarities to the existing Health and Social Care (HSC) Award structure.

The qualification has five core Units: the same four core Units as the HSC, with one additional Unit — Help Individuals Address their Offending Behaviour — giving a five Unit core. Thereafter, candidates have to select three optional Units from a selection of 30 Units, some of which are already available in the optional suite of the existing HSC level 3 qualification.

The SSSC have accepted the new SVQ as suitable for registration purposes. This will open up the qualification to a wider pool of new candidates or existing staff seeking to work in the community justice field. They can then become 'dual qualified' while retaining their SSSC registration.

To support delivery of the SVQ, SQA has developed an assessment methodology. This documentation will be made available to download from the Care Scotland website and includes: Assessment Strategy and Guidance, Candidate Portfolio, Information Sheet and Units (including Evidence Requirements).

Care Scotland expects a number of centres who are approved for the SVQs in Health and Social Care (HSC) to add the new SVQ in Community Justice: Working with Offending Behaviour to their portfolio.

Those existing centres that do wish to offer the award will have a limited period where existing HSC Assessors can assess the new SVQ until their staff can attend appropriate CPD opportunities in the community justice field.

**Bert Lawrie**  
**Senior Verifier Community Justice**

## PDA in Mental Health Peer Support

**Peer support is an innovative approach to assisting people in recovering from mental health experiences. SQA is pleased to announce the introduction of this new PDA, which provides an opportunity for certificated training in this field.**

This PDA was produced in collaboration with the Scottish Recovery Network, and comprises two Units at SCQF level 7. These are Mental Health Peer Support: Recovery Context, which serves as an introduction to the peer support approach, and Mental Health Peer Support: Developing Practice, which is designed to give candidates the skills necessary to practice in this area.

The PDA was successfully validated in March 2010 and represents an exciting opportunity to develop practice in

this area. It has been designed to be delivered in partnership with agencies involved in the delivery of peer support in Scotland, and learning support materials are currently being developed.

The promotion of peer support working in Scotland has the potential to significantly improve recovery outcomes in mental health services. It also has the potential to improve the inclusion and empowerment of people with experience of mental health problems. This qualification will contribute significantly to this process.

For further information please access the Care Scotland website or call the Care Scotland team on 0845 213 5471.

**George Baker**  
**External Verifier**

# Qualifications

## Update from Alyson Steel — Qualifications Officer

**The PDA developments I have been managing for the past year are now successfully validated. SQA worked with the Scottish Recovery Network to develop a qualification for peer support workers in the field of mental health recovery. The group is currently working on the production of supporting documentation, and further detail can be found on the Care Scotland website.**

Another of my projects is the collaboration between SQA and the Care Commission to develop a qualification to provide candidates with the knowledge, skills and understanding required to prepare for, administer and monitor the effects of medication to individuals. The PDA in Health and Social Care: Administration of Medication at SCQF level 7 is made up of two Units and is supported by an assessment exemplar and teaching/learning resource, both of which are available on the SQA secure website.

Following several years of consultation and joint working, the SVQs in Community Justice: Working with Offending Behaviour (level 3), and Community Justice: Work with Victims, Survivors and Witnesses (level 3), have been revised. The new structures are fit for purpose in Scotland, reflect codes of practice and legislation, and meet the needs of the Scottish Social Services Council (SSSC) registration requirements. SQA await

communication from Skills for Justice about the revision of the SVQ in Youth Justice Services at level 3.

In line with other qualifications within the Care Scotland portfolio, we have produced an Assessment Strategy and Guidance, Information sheet and Units (including Evidence Requirements) for the Community Justice qualifications. These are accessible to candidates and centres on the Care Scotland website.

