



CareScotland

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In this Bulletin:

-  New SVQs in Health and Social Care
-  Scottish Social Services Council —
Correction Note
Update from Early Years Sector
-  The Road to the Isles
-  Drivers & Escorts
40 Managers receive RMA award —
Good News Story
-  Skills for Justice
-  SVQs in Care — Cora Learning
-  Care Accolade Winners
HNC Developments
-  Modern Apprenticeship —
Good News Story
-  FAQs
Dates of Future Events
-  Contact Details

NEW!

-  SVQs in Health and
Social Care
(accredited)
-  HNC in Early
Education & Childcare
(Validated: up &
running)
-  HNC in Social Care

More detail on all of these
developments, and other
interesting articles
inside...**read on**

NEW SVQs in Health and Social Care levels 2, 3 and 4

The new SVQs in Health and Social Care at levels 2, 3 and 4 have now been accredited by SQA and will be ready for centres to use very soon. Centres which are already approved for the existing SVQs will be approved for the new ones automatically.

There are five SVQs in total:

- **Health and Social Care level 2**
- **Health and Social Care (Adults) level 3**
- **Health and Social Care (Children and Young People) level 3**
- **Health and Social Care (Adults) level 4**
- **Health and Social Care (Children and Young People) level 4**

The SVQs are smaller and much more flexible than previously, providing necessary knowledge and skills at each level to ensure candidates can practice competently and safely.

There are a large number of Optional Units, allowing people to choose what really matches their job role. In addition, it is envisaged that many of the Optional Units will be used for Continuing Professional Development (CPD) and/or to enable candidates to move say, to a different client setting.

Currently, the Care Scotland team, with help from several of our External Verifiers, are busy developing Assessment Guidance and exemplars.

The suggested documentation has been streamlined in accordance with feedback from Quality Networks, and all exemplars show evidence of meeting requirements from more than one SVQ Unit. This complies with SQA's policy of encouraging more holistic assessment.

All the documentation will be available on the Care Scotland website, and samples will be available at the launches — [see dates and venue at the back of this bulletin](#).

Later on, the Scottish Social Services Council will provide suggestions of 'skillsets' (ie groups of Units) which will be the most suitable for certain job roles. We will incorporate this into the Assessment Guidance when available.

We have also accredited some additional Units which don't contribute to the awards but which may be useful for CPD purposes.

Carla Findlay

Carla Findlay
Care Scotland Manager

Scottish Social Services Council: Correction from Raymond Taylor — Head of Learning and Development

SQA apologises for an inaccuracy regarding registration which appeared in the May 2004 Bulletin. Raymond Taylor has kindly provided the following correction:

The information given on the publication of registration requirements for Phase Two of registration with the Scottish Social Services Council was incorrect. The Council has set out the qualifications requirements for workers joining the register as part of Phase Two. It is proposed that these requirements will be incorporated into the Council's Registration Rules. The Rules will require the consent of Scottish Ministers.

Phase Two covers workers in residential care for adults, and workers in early education and childcare settings. For copies of the requirements, please telephone the SSSC direct on: 0845 603 0891 or e-mail: enquiries@sssc.uk.com. The Council's website: www.sssc.uk.com provides up-to-date information in relation to all aspects of the Council's work.

Update on Early Education and Childcare Qualifications

HNC Early Education and Childcare

The new HNC Early Education and Childcare is up and running. It has been written to the new HN design rules and covers the age range birth to 12 years to reflect the age range in the National Care Standards early education and childcare up to the age of 16. The title of the new award also reflects these National Care Standards.

Several FE colleges are delivering the new HNC this session. All colleges delivering it will receive an external moderation visit each year for the first few years. There will also be central moderation of the Graded Unit.

Assessment exemplars are available for the mandatory Units and the specialist options from SQA. In addition, at a later date there will be Open Learning packs for some of the optional Units — 'Working with children 0-3', 'Facilitating Playwork opportunities' and 'Supporting children learning through an additional language'.

PDA Early Education and Childcare

The revision of the PDA is making good progress. Unit writers are developing new Units and updating existing Units. This PDA will be designed to meet the SSSC registration requirements for managers.

SVQ Children's Care, Learning and Development

The new Standards have been widely consulted on and are close to finalisation. These standards also reflect the changes in focus of working with children. The age

range for the new SVQ is now birth to 16 years, and the awards include Units from other awards such as Playwork and Management.

There is a significant change in the number of Units in each SVQ level with mandatory sections consisting of four or five Units. The requirements for optional Units are also reduced to one at level 2, and four Units at levels 3 and 4.

It is expected that the new SVQ standards will be available to centres by Summer 2005.

