

## Update from Qualifications Manager — Louise Gaddi

**Hello and welcome to the latest edition of the Care Scotland Bulletin. For those who don't know me, let me introduce myself. My name is Louise Gaddi and I started my new post in July after seven years in further education where I was a senior lecturer with course team responsibility for Health and Social Care SVQs, and HN and NQ Social Care.**

I thoroughly enjoyed my time in the college where I was able to transfer my knowledge and skills from social work training and practice to the students, to prepare them for a career in social care and/or articulation to higher education.

Like most things in life it can be difficult to make changes, and when this position became vacant it was not apparent to me initially that this would be the right move for me. However, after lots of encouragement from colleagues and friends I decided to make my move and here I am!

The work of the Care Scotland team is paramount in the review, maintenance and development of

qualifications across the care sector; including Health and Social Care, Childcare, Health specific and Community Justice. This work ensures that the needs of the sector are being met in line with regulatory agreements. It also supports workforce planning to allow individuals to grow and develop in their chosen professions, following clear career pathways and with the right qualifications.

I am delighted to be a part of the Care Scotland team and contribute to the work of the team in SQA. In the next few pages you will read about the developments both current and new that we are working on; it's a busy time for us all.

Over the past year SQA has been going through a process of Continuous Improvement. This has resulted in restructuring throughout SQA, although Care Scotland has remained relatively unchanged with the exception of my appointment as Eleanor's replacement. There have been changes in other departments in SQA and these changes will have been relayed to the centres.

The contact details for Care Scotland remain the same.

I look forward to an exciting year and to keeping you up to date with any new developments.

**Louise Gaddi**  
Qualifications Manager



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# Qualifications



Attendees at a recent event in Glasgow, discussing PDA Care Services Management

## Update from Marisa Meechan — Qualifications Officer

**Being one of two Qualification Officers in Care Scotland I am kept very busy with various projects across Care Scotland's portfolio. I am currently working on the revision of the HNC Early Education and Childcare and of the PDA Care Services Management and plan to start work on the incremental review of the SVQs in Health & Social Care and Children's Care Learning and Development in the near future. I am also delighted to let you know that I am busy working with a team of writers and editors putting the finishing touches to the support materials for the HND Childhood Practice and HND Social Services.**

Here is a brief update of the projects I manage. If you have any questions or would like to get involved in any of the projects, please get in touch.

The HND Childhood Practice and HND Social Services were launched in May 2009 with two launch events, one in Perth and one in Glasgow. We invited centres to come forward for qualification approval in June/July, and several have done so to date. As I'm sure you will be aware, the HND Childhood Practice and the HND Social Services both share a common core — the mandatory Units. Both awards, therefore, will be externally verified by dual-qualified EVs, who will form the new

verification group, Childhood Practice and Social Services. We plan to hold an event for centres approved to offer these awards, to give them the opportunity to familiarise themselves with the award and the scheme of integrated exemplars. This is likely to take place after the Christmas holidays. At present, we are putting the finishing touches to the scheme of integrated exemplars for both awards. These were published in November 2009. We are also developing learning and teaching packs for several of the mandatory Units. Work is well underway and these should be available sometime after Christmas.

As you may have been aware SQA commenced the review of the HNC Early Education & Childcare back in May of this year. At the meeting of the Qualification Design Team (QDT) on Monday 2 November, it was decided to postpone this review until September 2010, when the QDT will re-group. This will allow us to await the outcome of work that is being commissioned by the Scottish Government in relation to a skills functions analysis against current policies in Scotland; the Early Years and Early Intervention policies; Equally Well; and work that is progressing between the Scottish Social Services Council and NHS

Education for Scotland, which will then inform this review, ensuring that the qualification remains fit for purpose in its revised form.

The PDA Care Services Management review began in March 2009. The QDT met several times in the lead up to the consultation event, which was held in Glasgow in September. As a result of changes to the sector and the launch of the SVQ in Leadership and Management for Care Services, feedback from consultation with the sector has supported the view that the revised version of this award should be increased to an SCQF level 9 award. The revised award will

comprise mandatory and optional Units, providing more flexibility for centres and candidates alike. This award will also be re-titled to reflect the current National Occupational Standards. Unit writers have now been commissioned to write the new and revised Units, so it is safe to say this review is well underway and is on target for an April 2010 launch.

Please log on to [www.sqa.org.uk/carescotland](http://www.sqa.org.uk/carescotland) for regular updates on the above projects.

