



Higher National Unit specification

General information for centres

Unit title: Learning Centre Operations: Working with Learners

Unit code: F41M 34

Unit purpose: The purpose of this Unit is to enable candidates working within a learning centre to be able to identify the needs of learners and provide appropriate support.

On completion of the Unit, candidates should be able to:

- 1 Recognise and understand the needs of learners.
- 2 Provide an induction for learners to the learning centre facilities and courses.
- 3 Provide encouragement and support for learners throughout their learning.
- 4 Provide information about progression opportunities in the learning centre and elsewhere.

Credit points and level: 1 HN credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorate.*

Recommended prior knowledge and skills: Access to this Unit is at the discretion of the centre. However, candidates would normally be expected to have competence in communication skills at SCQF level 5 and information technology skills at SCQF level 5. It would be beneficial if candidates had recent knowledge and experience of working with learners in a learning centre environment.

Core Skills: There are opportunities to develop the Core Skills of *Problem Solving*, *Communication*, *Working with Others* and *Information Technology* at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

Assessment: The candidate is required to produce a logbook which details the strategies deployed to identify the needs of candidates and provide appropriate support. The logbook will detail how this was done and should be supported by a portfolio containing appropriate documentary evidence.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

The Unit will be assessed holistically by combining Outcomes 1, 2, 3 and 4 for assessment purposes. Please refer to Knowledge and/or Skills for the Unit and Evidence Requirements for the Unit after the Outcomes.

Outcome 1

Recognise and understand the needs of learners

Knowledge and/or Skills

- ◆ Identify learner needs and requirements
- ◆ Provide support and guidance throughout the learning journey
- ◆ Support available from within the learning centre and external sources
- ◆ The use and the impact of assistive technologies
- ◆ The implications of current legislation

Outcome 2

Provide an induction for learners to the learning centre facilities and courses

Knowledge and/or Skills

- ◆ Provide the learner with an induction to the learning centre facilities, resources and procedures
- ◆ Provide the learner with an induction to their course

Outcome 3

Provide encouragement and support to meet learners' needs throughout their learning

Knowledge and/or Skills

- ◆ Motivate and encourage learners
- ◆ Ensure that the learner is aware of support available
- ◆ Evaluate learner feedback and take appropriate action

Higher National Unit specification: statement of standards (cont)

Unit title: Learning Centre Operations: Working with Learners

Outcome 4

Provide information about progression opportunities in the learning centre and elsewhere

Knowledge and/or Skills

- ◆ Sources of information about learning opportunities
- ◆ Learners are made aware of learning opportunities

Evidence Requirements for the Unit

Candidates will provide evidence in the form of a logbook which should contain a minimum of eight log entries which record the following elements:

- ◆ pre-entry guidance conducted with learners
- ◆ on-course guidance conducted with learners
- ◆ how it was checked that learner enrolment procedures had been carried out
- ◆ how learners were made aware of any necessary administrative procedures
- ◆ details of induction carried out with learners, both for the learning centre facilities and for their course
- ◆ details of support made available to learners and how learners were made aware of the availability of the support
- ◆ how the quality and extent of learner support was evaluated
- ◆ how progression information was sourced and how that information was made available to learners

The logbook should be accompanied by a portfolio which contains evidence showing how the elements listed above have been achieved. Examples of the form that this evidence could take might include:

- ◆ transcripts of interviews with learners
- ◆ tape recordings of interviews with learners
- ◆ enrolment documentation — eg forms, checklists, etc.
- ◆ induction documentation — eg induction packs, handouts, PowerPoint presentations, links to web-based information, etc.
- ◆ information provided to learners about support they can access
- ◆ learner evaluation feedback
- ◆ progression information provided to learners

Higher National Unit specification: statement of standards (cont)

Unit title: Learning Centre Operations: Working with Learners

Assessment Guidelines

Assessment should be carried out in a learning centre environment with real learners.

The entries in the logbook should be made over a period of time of sufficient length to enable the required evidence to be generated. Exactly how long this will be will vary depending on the programme of learning being undertaken, but this period of time should be at least one month.

The evidence in the logbook could be based on experience with one learner or with a number of learners but should include reference to all the elements listed in the Evidence Requirements.

The logbook may be submitted in print or electronic format.

