

SVQ PROMOTING INDEPENDENCE LEVEL 3

Unit	Main Purpose	Candidate Profile	Uptake
Promote People’s Equality, Diversity & Rights (D1JE 04)	<p>This Unit is about promoting the equality and diversity of people and their rights and responsibilities. Because of the often sensitive nature of the information about people with which the sector deals, the promotion of confidentiality is also included.</p> <p>The worker is expected to be proactive in promoting: People’s rights and responsibilities Equality and diversity People’s right to confidentiality.</p>	<p>Candidates will be in employment in the care sector, in order to achieve a level 3 qualification. It is expected that they will be in a senior role or hold key worker status.</p>	<p>All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council therefore take up of SVQs in Care is high and is rising. Level 3 is the minimum qualification for staff in a key worker role.</p>
Promoting Effective Communication & Relationships (B6S8 04)	<p>This Unit describes the role of the worker in developing and promoting effective communication relationships — a basic requirement for anyone who works in the health care sector.</p>	<p>Candidates will be in employment in the care sector, in order to achieve a level 3 qualification. It is expected that they will be in a senior role or hold key worker status.</p>	<p>All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council therefore take up of SVQs in Care is high and is rising.</p>
Promote, Monitor and Maintain Health, Safety and Security in The Workplace (B6S9 04)	<p>This Unit describes the requirement for promoting, monitoring and maintaining health, safety and security in the work environment. The work environment includes both home based environments (such as the homes of foster carers and clients’ homes for those who offer domiciliary care) as well as the facilities of public, voluntary or private providers.</p>	<p>Candidates will be in employment in the care sector, in order to achieve a level 3 qualification. It is expected that they will be in a senior role or hold key worker status. Some may hold specific roles in relation to health and safety in the workplace or in the position of first aider</p>	<p>All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and rising.</p>

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<p>Contribute to the protection of Individuals from Abuse (B6V3 04)</p>	<p>This Unit is concerned with the worker contributing to the protection of individuals from abuse. It is designed for use in all settings, as abuse can occur in all care environments. Contribution to the protection from abuse is thorough: minimising the level of abuse within care environments, minimising the effect of abusive behaviour and monitoring individuals who are at risk from abuse, whether they are named individuals who have been designated 'at risk' or others. Individuals at risk from abuse may be those abusing themselves, such as through the use of substances or self-harming, or be those at risk from abuse by another. This Unit takes a broad definition of abuse, including financial, emotional, psychological, physical and sexual.</p>	<p>Candidates will be in employment in the care sector, in order to achieve a level 3 qualification it is expected that they will be in a senior role or hold key worker status and will therefore have responsibility for incident reporting.</p>	<p>All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council therefore take up of SVQs in Care is high and is rising.</p>
<p>Contribute to the Development, Provision and Review of Care Programmes (B6TB 04)</p>	<p>This Unit focuses on the provider of services and their support to the client when the client's needs and wishes are assessed and services offered to meet those needs and wishes. The worker will be seeking to understand the client's needs and wishes as fully as possible so that they can both support the client in representing their own needs and wishes and</p>	<p>Candidates will be in employment in the care sector, in order to achieve a level 3 qualification it is expected that they will be in a senior role or hold key worker status and as such will be involved in the preparation of review reports and care planning.</p>	<p>All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and is rising</p>

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	<p>also represent the needs and wishes of the client when they are not there to do this themselves. Clients' needs and wishes may be established during an initial contact, on an ongoing basis or following referral.</p>		

**SVQ PROMOTING INDEPENDENCE LEVEL 3 — UNIT MONITORING REPORT 2004 —
ASSESSMENT INSTRUMENTS**

Unit	Fitness for Purpose/Integration	Quality of Presentation	Level of Demand	Conditions of Assessment	Guidance on Criteria for pass and validity to PCs and range/Summary
Promote People's Equality, Diversity & Rights (D1JE 04)	Direct observation of real work activities and candidates' reflective accounts of real work practices continue to be the most appropriate assessment instruments. Questions are used where knowledge evidence is not met through work based evidence. No simulation is acceptable in this Unit. Integration has improved since 1999 although there were still instances of the Unit being assessed as stand alone.	Standardised documentation is available to centres who are encouraged to use this to present their evidence. The standard of presentation has therefore improved greatly. Candidates and assessors regularly produced word processed materials.	All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and is rising.	Work related practice continues to form the majority of evidence for level 3, however some knowledge evidence may be produced from HNC Social Care assignments.	Guidance was prepared following extensive consultation with the Care Sector. However the review of the guidance for the new awards will provide an opportunity to introduce greater clarity and lessen the chance for individual interpretation of what is required to prove competence. In general the standard of assessment of this Unit has improved considerably since 1999. Assessors and candidates seem to be clearer about the purpose and function of the Unit.
Promoting Effective Communication & Relationships (B6S8 04)	Direct observation of real work activities and candidates' reflective accounts of real work practices continue to be the most appropriate assessment instruments. Questions are used where knowledge evidence is	Standardised documentation is now available to centres who are encouraged to use this to present their evidence the standard of presentation has therefore has improved greatly,	All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and is rising.	Work related practice continues to form the majority of evidence for level 3, however some knowledge evidence may be produced from HNC Social Care assignments.	Guidance was prepared following extensive consultation with the Care Sector. However the review of the guidance for the new awards will provide an opportunity to introduce greater clarity and lessen the chance for individual interpretation of what is required to prove competence. The presentation of this Unit has