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

## Professional Development Award — Health and Social Care Supervision at SCQF level 7

### Background to the award

**The regulating body for the social services workforce in Scotland, the Scottish Social Services Council (SSSC), has established qualification levels for registration with the SSSC for a range of social services employees. This development relates to supervisors.**

For registration purposes, the SSSC currently defines the role of supervisor in care home services for adults as: ‘...workers who have responsibilities for supervising staff and for overseeing and monitoring the implementation of care plans.’ The role of supervisor in housing support services is defined as: ‘...workers who have responsibility for the supervision of other workers.’

Supervisors who are currently subject to registration requirements include those who work in this role in care home services for adults (from October 2007), and in housing support services (from autumn 2009). This may extend to other groups of staff in the future, including care at home and adult day care supervisors. The level of qualification has been currently set as a relevant care-related qualification. For a supervisory or management qualification, the level is a minimum of 15 credits at the Scottish Credit and Qualifications Framework (SCQF) level 7 or above (eg a care award at SVQ Level 3 or equivalent).

In considering supervisory qualifications at SCQF levels 7 or 8, there are no awards specifically designed to fit the role of care sector supervisor.

# Qualifications



## Demand

Information on the detail of social services staffing in Scotland is patchy and not necessarily current. The figures should be regarded with caution. However, those shown are likely to be conservative estimates of the present position.

In part from Care Commission and local authority returns and in discussion with the SSSC, it is estimated that there are approximately 110,000 staff in aggregate in care homes for adults, day care, housing support and care at home services. These are the services which are at present (or which may be brought within) the registration framework of the SSSC. Approximately 70,000 of these are currently subject to registration requirements, namely care home services for adults and, prospectively, housing support services.

It is estimated that 12–16% of employees in the relevant services are said to be in supervisor posts. In

total, this would mean a figure of around 15,500 employees might be eligible to undertake an award for supervisors at level 7. This includes 10,400 where the register is open currently or a timetable is set for opening. This figure will reduce given that some staff (few) will already have achieved an appropriate supervisory award. Others will consider alternative current and anticipated awards and routes; and some will not require to achieve a supervisory award due to the level of their care-related award, or their registration with another body (eg Nursing and Midwifery Council).

Another aspect of demand is the confusion employers have over the appropriate route to follow in the absence of sufficient suitable awards to service this need. Employers have indicated a desire to see a relevant award for supervisors, at SCQF level 7, introduced into the current framework.

## Conclusions

Picking and mixing units from other awards at SCQF levels 7 or 8 is only a partial solution to assessing and recognising the competences of supervisors. Whether it is one, two or three units to make 15 or more credits, they do not provide a 'rounded' or complete view of the primary skills and knowledge required of supervisors.

In addition, the awards available at SCQF level 8 expect a knowledge base and a skills level beyond the level required and possibly (likely) not within the job role of the worker. The only significant advantage of this is that it may give the worker units towards a higher management award for career progression reasons, if appropriate to their circumstances.

Within the framework of the registration of social services workers, all qualification requirements are supported by relevant awards. This includes

manager competences at level 8, where there are suitable awards (including those specifically created for social services within the National Occupational Standards process). This has not occurred in respect of supervisor competences. The creation of an articulated pathway for practitioners, supervisors and managers and the likely scale of demand from employers, all support its inclusion in SQA's suite of care-related awards. It should be an award which is fit for purpose for supervisors in relation to the level, size, coverage and articulation.

In summary, it was concluded that an award for supervisors in social services at SCQF level 7, within the SQA PDA framework of awards, would seem to be the most suitable response to this need.

### Development and consultation process

In May 2008, SQA agreed to take forward the development of an award designed for supervisors and to meet the SSSC supervisory criteria for this job role at SCQF level 7.

A range of people joined the SQA Qualifications Design Team (QDT) from local authority, voluntary and private sector care providers working in care homes, housing support and care-at-home services. The college and training provider sectors and learning and development interests were also represented, as was the SSSC.

The QDT was consulted on, and informed about, progress through regular meetings. In November 2008, a consultation questionnaire was distributed to all SQA-approved centres. This incorporated the interests of employers, further education colleges and independent training providers. The questionnaire sought views on:

- the draft Units and learning outcomes, assessment process
- possible delivery options for the new qualifications
- whether employers would make use of the award

A focus group was organised to seek both employer and service user perspectives on the 'work in progress'. Views gained from this meeting were incorporated into the design of the award.

