



National Unit Specification: general information

UNIT Health Sector: An Introduction (Intermediate 1)

CODE F58P 10

SUMMARY

This Unit has been designed as a mandatory Unit of the Intermediate 1 Health Sector Course and has been designed to be taken as part of that Course. It can also be taken as a freestanding Unit. It is suitable for candidates who have no previous experience of the health sector.

The Unit introduces candidates to the health sector and explores its diversity. Candidates will learn about the range of provision and the extensive services provided by the health sector. Candidates will participate in practical activities which will help to develop knowledge and understanding of health sector environments.

The Unit also focuses on the employability skills and attitudes identified as being those most valued by employers in the health sector. Candidates will be given the opportunity to reflect on and evaluate their own employability skills and record their progress throughout the Unit.

The health sector includes the National Health Service (NHS) (primary and secondary care), independent healthcare, complementary therapies, the life sciences and retail pharmaceutical industries and the community and voluntary sector.

OUTCOMES

- 1 Investigate a range of provision and services within the health sector.
- 2 Demonstrate employability skills and attitudes in specified practical activities.
- 3 Review and evaluate own performance in specified employability skills.

Administrative Information

Superclass: PA

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RECOMMENDED ENTRY

Entry is at the discretion of the centre.

CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*).

**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 Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit. Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches* for this Unit.

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.

OUTCOME 1

Investigate a range of provision and services within the health sector.

Performance Criteria

- (a) Identify and describe a range of provision within the health sector.
- (b) Identify and describe a range of services offered by each identified provision.
- (c) Explain how a service meets the needs of the users of that service.
- (d) Organise and present findings in an appropriate format.

OUTCOME 2

Demonstrate employability skills and attitudes in specified practical activities.

Performance Criteria

- (a) Demonstrate a positive attitude to learning and the workplace.
- (b) Demonstrate self respect and respect and consideration for others.
- (c) Demonstrate a willingness to listen to others and respond constructively to feedback.
- (d) Demonstrate an awareness of equality and diversity.

OUTCOME 3

Review and evaluate own performance in specified employability skills.

Performance Criteria

- (a) Identify own strengths and weaknesses in specified employability skills.
- (b) Seek feedback from others on these employability skills.
- (c) Identify areas for improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving these goals over a set period of time.

National Unit Specification: statement of standards (cont)

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Written and /or recorded oral evidence and performance evidence which covers all Outcomes and Performance Criteria is required for this Unit.

Outcome 1 – Written and/or Oral Evidence

Evidence for Outcome 1 will be gathered in open-book conditions at appropriate points throughout the Unit. Evidence will be gathered in a candidate folio. Progress will be discussed with the teacher/lecturer at an appropriate point during the investigation to ensure that the folio is the candidate's own work. A record of the discussion should be retained.

Candidates will investigate a range of provision and services in the health sector. Candidates will be given a brief for the investigation.

Candidates are required to:

- ◆ identify and describe **three** types of provision at least **one** of which must be from the National Health Service
- ◆ identify and describe two services offered by each identified provision
- ◆ explain how one service meets the needs of the users of that service

Candidates must organise and present findings in an appropriate format. A template for the investigation will be provided.

The provision will be selected from the range below:

- ◆ National Health Service — primary care
- ◆ National Health Service — secondary care
- ◆ independent healthcare
- ◆ complementary therapies
- ◆ life sciences industry
- ◆ retail pharmaceutical industry
- ◆ community and voluntary sector

The services will be selected from the range below:

- ◆ research and development
- ◆ scientific and technical
- ◆ screening
- ◆ diagnosis
- ◆ care and treatment
- ◆ prevention of ill health and health promotion
- ◆ maintenance of health
- ◆ management, administrative and support services

National Unit Specification: statement of standards (cont)

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The users will be selected from the range below:

- ◆ patients
- ◆ customers
- ◆ relatives/carers
- ◆ doctors
- ◆ dentists
- ◆ pharmacists
- ◆ nurses
- ◆ Allied Health Professions
- ◆ ancillary and support staff

