



Higher National Unit specification

General information

Unit title: Additional Support Needs: Managing Quality
(SCQF level 8)

Unit code: HD85 35

Superclass: PR

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Version: 01

Unit purpose

This Unit is designed to provide learners with the knowledge required to work in a senior role within an Additional Support Needs (ASN) setting. Learners will examine standards expected of organisations working with individuals with ASN, explain quality assurance and accountability procedures and evaluate an existing policy against legislation and best practice.

Outcomes

On successful completion of the Unit the learner will be able to:

1. Investigate Quality Standards for ASN in relation to legislation, national and local requirement.
2. Explain quality assurance and accountability procedures used in ASN settings.
3. Evaluate an existing quality assurance policy in relation to current legislation and best practice guidelines.

Credit points and level

2 Higher National Unit credit(s) at SCQF level 8: (16 SCQF credit points at SCQF level 8)

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Recommended entry to the Unit

Entry is at the discretion of the centre. It would be expected that the learner will be working in or have a placement in a setting that provides support to individuals with ASN. Learners should have good communication and evaluation skills. These may be evidenced by the achievement of nationally recognised qualifications for example English at SCQF level 5 or by the completion of a pre-course interview.

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes for this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

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.

This Unit is contained within the HND in Additional Support Needs: Managing and Supporting the Service.

The ASN setting referred to throughout the Unit can be the learners place of work, the policies and guidelines used in evidence can be those in use in that setting.

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Higher National Unit specification: Statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

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. Learners 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

Investigate Quality Standards for ASN in relation to legislation, national and local requirements.

Knowledge and/or Skills

- ◆ Relevant legislative requirements, national and local policies and procedures in relation to ASN provision.
- ◆ Functions of the Scottish Social Services Council (SSSC) and the Care Inspectorate in respect of ASN settings.

Outcome 2

Explain quality assurance and accountability procedures used in ASN settings.

Knowledge and/or Skills

- ◆ Quality Systems.
- ◆ External Agencies to whom staff are accountable in relation to quality standard.
- ◆ Different quality assurance and accountability procedures for the particular setting.
- ◆ Effects of these procedures in respect of the service, the staff and the users of the service.

Outcome 3

Evaluate an existing quality assurance policy in relation to current legislation and practice.

Knowledge and/or Skills

- ◆ Purposes served by having formal policies.
- ◆ Relationship between policy and current legislation and best practice guidelines.
- ◆ Evaluation skills.
- ◆ Planning change.
- ◆ Managing change.

Higher National Unit specification: Statement of standards (cont)

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Evidence Requirements for this Unit

Learners will need to provide evidence to demonstrate their Knowledge and/or Skills across all Outcomes by showing that they can:

Outcome 1 and 2

- ◆ explain two pieces of legislation relating to Quality Standards in ASN provision.
- ◆ describe one national policy in relation to ASN provision.
- ◆ describe one local policy or procedure in relation to ASN provision.
- ◆ explain the functions of the Scottish Social Services Council in relation to ASN provision.
- ◆ explain the functions of the Care Inspectorate in relation to ASN provision.
- ◆ identify three external agencies to whom staff are accountable.
- ◆ explain the terms 'quality' 'quality assurance' and 'accountability' in terms of a particular setting.
- ◆ describe two quality assurance and accountability policies or procedures used in a particular setting.
- ◆ explain how one of these policies or procedures ensures best practice for the service, the staff and the users of the service.

Outcome 3

- ◆ evaluate one policy in terms of current legislation and best practice guidelines. The evaluation will include:
 - comparison between selected policy and current legislation.
 - comparison between selected policy and current guidelines on best practice.
 - identification of areas of strength in policy.
 - identifications of policy changes required.
 - explanation of how changes to the policy will improve future practice.
 - appropriate methods (including timescales) for affecting the change to the policy.



Higher National Unit Support Notes

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Unit Support Notes are offered as guidance and are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This Unit is included in the mandatory section of the framework for the Group Award: HND in Additional Support Needs: Managing and Supporting the Service. It is recommended that it is delivered within the framework. However, the Unit is also suitable as a 'stand-alone' Unit for those working in the sector wishing to engage in continuous professional development.

The Unit is designed to ensure that learners are aware of the legislative and local requirements relating to Quality Standards in the provision of ASN services.

Guidance on approaches to delivery of this Unit

Outcome 1

Legislation and Policy is ever evolving and this needs to be taken into account when undertaking this aspect of the Unit. Although some historical legislation can provide background, learners must have access to the most up-to-date legislation and policies.