The award was successfully validated in March 2009 and formally launched in May 2009.

**David Rennie**

## Professional Development Award in Health and Social Care Supervision

### Margaret Graham, Senior EV Health and Social Care

**The Professional Development Award in Health and Social Care Supervision has now been fully validated and details are available on the Care Scotland website. There is an assessment exemplar which can be accessed through the secure part of the site. It is hoped that this will help centres to gauge the type of response candidates are expected to give to the integrated case study assignment.**

Centres have already started to come forward for this award and it is heartening to see so much interest has been generated at this early stage. The first candidates have already started their training and the feedback has been very positive. They particularly value being able to share their experiences in a small group setting and are finding it interesting, if a little challenging, to look into the theoretical perspectives and concepts which inform both health and social care supervision.

**Margaret Graham**  
Senior EV Health and Social Care

## Forthcoming Events

- Early Years Standardisation event – Spring 2010
- Getting to know the HND Childhood Practice and HND Social Services – a briefing induction for approved centres – Spring 2010

# Qualifications

## Update from Alyson Steel — Qualifications Officer

**I have enjoyed working within the Care Scotland team for a number of years. Currently I work on a part-time basis as I'm a mum to two young sons. As one of two Qualifications Officers, I'm kept extremely busy with the various responsibilities involved in the post. Although the Care Scotland portfolio presents many challenges, dealing with them is very rewarding.**

I recently oversaw the development of the PDA Health and Social Care Supervision at SCQF level 7, and worked with the HNC Health Care Qualification Support Team (QST). Currently, I'm involved in the development of two new PDAs: Administration of Medication, and Mental Health Peer Support — both at SCQF level 7. I am also involved with the SVQs in Community Justice and Youth Justice Services and am delighted with the recent developments in the Community Justice area. I have detailed an update on the projects I manage and welcome any questions you may have.

### **PDA Administration of Medication**



SQA was invited to work with the Care Commission to certificate a

qualification which could be used for the purposes of training staff in the delivery of medication within a care setting.

Although there is one Unit within the SVQ Health and Social Care at level 3 which deals with Administering Medication, it is not mandatory that social care practitioners who administer medications undertake this Unit. Whilst the knowledge is explicit, the manner in which this knowledge is delivered is not prescribed. This Unit, DK2X 04 (HSC375/CHS3) Administer Medication to Individuals, has been credit rated and levelled against the SCQF at: 10 SCQF credit points at level 6. SVQs by their nature do not provide learning or training; they are the assessment of current knowledge and its application to practice, and are aimed to certificate competence in practice. They are not necessarily training programmes. It is proposed therefore that skills development could be served better by the development of an HN Unit, which would prepare for employment, with the SVQ Unit being gained through employment. This HN Unit could be delivered on a standalone basis or within a Group Award.

The following is proposed:

- The development of a Higher National Unit, 1HN Credit (8 SCQF credit points at SCQF level 7). This will be packaged with the SVQ Unit: DK2X 04 to form the PDA Administration of Medication at SCQF level 7

- Material to support the delivery of the HN Unit will be developed — including an assessment exemplar and learning/teaching pack
- The possibility of adding the new HN Unit to the optional section of the HNC Social Care framework (G7ME 15) for continuing professional development purposes
- The Care Commission and the Scottish Social Services Council will jointly launch the award with SQA, and will promote the participation as good practice

The development is currently in progress. We consulted using SurveyMonkey, an online survey tool, which attracted a high response from the sector. An initial meeting took place in early September to discuss a draft Unit outline, and feedback from the survey was collated and used to develop the Unit. We propose to consult further to ensure that the Unit is robust and fit for purpose. It is intended that the award will be validated in early 2010. Further information will be provided in the next Bulletin; alternatively you can check [www.sqa.org.uk/carescotland](http://www.sqa.org.uk/carescotland) for updates.

### **PDA Health and Social Care Supervision at SCQF level 7**

I am pleased to advise that the PDA in Health and Social Care Supervision at SCQF level 7 is now available for delivery. The award is designed for supervisors and to meet the SSSC supervisory criteria

for this job role. It consists of two Units — Health and Social Care: Supervise People; and Health and Social Care: Supervise the Protection of People — each with 8 SCQF credit points at SCQF level 7. To support the implementation and delivery of the qualification, SQA commissioned the production of an integrated assessment exemplar. This is available to download from SQA's secure site. There is also an Open Learning Pack for each of the Units. These carry a small charge. Details on how to order these packs can be found on the Care Scotland website. David Rennie, Lead Consultant of the project has kindly written a detailed article which can be found in this edition.