Administrative Information

Unit code: F41M 34

Unit title: Learning Centre Operations: Working with Learners

Superclass category: GF

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History of changes:

Version	Description of change	Date

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Higher National Unit specification: support notes

Unit title: Learning Centre Operations: Working with Learners

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit should be undertaken by staff who are working in a learning centre environment in a role that involves supporting learners — learning assistants, learning centre assistants, librarians, etc. Completion of this Unit will allow them to develop their knowledge and skills in the areas of supporting learners during their course, offering first line guidance on course availability, suitability and on progression to other courses.

The following list of topics gives a suggested content for a taught programme. The list is neither prescriptive nor exhaustive and should be used as a guide only.

Outcome 1

- ◆ how can learners' support needs be identified and assessed
- ◆ pre-course and on-course guidance skills
- ◆ specialist support available within the learning centre and elsewhere

Outcome 2

- ◆ what enrolment and administrative procedures need to be completed before candidates begin their programme of learning
- ◆ how are learners made aware of these procedures
- ◆ what induction learners need about the learning centre, its facilities and its procedures
- ◆ what induction learners need about their course

Outcome 3

- ◆ dealing with different types of learner
- ◆ when to intervene with learners
- ◆ providing appropriate encouragement to learners
- ◆ sourcing help for learners from other staff and agencies
- ◆ evaluating to what extent learners needs have been met

Outcome 4

- ◆ types of information about progression opportunities that will be helpful to learners
- ◆ sourcing information about progression opportunities
- ◆ making progression information available to learners

Higher National Unit specification: support notes (cont)

Unit title: Learning Centre Operations: Working with Learners

Guidance on the delivery and assessment of this Unit

Candidates should generate evidence for this as they study for the Unit. The logbook gives the candidate the opportunity to record details of how they assessed and addressed candidates' needs and the knowledge and skills required to do so.

Opportunities for developing Core Skills

All components of the Core Skill of *Problem Solving* will be developed and enhanced as candidates undertake the Unit. A high level of critical thinking will ensure that all learner needs are identified. All factors involved in providing an effective learning experience, including current legislation, will be considered and analysed. Planning and organising induction to facilities and resources while implementing support strategies which allow on-going opportunities for review is integral to achievement.

Analysing and responding to learner needs effectively will mean using a range of verbal and non-verbal communication techniques to encourage and motivate. Understanding the value and impact of open and closed questioning and practising use of active listening techniques is an essential aspect of competence. The sensitive nature of much information under discussion will additionally develop understanding of issues of diversity and inclusion and allow practical opportunities for candidates to practise empathic, reflective negotiating techniques, working co-operatively with others. Evaluation of feedback from learners will inform appropriate action for the future.

Skills will be developed in accessing and evaluating an extensive range of reference materials, including on line resources, in order to best support learners to find information on current and progression opportunities. Candidates will need to produce and present evidence to a professionally acceptable standard. Resources available should include appropriate software packages to support accuracy and the effective presentation of information. Use of electronic systems of recording, coding and securely storing outline information for ease of reference, such as log books, diaries, and folders would enhance skills in IT.

Open learning

This Unit is suitable for open and distance learning delivery. The assessment strategy and guidelines in this specification must still be applied if this method of delivery is chosen.

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

General information for candidates

Unit title: Learning Centre Operations: Working with Learners

What this Unit is about:

This Unit is about the knowledge and skills you will need to be able to assess the support needs of learners in a learning centre environment and meet these needs as they arise at different stages of a course — beginning, during, and end. To complete this Unit you should be working in a learning centre in order to generate the assessment evidence required.

This Unit is part of the Professional Development Award for Learning Centre Operations at SCQF level 7. Candidates undertaking the full Award are encouraged to relate their work for this Unit to others in the Award. You may find therefore that the delivery and assessment of this Unit is integrated with some of the other Units, but this will be explained in more detail by your centre.

What you will learn:

You will learn how to identify the support needs of learners and understand the procedures and processes that will require to be carried out and the facilities that will need to be made available to meet these needs.

On completion of the Unit, you should be able to:

- ◆ identify the needs of learners
- ◆ provide induction appropriate to learners' needs
- ◆ provide encouragement and support appropriate to learners' needs
- ◆ provide information about progression opportunities when learners complete their course