



Higher National Unit specification

General information for centres

Unit title: Learning Centre Operations: Centre Administrative and Quality Systems

Unit code: F55T 34

Unit purpose: This Unit is designed to enable candidates working within a learning centre to be able to understand and carry out the practical and administrative tasks necessary to ensure that learners can make informed choices about their learning and are provided with appropriate support during their learning and to be able to contribute to the centre's internal and external quality and audit procedures.

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

- 1 Provide accurate and up-to-date information.
- 2 Ensure learning centre's administrative procedures provide appropriate support.
- 3 Provide a safe and welcoming learning centre environment.
- 4 Contribute to quality assurance procedures.

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. Candidates will also have recent knowledge and experience of working with learners in a learning centre environment.

Core Skills: There are opportunities to develop the Core Skills of 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.

General information for centres (cont)

Assessment: This Unit will be assessed by written and performance evidence. The candidate is required to produce a logbook which details the strategies deployed to identify the needs of candidates and provide appropriate support and shows how the candidate contributed to quality assurance procedures. 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.

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.

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.

Outcome 1

Provide accurate and up-to-date information

Knowledge and/or Skills

- ◆ Maintain information about learning opportunities within the centre
- ◆ Maintain information about relevant external information sources
- ◆ Learning programmes offered
- ◆ Assist learners to identify suitable learning opportunities
- ◆ Provide tools that can be used for diagnostic purposes
- ◆ Learner funding and finance issues

Outcome 2

Ensure learning centre's administrative procedures provide appropriate support

Knowledge and/or Skills

- ◆ Enrolment, monitoring and tracking procedures
- ◆ Retrieve and extract information from internal and external systems
- ◆ Provide reliable and appropriate guidance and advice to learners
- ◆ Understand liaison procedures with qualification bodies and learning providers

Higher National Unit specification: statement of standards (cont)

Unit title: Learning Centre Operations: Centre Administrative and Quality Systems

Outcome 3

Provide a safe and welcoming learning centre environment

Knowledge and/or Skills

- ◆ Health and safety procedures are established, carried out and monitored
- ◆ Equal access
- ◆ IT facilities and IT access policies
- ◆ Ensure that the learning centre provides a welcoming environment that will encourage learners at all stages of their learning

Outcome 4

Contribute to quality assurance procedures

Knowledge and/or Skills

- ◆ The purpose of quality assurance procedures
- ◆ What procedures operate within the learning centre to ensure quality standards are upheld
- ◆ The range of external bodies whose quality and audit procedures affect the learning centre
- ◆ Operate within the parameters necessary to meet both internal and external quality requirements as they relate to the learning centre

Evidence Requirements for the Unit

Candidates will provide performance (product) evidence in the form of a portfolio which should record the following elements:

- ◆ information about learning opportunities within the learning centre and elsewhere — how this is sourced, kept up-to-date and made available
- ◆ the range of courses that is available in the learning centre
- ◆ the tools available that provide diagnostic opportunities for learners
- ◆ how liaison is maintained with qualification bodies and learning providers
- ◆ what steps are taken to ensure fair and equal access for all learners
- ◆ the IT facilities available to learners and the policies in place to ensure that learners have appropriate access
- ◆ funding and finance information and support available to learners
- ◆ how health and safety legislation has been taken account of and applied in the learning centre
- ◆ what steps have been taken to ensure that the learning centre environment is welcoming for learners
- ◆ what policies there are in the learning centre to ensure there are procedures to maintain quality across all operations in which the candidate participates
- ◆ what external bodies the centre works with and what quality and audit requirements they have that impact on the work of the candidate

Higher National Unit specification: statement of standards (cont)

Unit title: Learning Centre Operations: Centre Administrative and Quality Systems

The portfolio should contain documentary evidence showing how the elements listed above have been achieved. Examples of the form that this evidence could take might include:

- ◆ transcripts or recordings of interviews with learners and staff — these could be written, audio or video
- ◆ documentation from the learning centre, annotated as appropriate
- ◆ photographs or videos of learning centre facilities
- ◆ a PowerPoint presentation describing the facilities of the learning centre and how various of the above elements have been addressed or achieved
- ◆ a link to the learning centre website where information is given that would support a description of how the above elements have been addressed or achieved
- ◆ quality procedure or audit preparation checklists

Assessment Guidelines for the Unit

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 and portfolio 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 and portfolio may be submitted in print or electronic format — it might be appropriate for example to include relevant extracts from a blog or wiki used by learning centre staff and learners.

A professional discussion with the candidate could supplement or replace elements of the portfolio for the purposes of illustrating how the candidate has addressed the elements in the Evidence Requirements.