Outcome 2 — Performance Evidence of Practical Activities

Candidates will demonstrate the achievement of all Performance Criteria during practical activities at appropriate points in the Unit. The practical activities will allow candidates to demonstrate the following employability skills:

- ◆ positive attitude to learning and the workplace
- ◆ self respect and respect and consideration for others
- ◆ willingness to listen to others and respond constructively to feedback
- ◆ awareness of equality and diversity

Assessor observation checklists must be used to support the performance evidence of a minimum of **two** different practical activities. Practical activities will be carried out either in a real or simulated health sector environment.

Further guidance on appropriate practical activities can be found in the support notes.

Where candidates are taking this Unit as part of the Intermediate 1 Health Sector Course opportunities for practical activities can be found in the Units *Health Sector: Health Awareness Intermediate 1*, *Health Sector: Life Sciences Industry Intermediate 1*, *Health Sector: Roles and Responsibilities Intermediate 1* and *Health Sector: Working Safely Intermediate 1*.

Outcome 3 — Candidate Reviews

Evidence Requirements for Outcome 3 will take the form of **three** completed candidate review records which will give the candidate the opportunity to record their progress in developing employability skills. Candidates will be provided with a review template. Each review will include the following:

- 1 A record of the candidate's analysis of own strengths and weaknesses in relation to the following employability skills:
 - ◆ positive attitude to learning and the workplace
 - ◆ self respect and respect and consideration for others
 - ◆ willingness to listen to others and respond constructively to feedback

National Unit Specification: statement of standards (cont)

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- ◆ awareness of equality and diversity
- ◆ understanding of roles and responsibilities in the workplace
- ◆ willingness to contribute to team work
- ◆ awareness of health and safety
- ◆ awareness of the importance of maintaining confidentiality
- ◆ reflecting on own abilities
- ◆ ability to follow instructions
- ◆ awareness of infection control procedures
- ◆ awareness of organisational standards for appearance and behaviour
- ◆ understanding of care values
- ◆ awareness of organisational standards for quality

2 A record of feedback gathered from others in relation to employability skills.

Candidates should gather feedback from the teacher/lecturer on **two** occasions and another person on **one** occasion. The other person could be, for example, another candidate, a health worker or placement supervisor who has observed the candidate.

3 A record of identified areas for improvement and goals set in relation to these employability skills.

4 An evaluation of progress towards achievement of these goals over a set period of time.

The first review should take place at an early stage of the Unit, one should be completed at an appropriate point during the Unit and the third should be carried out towards the end of the Unit. Candidates will complete the reviews based on their experiences and learning to date.

Candidates should take responsibility for completing each review. However, it is expected that, at this level, candidates will be given support and guidance from the teacher/lecturer before completing each review.

When delivering this Unit as part of the Intermediate 1 Health Sector Course opportunities will occur throughout the Course to identify, develop and practise the relevant skills, which are the basis of the reviews. Further guidance is given in the support notes under content and context.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It contains an investigation pro forma, candidate brief, candidate review and an assessor observation checklist. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

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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 has been designed as a mandatory Unit of the Intermediate 1 Health Sector Course and has been designed to be taken as part of that Course. It can also be taken as a freestanding Unit. It is suitable for candidates who have no previous experience.

The Unit introduces candidates to the health sector and explores its diversity. Candidates will learn about the range of provision and the extensive services provided by the health sector. Candidates will participate in practical activities which will help to develop knowledge and understanding of health sector environments.

The Unit also focuses on the employability skills and attitudes identified as being those most valued by employers. Candidates will be given the opportunity to reflect on and evaluate their own employability skills and record their progress throughout the Unit.

The health sector includes the National Health Service (NHS) (primary and secondary care), independent healthcare, complementary therapies, the life sciences and retail pharmaceutical industries and the community and voluntary sector.