Next year will see the HNC in Health Care reach the end of its five-year cycle. To ensure the HNC remains current and fit for purpose, SQA intends to convene a Qualification Support Team (QST). If you would be interested in joining this group, please contact my colleague Angela Lees: [angela.lees@sqa.org.uk](mailto:angela.lees@sqa.org.uk)

Another of our HNCs approaching review is the HNC in Social Care. The SSSC intend to review the current National Occupational Standards (NOS). As the NOS inform and lead the development of HN/PDA qualifications, a major review of the HNC Social Care was put on hold to bring the process in sync with the NOS review. Until then, there is still the opportunity and scope to lead a minor review. If you are interested in being part of this interim review, I would be delighted to hear from you.

## Update from Angela Lees — Qualifications Officer

**I joined the Care Scotland team last October on a part-time basis as a Qualifications Officer helping out on specific projects two days a week. In my previous role I was a Qualifications Officer in the computing sector for five years. Since Marisa has moved on, I'm now working full-time with the Care team, and have been since May of this year. I have been involved in a couple of projects to date and have**

**plenty more planned for the coming year. Here is a brief update of the projects I am involved in:**

### **Emergency First Aid at Work**

SQA's new Emergency First Aid at Work qualification at SCQF level 5 is now available.

The Health and Safety Executive (HSE) has recently revised its First Aid at Work Regulations and has

introduced a new one-day training course, Emergency First Aid at Work.

The main driver for the revised regulations is to help employer duty holders access competent first aid training, at the right level for their first aid needs and with minimal impact on their business. The new regulations came into effect on 1 October 2009.

If you would like information on the Emergency First Aid at Work qualification, please contact our Business Development team on 0303 333 0330 or e-mail: [mycentre@sqa.org.uk](mailto:mycentre@sqa.org.uk)

### **HNC Allied Health Professions: Rehabilitation Technologies**

The HNC in Allied Health Professions: Rehabilitation Technologies has been developed to help support managers and staff meet many of the challenges encountered in delivering rehabilitation services in Scotland. The qualification was validated in November 2009. At the moment, NES have a tender out to give a delivering centre the opportunity to work in conjunction with Strathclyde University.

If you require any further information on this HNC, please contact me on 0845 213 5577.

### **HNC/D in Health (working title)**

This is a new National Qualification that is a collaborative development between three colleges: Cardonald (lead centre), James Watt and Anniesland. A Qualifications Development team has been set up which has representation from colleges, employers, universities and the Sector Skills Council. This group have met twice so far.

It is hoped that the new HNC will be available for matriculation from 2011, with the first students graduating in 2012.

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## **PDA in Health and Social Care: Administration of Medication**

**Care Scotland and SQA are delighted to announce that the PDA in Health and Social Care: Administration of Medication at SCQF level 7 has now been validated. Centres working with staff who administer medication to individuals are invited to apply for approval to offer the new qualification.**

The development of this qualification was greatly supported by the care sector and by the Care Commission. They had become increasingly concerned that the training provided for the administration of medication was not sufficiently robust or consistent to raise the quality of the service to individuals receiving care.

Care Commission officers' concern was heightened by the report 'Remember I'm Still Me' (May 2009) which focused on investigations carried out jointly by the Care Commission and the Mental Welfare Commission. The findings raised a range of concerns, the most notable being the excessive use of drugs to control behaviour and the lack of regular reviews of the medication being given to individuals.

The new PDA contains two Units: one Higher National Unit, Administration of Medication, and one SVQ Unit, Administer Medication to Individuals. SVQs by their nature do not provide learning or training, as they are designed to assess a candidate's current knowledge and its application to practice. For this reason, it was necessary to provide a Unit that would enable candidates to carry out some formal learning in relation to the administration of medication.

### **Who is this new qualification for?**

The PDA is for workers in any care setting, where part of their job involves administering medication to individuals who use the service. It is about knowing and understanding the principles and practices of medicine management, the legislation, and dealing with adverse reactions to medication.

Candidates who have previously completed the SVQ Unit Administer Medication to Individuals may wish to complete the HN Unit Administration of Medication to advance, update or confirm their knowledge base.

A teaching and learning pack will be available through SQA to allow candidates to carry out the learning required for the qualification. The pack contains learning materials, exercises, tasks and handouts which are designed to enable candidates to check and affirm their learning at regular intervals throughout the process.