I would like to take this opportunity to pass on my gratitude to all involved in this development.

### **PDA Mental Health Peer Support at SCQF level 7**

SQA was invited to work with The Scottish Recovery Network (SRN) to certificate a qualification which could be used for peer-support services.

The Scottish Recovery Network (SRN) is funded by the Scottish Government to:

- Raise awareness of recovery from mental health problems, particularly long-term mental health problems
- Learn more about the factors which help and hinder recovery
- Build capacity for recovery by supporting and encouraging national and local action

The peer-support aspect relates to a new role within Scottish mental health services. Peer-support workers are people with lived experience of mental health problems who are trained and then employed within existing mental health services to complement and enhance existing services. They offer a high degree of empathy and mutuality and work in a way which is strongly oriented around the recovery experience. Hope and self-direction are central components of this approach. There are currently peer workers in a number of health board areas around Scotland as part of a Scottish Government pilot programme, supported by SRN. Most peer workers are employed by health boards and all have been through a ten day pre-employment training course provided by a US-based agency which specialises in this work. Training in the future needs to be more sustainable. Peer working is a new approach but it has

considerable potential, and there is a high level of interest in developing the role in local areas. Linking recovery with specialist input on peer-support working should increase the market for learning materials as the recovery materials would be suitable to anyone with experience of mental health problems; some but not all of whom may be interested in going on to become a peer-support worker. In essence, the peer-support worker aspect could be one way of applying recovery learning.

SQA intends to develop a PDA in Mental Health Peer Support at SCQF level 7 which will consist of two HN Units at 8 SCQF credit points at SCQF level 7. The Units will be supported by an assessment exemplar and learning/teaching pack. The Qualification Design Team (QDT) and Unit writers' group have been established and work is ongoing. Validation should take place in early 2010. Further information will be provided in the next Bulletin. Alternatively, you can check our website for updates.

### **G8CE 15 HNC Health Care**

The HNC in Health Care was validated by SQA in August 2006. The structure of the award reflects the variety of jobs carried out across the sector, and the completion of the award allows candidates to register with the SSSC at support worker level.

Continued demand for competent, well trained professionals and for a current, fit-for-purpose award, were all considered when revising the HNC. Our aim is to ensure that it continues to meet the demands of the sector. A Qualification Support Team was convened to review the award and its component parts. The remit of the group included:

- Reviewing the Units across the award to address: duplication of assessments, provide clear guidance on pass mark criteria where stipulated; and streamline the marking guidelines in terms of the Graded Unit
- Developing assessment exemplars for all contributing Units to aid the delivery of the award
- Creating a revised Arrangements document to reflect the changes

This resulted in five Units being revised. These Units are: F0KB 33 Physiology of the Reproductive System; DR3P 34 Physiology for Health Care Professionals; DR3N 34 Health Care Policy; F0K9 34 Calculations and Practical Techniques in Health Care; and F0KF 34 Health

Care: Graded Unit 1. All approved centres have received notification in writing of these changes. The new Unit specifications are available to download from our website at: [www.sqa.org.uk](http://www.sqa.org.uk).

The assessment exemplars can be downloaded from SQA's secure site. The nominated SQA contact at your centre has access to this site.

### **SVQs in Community Justice and Youth Justice Services**

The SVQ in Community Justice: Work with Offending Behaviour at level 3 has been extended until 31 July 2010 to allow Skills for Justice and Skills for Care and Development/Scottish Social Services Council (SSSC) time to address and resolve the issues with the new suite of NOS in relation to the Scottish context and the regulation

of care legislation and related registration processes. The new structure has been approved by SQA Accreditation, and work will now commence to provide materials on the Care Scotland website. It is envisaged this will be complete in early 2010. Skills for Justice have kindly provided an update on developments which may be found in this edition.

The SVQ in Community Justice: Work with Victims, Survivors and Witnesses; and Youth Justice Services at level 3 have also been extended until July 2010. Regrettably, due to low uptake, SQA had no option but to withdraw both the level 4 awards in Community Justice and Youth Justice Services. Prior to their withdrawal, all approved centres were notified in writing. Regular updates on all of our projects are available on the Care Scotland website at [www.sqa.org.uk/carescotland](http://www.sqa.org.uk/carescotland).