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	not met through work based evidence. No simulation is acceptable in this Unit. Integration of evidence for this Unit across the portfolio is much better now with the realisation that communication is an integral part of all care practice.	candidates and assessors regularly produced word processed materials.			improved and there is greater integration of evidence and less reliance on questioning.
Promote, Monitor and Maintain Health, Safety and Security in the Workplace	Direct observation of real work activities and candidates' reflective accounts of real work practices continue to be the most appropriate assessment instruments. Questions are used where knowledge evidence is not met through work based evidence. Some simulation may be required for this Unit, in terms of the demonstration of first aid knowledge and skills. This is done well in some centres. It is good practice to use a	This is acceptable on the whole, although there are large variations in terms of the quality of work products presented as evidence. There continue to be issues of attendance certificates being used as evidence without explanation or supportive statements which clarify the candidates' actual competence.	All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and is rising	Work related practice continues to form the majority of evidence for level 3, however some candidates may complete this Unit within the current HNC in Social Care and this is accepted as equivalent.	Guidance was prepared following extensive consultation with the Care Sector. However the review of the guidance for the new awards will provide an opportunity to introduce greater clarity and lessen the chance for individual interpretation of what is required to prove competence. This is added to by the equivalency of the two HNC half credit Units. This purpose of this Unit is to ensure that all care workers are aware of and skilled in basic health and safety practice and first aid and that they are aware of the limits of their job role in relation to these. In general this tends to be shown.

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	piece of direct work practice to evidence that health and safety are integral parts of good care practice.				
Contribute to the protection of Individuals from Abuse (B6V3 04)	Direct observation of real work activities and candidates' reflective accounts of real work practices continue to be the most appropriate assessment instruments. Questions are used where knowledge evidence is not met through work based evidence. There may be the need for some simulation or role play to enable candidates to demonstrate de-escalating techniques. Integration was good where it took place, however when HNC assignments are used the Unit tends to be assessed as stand alone. Integration was good where it took place.	Standardised documentation is now available to centres who are encouraged to use this to present their evidence. The standard of presentation has therefore improved greatly, candidates and assessors regularly produced word processed materials.	All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and is rising.	Work related practice continues to form the majority of evidence for level 3, however some knowledge evidence may be produced from HNC Social Care assignments particularly for workers in children's services where there is a specific Unit dealing with Child Protection.	Guidance was prepared following extensive consultation with the Care Sector however the review of the guidance for the new awards will provide an opportunity to introduce greater clarity and lessen the chance for individual interpretation of what is required to prove competence. There is a general lack of practice evidence in this Unit and a slight over reliance on packages to provide knowledge.

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	However when HNC assignments are used the Unit tends to be assessed as stand alone.				
Contribute to the Development, Provision and Review Programmes (B6TB 04)	Direct observation of real work activities and candidates' reflective accounts of real work practices continue to be the most appropriate assessment instruments. Questions are used where knowledge evidence is not met through work based evidence. Approximately 50% of the portfolios were well integrated the others were not.	Standardised documentation is now available to centres who are encouraged to use this to present their evidence. The standard of presentation has therefore improved greatly and candidates and assessors regularly produced word processed materials.	All care workers are now required to achieve a vocational qualification in order to register with the Scottish Social Services Council. Therefore take up of SVQs in Care is high and is rising.	Work related practice continues to form the majority of evidence for level 3. However some knowledge evidence may be produced from HNC Social Care assignments particularly for workers in children's services where there is a specific Unit dealing with Care Planning.	Guidance was prepared following extensive consultation with the Care Sector. However the review of the guidance for the new awards will provide an opportunity to introduce greater clarity and lessen the chance for individual interpretation of what is required to prove competence. This was an interesting Unit to look at as it was done well in many instances and evidence was over claimed in the remainder — particularly in relation to knowledge much of which has a legislative base and cannot therefore be inferred. There was again evidence of over assessing and over internal verification.