It also provides centres with a resource bank of information and sources of reference. Some guidance on assessment with short examples is also available to approved centres. We hope this will prove helpful to centres that are new to the delivery of qualifications containing Higher National Units.

**Margaret Graham**  
**Senior EV**

# Celebrating success

## Harmeny Education Trust Celebrates successes in learning



**On 21 May, Anna Fowlie, Chief Executive of the Scottish Social Services Council, presented certificates of achievement to staff from three agencies who had gained vocational and academic qualifications through Harmeny School's assessment centre.**

Staff and managers from Barnardo's Scotland, Action for Children in Scotland and Harmeny School had worked together in a unique partnership to achieve a wide range of qualifications, including SVQs at levels 3 and 4 in Health and Social Care and Children and Young People, HNCs in Social Care, and qualifications in business administration.

Harmeny staff were also presented with certificates to mark their successes in achieving social work qualifications and a range of Professional Development Awards.

Anna complimented the three organisations for achieving so much by working together, and for the part each played in developing a shared vision of a learning culture and learning organisations.

She said: 'Harmeny, Barnardos and Action for Children each make a fantastic contribution to the lives of vulnerable young people. This work demonstrates that together they can do even more. Their shared commitment to learning and development is a great example for others, and I am clear that the young people in their care will benefit hugely from highly skilled, motivated workers who value education.'

Peter Doran, CEO for Harmeny Education Trust, emphasised the role that staff learning played in developing a positive culture and ethos in child care services. He was particularly appreciative of the work of Anne Johnstone, external consultant to the school who, along with managers, had developed the Harmeny assessment centre, which has now been going for 10 years. A range of awards in outdoor education is also now being provided.

In partnership with Multi-Cultural Family Base, Harmeny also provides up to 10 social work practice learning placements each year. The practice learning co-ordinator, Lorraine Grady, helped in the delivery of the HNC award and supported the achievement of many of the Professional Development Awards.

# Celebrating success at The Mungo Foundation



Five of the successful 80 candidates to be presented with SVQ certificates. Photograph courtesy of Kenny McColl.

## The commitment to quality care at the heart of The Mungo Foundation was showcased at its recent awards ceremony.

Around 80 of the organisation's dedicated staff were recognised for their success in achieving work-based qualifications. They successfully completed the SVQ Health and Social Care at level 3 and 4 and the SVQ Registered Manager in Health and Social Care.

The ceremony at St Andrew's in the Square, Glasgow was attended by The Mungo Foundation senior management team, Board of Trustees and friends who support the work of the organisation.

As Chairman of the Board, Archbishop Mario Conti presented the SVQ certificates and expressed the gratitude of the organisation to the staff on their hard work and achievements.

He said: 'The goal of The Mungo Foundation is to care for others and it is those in your care who will be the beneficiaries of your professionalism and skill, your insights and understanding of the professional needs they face on a daily basis. I wish to thank you on behalf of the Board for the great work that you do for so many people across west central Scotland.'

Dana O'Dwyer, Chief Executive of The Mungo Foundation, said: 'We are committed to investing in the continuous professional development of our staff. We have allocated significant resources to our learning and development activities over many years to ensure that staff can become registered qualified workers — to meet the requirements of the Scottish Social Services Council — and also help us improve the quality of the services that we provide.'

She added, 'It is important that staff have the skills and the confidence required to work in a rapidly changing social care field.'

**Frank Doherty**  
**Learning and Development Manager**  
**The Mungo Foundation**

# Updates from external verification

## SVQs in Health and Social Care — Senior External Verifier Update

**This year has been another busy year for the Health and Social Care sector.**

We are seeing an increase in the numbers of candidates coming forward for the SVQ in Health and Social Care at level 2, as a result of staff needing this for current or future registration with the SSSC. With centres experiencing large demand for this level 2 SVQ they are looking at creative methods of delivering the qualification without compromising the quality of evidence produced or diminishing the SVQ experience for the learner. Centres have risen to this challenge and it is exciting to travel about the country and see the innovative approaches that are being developed and implemented.