## **Community Justice Working with Offending Behaviour Level 3**

**A revised Community Justice Scottish Vocational Qualification (SVQ) in Working with Offending Behaviour Level 3 was approved in August 2009. Skills for Justice worked closely with the Scottish Social Services Council (SSSC) and Skills for Care and Development to ensure the content of the SVQ was underpinned by the Scottish Social Services Council's Code of Practice.**

During the consultation process Skills for Justice engaged with a range of key Scottish stakeholders. These included: Sacro, Scottish Prison Service College, Apex Scotland, Association of Directors of Social Work (ADSW), and SQA (Accreditation).

The revised qualification is a mix of four Community Justice and four Health and Social Care Units. It is hoped that the revised qualification will meet the registration criteria of the SSSC and therefore enable employees within the Justice sector to work towards an award which satisfies the requirements of SSSC registration.

Skills for Justice would like to thank all agencies involved in this work. We look forward to future opportunities to work collaboratively with the Scottish Social Services Council and Skills for Care and Development.

**Libby Brumfitt**  
**Workforce Development Adviser**  
**Skills for Justice**

**SKILLS for JUSTICE**  
*Developing skills for safer communities*

# Celebrating success at Barnardo's

**Mary Boyd, The Children's Services Manager at Barnardo's Matrix Project in Stirling, has successfully completed her SVQ Level 4 Leadership and Management for Care Services. Mary, a qualified social worker, came to Barnardo's four years ago from the local authority. She heads the project which provides parental management and support to families and children with issues of offending and anti-social behaviour.**

In describing her experience in undertaking her LMC award, Mary said:

'The important thing for me was that the award was based on what I do, my practice as a manager. It allowed me the opportunity to reflect, and promoted an opportunity to practise in a more informed way.'

**Margaret Graham**

## Glasgow City Council Social Work Services Learning and Development Ninth Annual Awards Ceremony, 22 September 2009

**In the grand surroundings of the Glasgow City Chambers in George Square, Glasgow City Council Social Work Services celebrated success with around 100 employees.**

Now in its ninth year, Glasgow City Council has a proud tradition of recognising the time and commitment associated with undertaking a learning programme.

The event was chaired by David Crawford, Executive Director of Social Work Services, and was attended by Councillor Archie Graham, Executive Member for Social Care and the Commonwealth Games. Both spoke of their admiration for the level of commitment and personal effort involved in the achievement of a qualification.

The Council was delighted to welcome Frances Scott, Workforce Development Manager, Scottish Social Services Council and Anne Mearns, Head of People and Services at the Scottish Qualifications Authority. Both speakers commended the commitment that Glasgow has shown to learners over the years and the dedication by Learning and Development staff to the qualitative delivery of qualifications.

The awards recognised achievement in the following areas; Return to Learn, ILM First Line Managers programme, HNC in Social Care, SVQ Level 3 Health and Social Care, SVQ Level 4 Health and Social Care, Registered Managers in Health and Social Care, Learning



and Development Level 3 and Learning and Development Level 4.

The award ceremony was enjoyed by all and participants were able to celebrate their achievements.

Additionally, Glasgow City Council Social Work Services Assessment Centre has successfully achieved 1499 certifications since its inception.

# ACTAN

**The Association for Care Training and Assessment Networks is a national organisation representing health and social care training, education and development in Scotland, England, Ireland, Wales and the Isle of Man. It is an independent organisation and a registered charity with over 400 members.**

ACTAN aims to promote and develop best practice in the use of occupational standards across health, care and education. This is achieved by supporting network activity across members' countries and by being the voice of members on a local, regional and national level.

Over the past few years, membership has widened to include registered independent and private accredited SVQ/NVQ centres in the health and social care sector as well as colleges of further and higher education.

Anita Parker who has been a very enthusiastic representative for the Scottish area for the past two years recently announced she will be handing over this responsibility to Alison Gerrard. Many will know Alison through her current position as chairperson of SNIVS (Scottish Network of Internal Verifiers).

## Annual conference



ACTAN members share good practice through a range of participative activities at regional network meetings, and especially during ACTAN's annual conference.

The annual conference is a time for the countries to come together to celebrate achievements, debate current issues, share resources, and form new partnerships through the many networking opportunities provided. The programme is always full and exciting, with delegates enjoying the experience and learning from the many activities on hand. Maureen Cowbourne, conference organiser, always adds something new to each event.

Delegates are usually suitably impressed and pleasantly surprised!