Where this Unit is being taken as part of the Intermediate 1 Health Sector Course, candidates would be expected to demonstrate, review and evaluate their employability skills throughout the Course.

Outcome 1

This Outcome is intended to provide a basic introduction to give candidates a broad overview of the health sector and the range of types of provision and services therein.

While investigating the range of provision and services within the health sector it is important that candidates are taught that the health sector is used by everyone and provides a vast range of services from research into the causes of disease, through to prevention, diagnosis, treatment and health promotion.

The investigation will be recorded in a candidate folio and include all Performance Criteria specified. It is important that candidates learn to organise and present their findings as these can be transferred to other contexts. The folio could be produced in a variety of formats eg a presentation, display, poster or leaflet. The types of provision, range of services and users is provided within the Evidence Requirements.

National Unit Specification: support notes (cont)

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Outcome 2

This Outcome is intended to provide candidates with opportunities to demonstrate specified employability skills and attitudes within practical activities. The employability skills highlighted in Outcome 2 have been identified as being particularly relevant to the health sector. The practical activities throughout the Unit provide opportunities for candidates to practise and develop employability skills in relation to their attitude to learning and the workplace and respect and consideration for others. Opportunities will arise for the teacher/lecturer to observe and provide constructive feedback to candidates on how they conduct themselves and perform in relation to the practical activities. Candidates should demonstrate a willingness to listen to and respond to feedback. Candidates should be encouraged to examine personal values in relation to equality and diversity.

Candidates should develop an awareness of appropriate language and attitudes in relation to equality and diversity. This includes body language and non verbal communication.

Candidates need to be given opportunities to exhibit the employability skills in practical contexts.

Examples of relevant practical activities could include:

- ◆ hand decontamination — six step handwashing technique
- ◆ decontamination of surfaces
- ◆ decontamination of equipment
- ◆ putting on, removing and disposing of an item of Personal Protective Equipment — gloves, apron, gown, goggles, visor, mask
- ◆ taking and recording a physiological measurement — pulse, blood pressure, height, weight, temperature, body mass index
- ◆ role play — making an appointment in a hospital or GP surgery
- ◆ risk assessment in relation to infection control — lone working, access for people with disabilities, work station

Outcome 3

This Outcome is intended to give candidates the opportunity to review and evaluate their performance in specified employability skills. They will be expected to take responsibility for improving their performance by identifying areas for improvement through self evaluation and taking feedback from others. This should include setting goals and evaluation of achieving these goals over a set period of time. These skills and attitudes will help to improve candidate's employability as they are transferable to other vocational areas.

Employability Skills

Candidates will be required to review and evaluate the following employability skills:

- ◆ positive attitude to learning and the workplace
- ◆ self respect and respect and consideration for others
- ◆ willingness to listen to others and respond constructively to feedback

National Unit Specification: support notes (cont)

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- ◆ awareness of equality and diversity
- ◆ understanding of roles and responsibilities in the workplace
- ◆ willingness to contribute to team work
- ◆ awareness of health and safety
- ◆ awareness of the importance of maintaining confidentiality
- ◆ reflecting on own abilities
- ◆ ability to follow instructions
- ◆ awareness of infection control procedures
- ◆ awareness of organisational standards for appearance and behaviour
- ◆ understanding of care values
- ◆ awareness of organisational standards for quality

These skills can be practised, reviewed and evaluated in real or simulated workplace environments, role play and individual or group classroom activities. When this Unit is being taken as part of the Intermediate 1 Health Sector Course, opportunities will arise to practise, review and evaluate employability skills, for example by carrying out the following activities:

- ◆ contribute to a group presentation and take part in a practical activity in the Unit Health Sector: Health Awareness (Intermediate 1)
- ◆ carry out an investigation and take part in a practical activity in the Unit Health Sector: Life Sciences Industry (Intermediate 1)
- ◆ carry out an investigation and participate in a role play in the Unit Health Sector: Roles and Responsibilities (Intermediate 1)
- ◆ take part in practical activities in the Unit Health Sector: *Working Safely (Intermediate 1)*