Centres are still apprehensive about delivering the SVQ in Leadership and Management for Care Services (LMC) but some have requested an EV development visit which they have found to be beneficial when looking at approaches to delivering this qualification.

If you are interested in delivering the LMC or are approved to deliver it, but not sure where to start, then an EV development visit can assist you to develop greater confidence with this qualification. The initial anxiety around the delivery of the LMC is reminiscent of when the SVQs in Health and Social Care were launched, which we have now become familiar with and confident in delivering.

The Health and Social Care External Verifier team has had two very successful team standardisation meetings in this academic session (2009/2010). Feedback from some centres in the past has shown concerns about apparent

inconsistencies between EVs in advice and guidance offered. As a team we are keen to reassure centres that we are working together to ensure a consistent message is given, regardless of which EV is allocated to their centre. This is particularly important as SQA cannot guarantee a centre has the same EV each year. However, where possible, we aim for a centre to have the same EV for three years so a relationship can be established and developed.

At the last EV team meeting in May this year, we spent time focusing on key areas where centres feel there has been a lack of clarity in the past. The team explored the various areas and agreed on what the guidance should be for each of these.

We focused on these areas: E-Portfolios; Tricky to Meet PCs; Professional Discussion; Evidencing Knowledge at HSC level 4 and in the LMC; Theory; Question Banks; Holistic Assessment; the Assessment Strategy; and IV Feedback. From this meeting, a document has been produced that explains what the team agreed in relation to these areas and this will be made available on the Care Scotland website in due course.

If you or your centre require any information regarding the Health and Social Care suite of SVQs or feel you may benefit from a development visit, particularly for the LMC, then please do not hesitate to contact me.

**Suzie Erasmus**

**T: 07840 753799**

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# HNC Social Care Update

As another academic year has finished, I am now preparing my report on the HNC in Social Care and reflecting on another busy but interesting year.

The number of non-college centres delivering the HNC continues to increase and to reflect the growing need and desire of organisations to ensure their workers receive a thorough grounding in the care principles and values. The HNC also delivers the knowledge of legislation, policies procedures and theoretical perspectives they need to be able to demonstrate their competence through the assessment of their SVQ.

Achieving the correct balance of theoretical learning and practice assessment continues to challenge us all. However, this year has seen the development of some excellent practices which has proved to me that our tutors and assessors are committed to thinking outside the box and tailoring their inputs to meet the ever-changing needs of the sector.

One centre in particular, where the HN candidates are drawn from children's services and adult care, supported

their candidates in designing a novel approach to teaching and learning for Social Care Theory for Practice, Psychology and Sociology. The candidates developed their learning by 'inventing' a family, and as they worked to resolve one issue they replaced it with another new twist. The tutors have been amazed by how well this exercise embedded the core theories, and are delighted by the candidates' enthusiasm and passion in working through this unique case study.

The outcome of this collaborative approach has been a truly integrated experience, which is proving a robust learning experience in each of the discipline areas. This has also enabled them to gain confidence in their learning, which will be a great help to them as they move on to complete their Graded Unit.

Keep an eye open for a workshop on this, coming to a network event near you.

**Margaret Graham**  
Senior EV

## Update from Alyson Barrie — Project Development Officer

Since the previous Care Scotland Bulletin reported on a number of innovative partnerships in the health and care sectors, these projects have been progressing well.

### SQA in partnership with Scotland's Colleges

This work is continuing to develop, with all 14 territorial boards engaging, to varying degrees, with their local FE college(s) to achieve the benefits of partnership working and to make best use of public funding. Many of these partnerships are being formed for long-term projects, and we will keep you abreast of developments in these areas as they progress.

### Formal recognition for NHSScotland in-house programmes

In the last bulletin we reported on the work to map the Inclusive Communication Training to elements of the SVQ Unit Communicate With, and Complete Records for Individuals as part of the SVQ in Health and Social Care at level 2. The mapping is now complete and the accompanying paperwork is being prepared for uploading to the Care Scotland web pages.