Administrative Information

Unit code: F55T 34

Unit title: Learning Centre Operations: Centre Administrative and Quality Systems

Superclass category: AY

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Version	Description of change	Date

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Higher National Unit specification: support notes

Unit title: Learning Centre Operations: Centre Administrative and Quality Systems

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 not subject specialists but who are working in a learning centre environment in a role that involves providing administrative support for learners — learning assistants, learning centre assistants, librarians, etc. Completion of this Unit will allow them to develop their knowledge and skills related to the administrative tasks that need to be carried out to ensure learners have the opportunities and support that will allow them to maximise their learning.

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

- ◆ the range of information that is required for learners to be able to choose appropriate learning opportunities, both within the learning centre and elsewhere
- ◆ how this information can be kept in as complete a form as possible, current and available for learners
- ◆ the different types of learning opportunity available, both online and paper based, and how these might meet the needs of different learners, or the needs of individual learners in different contexts or at different times
- ◆ what tools there are that can be used for diagnostic purposes with learners so that they can identify, with appropriate assistance, the most appropriate learning opportunities

Outcome 2

- ◆ understand the importance of following enrolment, monitoring and tracking procedures, and the problems that can be caused if they are followed incompletely or incorrectly.
- ◆ know what liaison needs to be carried out with qualification bodies so that learners are following up-to-date syllabus versions and so that they receive certification as appropriate for courses that they complete.
- ◆ know how to contact learning providers, both commercial and non-commercial.
- ◆ be aware of current legislation and take the necessary steps within the learning centre to ensure that all learners have fair and equal access to learning opportunities and to the facilities of the learning centre; or that reasonable adjustment has been made within the terms of legislation to ensure that access is as fair and equal as can be practically achieved.
- ◆ be aware of the IT facilities that exist within the learning centre; assistive technology that is available for learners with particular needs. Be aware of any policies in place — for example to limit access to the internet, particularly for younger users.
- ◆ be aware of some the common funding and finance issues that can arise for learners, and be aware of potential sources of funding and related information, both within the learning centre and elsewhere.

Higher National Unit specification: support notes (cont)

Unit title: Learning Centre Operations: Centre Administrative and Quality Systems

Outcome 3

- ◆ be aware of current health and safety legislation as it affects learning centres
- ◆ know how this legislation affects the policies of the learning centre, and how these policies are implemented and monitored
- ◆ know what IT facilities are available for learners and what access arrangements there are that might affect learners — eg are there restrictions on accessing the internet, on young people using the internet, etc?
- ◆ understand the importance of a welcoming atmosphere and environment being created in a learning centre, and how this can be put in to practice

Outcome 4

- ◆ include reference to both internal and external quality assurance as appropriate to the work of the learning centre and the candidate
- ◆ be aware of policies within the centre for ensuring quality is established and maintained
- ◆ be aware of the quality and audit requirements of any external bodies that the centre is involved with and how these will affect the work of the centre and individual members of staff
- ◆ how all staff are involved either directly or indirectly in maintaining quality standards across the operations of the learning centre

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

- ◆ ICT skills will be maintained and developed as candidates support learners and perform administrative tasks within the learning centre
- ◆ the Core Skill of *Working with Others* will be maintained and developed as candidates work with learners and with other staff in the learning centre
- ◆ Communication skills will be maintained and developed as candidates work with learners and other staff in the learning centre; perhaps also by dealing with external organisations such as awarding bodies

There may be opportunities to integrate some elements of the assessment for this Unit with elements of the other mandatory Unit for the PDA Learning Centre Operations award, F41M 34 *Learning Centre Operations: Working with Learners*.

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: Centre Administrative and Quality Systems

What this Unit is about

This Unit is about the knowledge and skills you will need to be able to carry out the practical and administrative tasks in a learning centre environment; the systems that need to be maintained to achieve this; and the reasons why internal and external quality assurance is important. To complete this Unit you will need to 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 should be encouraged to relate their work for this Unit to others in the Award. The delivery of this Unit may be integrated with some of the other Units. Assessment of this Unit may be integrated with the assessment of other units.

What you will learn

You will learn what practical and administrative systems will be needed to support learners in a learning centre and the tasks that you will need to carry out as a member of staff to ensure that learners are able to make the most of their opportunities.

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

- ◆ ensuring that appropriate, accurate and up-to-date information is available so that learners can make informed choices about learning opportunities
- ◆ ensuring that the learning centre's administrative procedures provide appropriate support to learners throughout their learning
- ◆ ensuring that staff and learners have a safe and welcoming learning centre environment
- ◆ ensuring that the centre meets internal and external quality assurance procedures