It is acknowledged in this current climate that no one aspect of our sector can respond to the challenges of workforce development and registration. Partnerships and collaborative working is seen as an essential component in taking issues forward — and it is this ethos that underpins ACTAN.

Our first conference was in Windermere in 1990 and we have continued to go from strength to strength and to build on our successes. It was after our conference in 1995, again in Windermere, that ACTAN made the decision to rotate the annual conference around the countries in future years.

This year's ACTAN conference was held in the Marriot Hotel, Glasgow, on Monday 16 and Tuesday 17 November 2009. The theme was "Tomorrows' Training Today".

There were a variety of workshops for delegates to choose from which included:

- Supervision in Care Settings
- Progression and Collaboration
- Regulation in Training and Mentoring

Some of these sessions were facilitated by SQA appointees and staff.

Over the course of the conference the key note speakers — which included SQA's Director of Qualifications Development, Gill Stewart — addressed delegates on current issues facing training in the care sector.

Although it was recognised that numbers were lower than previous years, most likely due to the current economic climate, this in no way detracted from the success of the conference with delegates going away from the event with many new ideas to implement in their organisations.



# Innovative Partnerships

## SQA in Partnership with Scotland's Colleges

**One of the objectives of the NES/SQA Enhancing Access Project is to identify barriers to the uptake of vocational qualifications within NHSScotland. The qualifications map is addressing one key barrier by clearly identifying the wide range of appropriate qualifications available.**

Scotland's Colleges in partnership with the Funding Council are addressing another – where and how these qualifications are being delivered through the FE Sector in Scotland. Sybil Lang has been appointed as Health Education Development Officer to liaise between the health and education sectors. Sybil's project aims to develop a strategic plan which is responsive to the needs of the health and allied sector to ensure flexible national programmes of education are available across Scotland. The plan will enable the workforce within the NHS and health and social care sectors to respond to changing service needs and to continue to deliver high standards of patient and client care.

Sybil comes to the project from a background in health; Alyson Barrie from the Enhancing Access project comes from an FE background. Together they are raising awareness in Scotland's Colleges, around the NHS health boards and the wider care sector of the benefits of partnership working to address the workforce development needs within NHSScotland. Both projects strengthen already established partnership working within these sectors and encourage collaboration and sharing of good practice. Examples include:

- NHS Greater Glasgow and Clyde
- NHS Lothian, Borders, Fife and Tayside
- Health and Social Care Academy of NHS Tayside with three FE colleges
- the cross-cutting Remote and Rural agenda
- National level Joint Scoping for Health and Social Care Workers



If you would like to know more about partnership working with your local health board, or if you have examples of existing partnerships that you'd like to share with us please contact either [alyson.barrie@sqa.org.uk](mailto:alyson.barrie@sqa.org.uk) or [sybil.lang@scotlandscolleges.ac.uk](mailto:sybil.lang@scotlandscolleges.ac.uk).

We'd love to hear from you and we're happy to present at joint meetings, events or conferences and to share our findings of successful partnership working around the colleges, the health boards and wider care sector.

# Innovative Partnerships

## Mapping of Inclusive Communication Training to elements of the SVQ Unit 'Communicate with, and complete records for individuals' (DK3V 04) as part of the SVQ II Health and Social Care

**The NES/SQA Enhancing Access Project aims to make formally-recognised qualifications more widely available to staff within NHSScotland. This can be achieved through a variety of methods — credit rating, accreditation, or formally linking in-house programmes of learning to existing nationally-recognised qualifications.**

The NHS has a long tradition of designing and delivering a wide range of in-house programmes to meet the needs of continuous professional development for staff. Now NHSScotland is keen, wherever possible, to ensure this education/training undertaken by staff is formally recognised and is transferable across health boards. The NES/SQA Enhancing Access Project offers a range of options to achieve this, to give formal recognition to the learning, and to open up development pathways for staff.

A pilot project to trial one of the above options is running with a Speech and Language Therapy Communication Programme (Inclusive Communication Training) which is delivered to care workers in a variety of settings. It is

hoped the process developed in this pilot will be applicable to a wide range of in-house programmes of a similar nature.

Stage 1 — Experts in the field from across NHSScotland are brought together to develop national learning outcomes appropriate for Inclusive Communication Training delivered within Health Boards.

Stage 2 — The outcomes are expanded to include knowledge specifications, practice elements and assessment methods, along with guidance notes for both candidates and tutors on delivery, assessment and resources available.

Stage 3 — This work is then mapped by an External Verifier (EV) from SQA to the knowledge and skills elements of an appropriate SVQ (in this case the SVQ II Health and Social Care).