**SVQ PROMOTING INDEPENDENCE LEVEL 3 — UNIT MONITORING REPORT 2004 —
CANDIDATE PERFORMANCE EVIDENCE**

Unit	Accuracy of Assessment Decisions	Consistency of Application of Standards	Examples of Good Assessment Practice/Summary	Comparison Over Time
Promote People's Equality, Diversity & Rights (DIJE 04)	There were minority instances of candidates producing much more evidence than necessary and where internal verification had become second assessing therefore disadvantaging candidates. There was evidence of excessive volume of evidence leading to candidates being disadvantaged. Some inappropriate product evidence present ie residents charter There was a lack of direct observation.	Consistency has improved however there was still some evidence of inconsistency within centres, some of this may be due to candidates not being in the appropriate job role for the qualification they are undertaking. Some is also due to internal verifiers second assessing and giving conflicting messages to candidates.	Where cross referencing is done well it adds real value to the award. This Unit has improved a great deal over the period, with greater integration and more robust knowledge evidence being presented. Over internal verification which amounts to second assessment was the major issue identified.	Great improvement in the quality and quantity of evidence presented. In a minority of centres there was over reliance on questions. Some evidence lacked recorded direct observation. General improvement welcomed, concern regarding over verification and inappropriate use of knowledge questioning which does not demonstrate practice. Recommendations Knowledge evidence should be clear and related to practice. Internal verification should be within the remit of the role. Cross referencing across all of the Units in the portfolio should continue and be closely monitored by assessors and verifiers.
Promoting Effective Communication &	Generally good	Generally good	Knowledge more explicit than in previous years.	Although the overall standard has improved, the

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<p>Relationships (B6S8 04)</p>			<p>The majority are producing good work well cross referenced and sufficient.</p>	<p>quantity of evidence presented has also increased which suggests we continue to struggle with the issue of sufficiency of evidence. There is better integration in the main, however some centres continue to assess as a stand alone Unit and rely too heavily on questioning. Improvement over all, however, centres still need to monitor the volume of evidence produced as the tendency to over assess does not contribute to standardisation.</p> <p>Recommendations Continue to monitor volume of evidence Ensure that where workbooks are used they do not form the main source of evidence for a Unit. Assessors and internal verifiers must ensure that signatures and dates are present and correct and that the rules of assessment are followed.</p>

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<p>Promote, Monitor and Maintain Health, Safety and Security in the Workplace</p>	<p>There was some evidence of candidates giving wrong answers to knowledge questions and first aid eg treatment of a burn, this points to assessors knowledge being out of date and internal verification not picking up on this.</p>	<p>There were some concerns identified about variability on standards.</p>	<p>Some difference in assessment standard apparent. Concern that inaccurate answers were accepted as evidence of first aid knowledge and that these were not identified by the internal verifier. Workbooks used as sole evidence does not demonstrate candidate competence. Some over reliance on questions was evident.</p>	<p>Standard overall is better than in 1999, with more reliable evidence produced. However there does appear to be a tendency for colleges to see this as an academic Unit and not to ensure that evidence exists that this knowledge is practiced in the workplace. General improvement in many centres, particularly employers who are clearly improving health and safety practices within their establishments and providing more and better in service training in moving and handling first aid and risk assessment. Recommendations Centres need to ensure that certificates used as evidence have course content and assessment clearly identified or that a witness testimony is obtained to show that candidate has put learning into practice Where knowledge packs are used these must be</p>

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				<p>supported by some real work practice evidence and some direct observation of practice.</p> <p>Assessors and internal verifiers need to ensure that first aid books are most recent version and that when new procedures or practices are introduced these are passed on to all candidates (and other staff members.)</p>
<p>Contribute to the protection of Individuals from Abuse (B6V3 04)</p>	<p>The variations in assessment approaches between centres are reflected in the assessment decisions. Hopefully this will improve in the new HNC and the new standards requirements.</p>	<p>There are many different approaches to this Unit some of which are dependent on the setting the candidate is working in. This makes standardisation more difficult to measure, however in the main broad agreement with the centre judgements although there was clear evidence of over assessment in some instances.</p>	<p>There were good examples of assessors using evidence for the 'O' Unit and some sensitive handling of difficult situations was well evidenced.</p> <p>Some over evidencing and breaches in confidentiality were noted.</p>	<p>More evidence is provided through assignments now in comparison to 1999, while this is good use of learning it has led to a lack of standardisation.</p> <p>The standard of the Unit is quite good, in many instances the knowledge is clearer and more easily identified although there is still room to improve in terms of the relationship between what the candidate has learned and what they are able to put into practice.</p> <p>Recommendations Centres ensure that candidates knowledge is</p>

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				tested in real work practice Where reports are used that care is taken to ensure confidentiality is maintained.
Contribute to the Development, Provision and Review of Care Programmes (B6TB 04)	There was quite a lot of over evidencing but good use of product evidence showing where candidates were using their knowledge in practice, ie in care plans and review reports.	Standards appear to be applied consistently apart from examples where internal verifiers are second assessing the candidates work and asking much more evidence than the standards demand.	Where product evidence was used this was done well and showed good work practice. Product evidence was used well and reports were of a good standard.	The portfolios from 1999 contained little or no direct observation for this Unit, where in this years sample this was generally the case. There is evidence that planning is clearer now and candidates and assessors give more detailed evidence with explanations of their actions. Where reflective accounts were poor or not present in 1999 this has improved. This Unit is being more rigorously assessed than in 1999 and this is a positive move. There were no instances of candidates not producing accounts of their work practice Recommendations Centres should be reminded of the role of the internal verifier and ensure that where real

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				work products are used confidentiality is maintained at all times.