A second programme covering falls prevention is in the final stages of being mapped, and the accompanying support notes are nearing completion. A third group looking at national learning outcomes for nutrition training is about to start. Discussions are also underway in the areas of re-ablement and intermediate care which cover the work of both health and social care employees in the community setting.

### NHSScotland — workforce development project enhancing access to vocational qualifications

This project has been extended to March 2011.

The emphasis of the project continues to be the education, training and progression pathways for healthcare support workers at Agenda for Change bands 1-4 across all areas of clinical and non-clinical job roles.

NHSScotland is a national employer requiring a national approach to education and training to ensure the content of any programme is relevant and consistent with current industry standards. Programmes should also prepare learners well for employment, advancement and transfer. NHSScotland requires:

- one point of contact for design, delivery and follow-up of qualifications
- flexible solutions to meet the needs of diverse health board areas
- best value
- consistent and joined up approaches
- e-learning approaches
- tailored communications.

This is a complex agenda requiring an integrated partnership approach. The continuing work of the project is focused on advancing this agenda by:

1. Populating the vocational qualifications map.
2. Implementing the qualifications map and developing a workshop to raise awareness of the map and how it can be used in health boards to enhance the recruitment and employee development processes — identifying and promoting learning pathways between relevant qualifications for staff with NHSScotland.
3. Promoting greater understanding of the value of nationally-recognised programmes of learning within NHSScotland, through presentations/events, written communications, NHS Tactical Group and NES Corporate Training.

We are focused on the key skills areas of design, delivery and skills practice across the partnership of SQA, Scotland's Colleges and NHSScotland. This will guarantee national education and training that is relevant, consistent with current industry standards and prepares learners well for employment, advancement and transfer in NHSScotland.

## Key skills

1. SQA, as the national awarding body for Scotland, can provide nationally-recognised qualifications that form part of an integrated education system.
2. Scotland's Colleges form a network across the whole of Scotland, delivering learning at a wide range of SCQF levels and across over 4,000 locations.
3. NHSScotland is a national employer with a strong traditional commitment to practice education and skills development for regulated staff at all levels and across all professions.

## In conclusion

SQA, working in partnership with key stakeholders, can support educational solutions for HCSWs in both the clinical and non-clinical areas. We can provide a national perspective in qualifications design, including progression pathways and articulation links, signposting links to NOS and KSF. We can also provide a measure of standardised delivery through the national external verifier system.

To find out more about any of the above partnership working, please contact [alyson.barrie@sqa.org.uk](mailto:alyson.barrie@sqa.org.uk)

**Alyson Barrie**  
**Project Development Officer**  
**SQA/NES Enhancing Access Project**

# Informal update

## Hello from... Jackie Bird Qualifications Assistant



**'I have worked for SQA for a number of years now: 24 to be exact, though I never intended to stay that long!**

I spent the first 13 years working in the Verification Section, then moved over to the Validation Unit before joining the Care Scotland team last January.

I currently work within the team as an administrator on a part-time basis, since having my daughter seven years ago.

I am really enjoying my time here, being part of a small and friendly but — as you will see from reading through the Bulletin — very busy team.'

### Care Scotland helpline

If you would like more detailed information about any of the qualifications inside: HNDs, HNCs, PDAs, SVQs — or if you have a general centre enquiry or for qualifications relevant to NHS workers (not just Care) contact us on: 0845 213 5471 or [carescotland@sqa.org.uk](mailto:carescotland@sqa.org.uk) [www.sqa.org.uk/carescotland](http://www.sqa.org.uk/carescotland)

### NQ helpline

For enquiries related to National Qualifications in the Care area, contact Mary Hainey on: 0845 213 5502

### SSSC helpline

For enquiries relating to registration requirements set by the Scottish Social Services Council (SSSC), please contact them directly on: 0845 603 0891 [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)

### Senior External Verifier details

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