Stage 4 — The publishing of results of the mapping to EVs, internal verifiers and assessors of the SVQ to ensure candidates' output from the programme of learning is recognised as evidence towards their SVQ.

As part of the training programme, the candidate will be supported to include reflective accounts on their

learning in practice against the underpinning knowledge and understanding element in their portfolio of evidence. They will also be assessed by direct observation by their SVQ assessor on the application of their learning from the programme to their practice.

In this way the learning from the Speech and Language Therapy Inclusive Communication Training Programme is formally recognised and transferable, avoids duplication of effort and assessment by the candidate, and ultimately results in an improved service to the client. Gaining formal recognition for their learning will encourage training participants to be receptive to knowledge gained and motivated to make changes to the communication environment within their workplace.

The work of the pilot is drawing to a close with the final mapping and associated documentation being disseminated widely in early 2010. We will provide an update in the next Care Scotland Bulletin. In the meantime, if you would like to know more about the pilot and/or the mapping process in general please contact: [alyson.barrie@sqa.org.uk](mailto:alyson.barrie@sqa.org.uk).

# NHSScotland — Workforce Development Project

## Enhancing Access to Vocational Qualifications

**NHS Education for Scotland (NES) and the Scottish Qualifications Authority (SQA) are working in partnership on a number of developments related to vocational qualifications.**

Enhancing Access to Vocational Qualifications is a two-year project to support greater access to nationally-recognised programmes of learning for staff working in healthcare support roles in both the clinical and non-clinical areas within NHSScotland. It is due to complete in March 2010.

The aim of the project is to find ways to make recognised — and recognisable — programmes of learning more accessible to staff across NHSScotland, and to support the further embedding of quality-assured vocational learning within NHSScotland through the promotion of nationally-recognised programmes of learning.

The project objectives are to:

- Promote greater understanding of the value of nationally-recognised and recognisable programmes of learning within NHSScotland
- Promote the use of nationally-recognised programmes of learning within NHSScotland
- Provide support for a co-ordinated approach to the development and support of nationally-recognised learning provision within NHSScotland

There are two key strands and outputs — a qualifications map and a support structure.

The qualifications map will be designed around some of the major staff groups represented in Agenda for Change (AfC),

in particular, bands 1–4 across clinical and non-clinical support worker roles, including Health and Social Care.

This new vocational qualifications map will be an online resource and will allow users to identify the qualifications available in Scotland that are relevant to their area of work. It will show potential progression routes between qualifications to support personal and career development and link the skills required in particular work areas with existing qualifications structures.

For employers, the map can be used to support the development of existing staff and to recruit new staff. The project also involves working with partners across NHSScotland, Skills for Health and the education sector to identify areas which might be best supported by new vocational qualifications, and to facilitate the development and delivery of those qualifications.

A support structure for the wider implementation of nationally-recognised qualifications and the embedding of SCQF principles in learning design within NHSScotland includes workshops for NHSScotland staff involved in designing and delivering in-house learning programmes and will help them use the SCQF principles to enhance programme design. It will also provide advice and guidance on how best to achieve formal recognition for learning taking place in the workplace.

To find out more about the Enhancing Access project, visit the Lifelong Learning portal on the NES website ([www.nes.scot.nhs.uk/lifelonglearning](http://www.nes.scot.nhs.uk/lifelonglearning)) or contact [alyson.barrie@sqa.org.uk](mailto:alyson.barrie@sqa.org.uk).

# Updates from External Verification

## Children's Care Learning and Development Awards CPD for SVQ Assessors and Tutors

**It is a very exciting time to be involved in the delivery of early-years training. So much is happening within the sector that it is difficult to keep up!**

Firstly, practitioners are working towards full implementation of Curriculum for Excellence which aims to achieve a transformation in education. All learners from 3 to 18 will experience learning based on the guidance by August 2010.

In addition, the Early Years Framework was launched in December 2008. The framework states the Scottish Government's commitment to giving every child the best possible start. And it acknowledges the vital role that pre-school education plays in successful implementation of the framework.

This new guidance goes hand in hand with the Scottish Government's commitment to developing the early-years workforce through the launch of the Childhood Practice Standards and the development of new and existing qualifications mapped against the standards.

This rapid pace of change makes continuous professional development crucial for all tutors and assessors. The expectation of the workforce of the future has never been higher — and the role that training plays has never been more important.