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Outcome 1

Candidates must identify and describe a range of provision and services within the health sector. This will be in the form of an investigation. The investigation will require candidates to gather information from a variety of sources. This could include:

- ◆ visiting speakers
- ◆ internet
- ◆ library
- ◆ health boards
- ◆ GP surgery
- ◆ local clinics
- ◆ interviews with workers in the health sector
- ◆ workplace visits

National Unit Specification: support notes (cont)

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It may be beneficial for candidates to work in groups and share information although the final investigation must be the candidate's own work. Candidates should discuss and agree with the teacher/lecturer a suitable format for presenting the information. Initial discussions can be carried out in groups and whole class expositions. There is the opportunity for candidates to practise and develop skills of verbal and non verbal communication, planning and respect and consideration for others. The language and materials used throughout should promote equality and diversity and avoid cultural stereotypes.

Outcome 2

Teacher/lecturer input and discussion will be required on the employability skills and attitudes candidates will be demonstrating in practical activities. Visiting speakers could provide valuable input into how these employability skills are applied in the health sector. Candidates should be given opportunities to practise the key employability skills of:

- ◆ positive attitude to learning and the workplace
- ◆ self respect and respect and consideration for others
- ◆ willingness to listen to others and respond constructively to feedback
- ◆ awareness of equality and diversity

Outcome 3

Candidates should be encouraged to use the SMART model when setting personal goals ie they should be specific, measurable, attainable, realistic, time-bound. Where this Unit is being taken as part of the Intermediate 1 Health Sector Course opportunities to practice employability skills should occur naturally throughout the Course.

Delivery of this Unit could incorporate a variety of teaching and learning methods including:

- ◆ teacher/lecturer presentations
- ◆ group work and discussions
- ◆ handouts
- ◆ visiting speakers
- ◆ workplace visits
- ◆ practical activities
- ◆ individual and group research
- ◆ internet searches
- ◆ reflection

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

In this Unit candidates will be involved in an investigation and self evaluation and review of employability skills. There may be opportunities for candidates to work with others which would enable them to develop effective communication and interpersonal skills. Candidates will have opportunities to develop oral communication skills in seeking and responding to feedback from others in the review and evaluation of their employability skills. Candidates have to take responsibility for their own performance in the investigation and in the review and evaluation of their employability skills. This may allow them to develop the three components activities of *Problem Solving* — Critical Thinking, Planning and Organising, and Reviewing and Evaluating. If the candidate uses a computer while undertaking any part of this Unit, they will have the opportunity to develop Information Technology skills.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

If candidates are taking this Unit as a freestanding Unit, centres must ensure that they are given the opportunity to develop the specified employability skills over a period of time in relevant practical activities.

When this Unit is being delivered as part of the Intermediate 1 Health Sector Course, it would be appropriate for Outcome 1 to be assessed at the beginning of the Course, and for Outcomes 2 and 3 to be assessed throughout the Course so that candidates have the opportunity to practise and develop the relevant employability skills. The candidate reviews should be carried out at appropriate points during the Course so that candidates can practise the relevant skills and set personal goals.

Outcome 1

The folio should be discussed by the candidate and the teacher/lecturer at an appropriate point to authenticate that it is the candidate's own work. A record of this discussion should be retained.

Outcome 2

Performance evidence for Outcome 2 will be based on two practical activities, which must be observed. Where this Unit is being taken as part of the Intermediate 1 Health Sector Course, the assessment for the key employability skills should be integrated within practical activities throughout the Course.

Outcome 3

Feedback from others will be in the form of feedback from the teacher/lecturer on **two** occasions, and another person on **one** occasion. The other person could be a candidate, health worker or placement supervisor, who has observed the candidate.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It contains an investigation pro forma, candidate brief, candidate review and an assessor observation checklist. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes (cont)

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Opportunities for the use of 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 communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

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)*.