As quality covers working practices of staff as well systems the following should be covered:

- ◆ Education (Additional Support for Learning) (Scotland) Act 2009 plus update 2010.
- ◆ Education (Scotland) Act 1996.
- ◆ Standards in Scotland's Schools Act 2000.
- ◆ Children (Scotland) Act 1995 updated Children and Young People (Scotland) Act 2014.
- ◆ The Regulation of Care (Scotland) Act 2001.
- ◆ Adults with Incapacity (Scotland) Act 2000.
- ◆ Adult Support and Protection (Scotland) Act 2007.

National Legislation:

- ◆ Health and Safety at Work Act 1974.
- ◆ Data Protection Act 1998.
- ◆ The Human Rights Act 1998.
- ◆ Equality Act 2010.

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Policies and Policy Initiatives:

- ◆ National Care Standards.
- ◆ SSSC code of practice for Social Service Workers and Employers.
- ◆ National Guidance for Child protection 2014.
- ◆ Adult Support and Protection Code of Practice 2014.
- ◆ A Guide to Evaluating Services for Children and Young People using Quality Indicators HMIE 2010.
- ◆ Quality Management in Education 2 — self-evaluation in quality improvement.
- ◆ The Healthcare Quality Strategy for Scotland 2010.

This list is not exhaustive. And learners should also be aware of any recent legislation applicable to this area of study.

Outcome 2

Quality systems:

- ◆ differing systems and how they assure quality in different aspects of the organisation.
- ◆ accountability of systems.

External agencies:

- ◆ Local Authority.
- ◆ Funding Bodies.
- ◆ Government.
- ◆ HMIE for Education establishments.
- ◆ Scottish Social Services Council.
- ◆ Scottish Council for Regulation of Care.
- ◆ General Teaching Council for Scotland.

Policies and procedures:

- ◆ Curriculum Guidelines.
- ◆ Care Standards.
- ◆ Inspectorate Visits and reports.
- ◆ Internal mechanisms: staff Appraisal, Evaluation procedures, Parental/Carer/Individual feedback.

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Outcome 3

Relationship between policy and practice:

- ◆ Clarifies roles and responsibilities.
- ◆ Ensures current best practice.
- ◆ Promotes professionalism.
- ◆ Acts as a common point of reference.
- ◆ Guides activities within setting.

Methods of managing change:

- ◆ Reinforces aims of organisation.
- ◆ Highlights culture and ethos of organisation.
- ◆ Promotes professionalism.

Some of the purposes served by a written policy which could be explored are:

- ◆ Serves as an accountability mechanism.
- ◆ Meets legal requirements.
- ◆ Standardised procedures and practices.

It is recommended that the Unit is taught in the same order as the Outcomes. The Unit could be taught with lecturer led teaching, use of various documentation and appropriate visiting speakers.

Guidance on approaches to assessment of this Unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Assessment for this Unit may be undertaken through two projects. Outcome 1 and 2 assessed together. Outcome 3 assessed through a report

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Higher National Unit Support Notes (cont)

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Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

There are opportunities to develop aspects of the Core Skills of *Communication* at SCQF level 6, *Information and Communication Technology* at SCQF level 6 and *Problem Solving* at SCQF level 6 throughout this Unit.

History of changes to Unit

Version	Description of change	Date

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General information for learners

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This section will help you decide whether this is the Unit for you by explaining what the Unit is about, what you should know or be able to do before you start, what you will need to do during the Unit and opportunities for further learning and employment.

This Unit is designed to provide you with the knowledge required to work in a senior role within an Additional Support Needs (ASN) setting. You will examine quality standards expected of organisations working with individuals with ASN, explain how these policies inform best practice and then evaluate one policy to promote quality improvement.

Quality covers working practices of staff as well systems and you will have the opportunity to explore legislation which aids this process. Working practices are often set to meet the quality standards of outside bodies. These standards can cover the quality of what the staff and organisation have to offer those who use the service as well as the quality of the staff and resources within an organisation. This Unit will enable you to cover this wide range by examining policies and procedures of an organisation.

You will examine the validity and currency of a quality policy and by using knowledge gained from the teaching and learning will explore and suggest improvements informed by recent legislation and policy.

The Unit forms part of the HND in Additional support Needs: Managing and Supporting the Service but can also be taken as a standalone Unit for the purposes of continued professional development.

You will have the opportunity to develop your Core Skills in Communication, Information and Communication Technology and Problem Solving throughout the Unit. Transferable skills in evaluation, planning and managing change and time management will also be developed.