This year, as I have been out and about verifying, I have seen some excellent examples of CPD for staff teams in centres. However, others are struggling to access appropriate training to embed Curriculum for Excellence and the Early Years Framework in early-years training programmes.

Centres should consider how staff who deliver qualifications can keep abreast of all that is happening in order that candidates can be current and knowledgeable in their settings. There are many useful resources available, including current research and examples from practice on Early Years Online ([www.LTScotland.org.uk/earlyyears](http://www.LTScotland.org.uk/earlyyears)). All guidance is available from the Scottish Government's website. LTS have also developed a DVD resource: 'Curriculum for Excellence — Supporting the Early level' which is available to all training providers.

Staff in centres and colleges could also strengthen links with partnership officers in their local authorities who will have information on the local plan for the implementation of Curriculum for Excellence and the Early Years Framework.

**Barbara Dale**  
**Senior Verifier**  
**Children's Care Learning and Development**

# SVQ Health and Social Care — Senior External Verifier Update

## It has been another busy year for the team of SVQ Health and Social Care External Verifiers (EVs).

In September 2008 and March 2009 we held EV standardisation meetings where we focused on the following areas: occupational competence of assessors and IVs as detailed in the assessment strategies; presentation of assessor/verifier CPD records; verification of e-portfolios; SVQ Leadership and Management for Care Services; assessment planning; and internal verification sampling strategies.

From our discussions during the September team meeting we felt that centres would benefit from additional support and guidance with:

- Developing an IV sampling strategy
- Assessing night workers
- Creative assessment planning
- Assessing SVQ Leadership and Management for Care Services

In February and March 2009, Care Scotland hosted SVQ standardisation events in Glasgow, Edinburgh and Inverness where these areas were the focus of workshops that members of the EV team facilitated. We have received very positive feedback from delegates about the benefits of these events and it is

encouraging to see how centres have successfully implemented new ideas as a result of information they received at these events.

The SVQ Leadership and Management for Care Services (LMC) has celebrated its first birthday this year and, whilst it is a welcome successor to the RMA, centres have been cautious about starting candidates on this new qualification. As with any new qualification it will take time to become familiar with the Unit requirements, but centres which have started working with the LMC have found that candidates are getting to grips with what is required and are producing some strong pieces of evidence.

Over this last academic session the EV team has carried out over 180 verification visits to centres. During these visits the topic that has cropped up most during discussions with assessors and verifiers has been about how to apply knowledge to practice — particularly in relation to theory and legislation. This an area that we as an EV team will be discussing at our next meeting in November to ensure we can offer centres consistent guidance as to what is necessary in order to meet the National Occupational Standards.

If your centre requires support and guidance with regard to a particular aspect of the delivery of SVQs, you may wish to consider requesting a development visit from your EV. For further information please contact the Qualification Approval and Verification section of SQA.

I look forward to another year of travelling the length and breadth of this beautiful country and meeting the centre co-ordinators and dedicated teams of assessors and IVs who are committed to the quality delivery of these qualifications. If I can be of any assistance in relation to the SVQs in Health and Social Care then please do not hesitate to contact me.



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# Informal Update

## Alyson Barrie — Project Development Officer



I began working with SQA in mid-August 2008 as the Development Officer for the NES/SQA Enhancing Access Project. Reflecting the partnership between NES (NHS Education for Scotland) and SQA, the post is funded by NES and housed in the SQA offices in Glasgow. I'm based primarily in the Care Scotland team in Glasgow, but also spend one day per week in the NES offices in either Glasgow or Edinburgh.

I can be contacted at [alyson.barrie@sqa.org.uk](mailto:alyson.barrie@sqa.org.uk) or on 0845 213 5543.

In addition to my extensive experience in the further education sector and in the design, delivery and assessment of Scottish qualifications, I bring an in-depth knowledge of the SCQF to the project.

The SCQF is an important benefit to NHSScotland — and for those associated with the design, delivery and assessment of qualifications appropriate for NHSScotland staff. It has huge potential as a tool to help improve the design process, bring consistency across programmes and relate learning in the workplace to nationally-recognised qualifications.

I live in Renfrewshire with my partner and our 8 year old daughter — a welcome late arrival in our lives. New developments in life, whether at work or home, demand new skills – in my case I joined a mother and toddler ice-skating class when my daughter was 3 years old. We are both still going, although she graces the ice so much better than me!

I look forward to working with you to progress the project and contribute to workforce development within NHSScotland.

### 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

or

[enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)

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