NQ Group Award: Early Education and Childcare

The development of this new award is also making good progress, and is designed to enable candidates to prepare for HNCs and for employment at Support Worker level. Existing Units have been updated and new Units have been written. The age range has been extended to provide consistency across the awards at different levels. NABs are being developed for all the Units, and SFEU have commissioned support material for the seven-credit Mandatory section. There will be a formal launch in January 2005. For further information contact Julie Brechin on 0131-319 1785 or Tom Stannage on 0141-242 2343.

Sarah Sayers
Senior Moderator, Early Years

The Road to the Isles

Training for Development (a private training provider) and the Western Isles Hospital have teamed up to offer exciting new qualifications for ancillary staff in the hospital. These are the SVQs for Support Services in Health Care level 2, and they are suitable for porters and security staff, housekeeping staff (eg cleaners, catering assistants, laundry workers), and admin workers (eg appointment clerks, records staff).

Margaret Macaskill, SVQ Co-ordinator for Training for Development in Stornoway writes about the highs and lows...

Seven staff were identified as keen to undertake training (from their Personal Development Plans) — two from Outpatients, one from Clerical Stores, one Storeman and one Porter, and four staff volunteered to train as assessors. Few of them had carried out any lengthy training in recent years, but they all showed diligence and commitment and 'got on' uncomplainingly (to my ears at least!) with the required tasks.

Each candidate met monthly with their assessor, a member of TfD staff. During this meeting, some underpinning knowledge and background to the SVQ Unit were studied, and plans were made for subsequent work. The SVQ Co-ordinator was always on hand for support and advice.

As in any SVQ programme, candidates took different lengths of time to produce evidence, but this was not a problem as assessors were from the same department as their candidates. However, it was decided that the Health and Safety Officer from the hospital should assess all candidates for the CU1 Unit (Health and Safety), and the SVQ Co-ordinator would assess the CU10 (teamwork) Unit.

The mystifying 'O1' Unit (Values) did prove a bit of a stumbling block, as despite discussion and advice, both assessors and candidates found difficulty in generating sufficient evidence. I had some sympathy with this, for while I understand the O Unit should relate to any care situation, there did seem to be fewer opportunities in this SVQ than in the other care awards.

However, in response to this, it was recommended that additional training in this area was provided for assessors, and this is now being implemented.

So, as we near the end of the 'first run' of SVQs Support Services in Health Care, here are some quotes from participants in the programme:

'Support Services in Health Care has been a challenging project to undertake as an organisation. It has given confidence and assurance to staff that they are competent in carrying out tasks within their Job Description. The Training Provider gave commitment of time and excellent on-going support.'
(SVQ Co-ordinator)

'After being out of learning for some time, it has motivated me to want to undertake another qualification.' (Candidate)

'The qualification was relevant to the work I am undertaking and will give me a certificate to show that I am competent to carry out my Job Description.'
(Candidate)

'It was daunting to begin with, but as I progressed through the Performance Criteria it was made easier when I realised I could cross-reference pieces of work to more than one Element or Unit.' (Candidate)

'It was sometimes difficult to organise time when staff are on shift or relief work, but this was overcome with negotiation between assessor/manager and candidate.'
(Assessor)

In conclusion, it has been good to embark on a new SVQ and give staff the opportunity to be formally recognised for the important jobs they do. Both candidates and assessors were willing, diligent and responsible in their approach and gave significant amounts of time and energy to the process. We hope this story will inspire other staff in other places to undertake this valuable training and achieve the recognition they deserve.



Drivers and Escorts:

Success in the Scottish Progression Award (SPA) at Aberdeen City Council Community Services and Social Work Training Team (Pilot Group)

Aberdeen City Council training staff, Rosie Nimmo and Anita Parker report on their latest news.

A group of eight Drivers and Escorts, the first in Scotland, have just completed their SPA Drivers and Escorts. The success of this programme is as a result of the close working relationship developed between operational and training staff within Aberdeen City Council.

The underpinning knowledge programme commenced in October 2003 with short, taught input sessions on:

- SVQ induction
- exploring values
- communication
- managing challenging behaviour
- first aid
- mobility

Assessment of the eight candidates started in January 2004 using a peripatetic assessor, on a temporary, part-time secondment. All candidates were enthusiastic

and completed the award within six months. Feedback from candidates, assessor and managers has been very positive. The process has identified service areas that could be improved. This valuable feedback has been welcomed by managers, who view the introduction of SVQs as the beginnings of a cultural change within the transport section of Aberdeen City Council.

Candidates received their awards at a formal presentation ceremony in October 2004.



Candidates who achieved the SPA, pictured at Aberdeen City Council SVQ Centre.

Good news for 40 Managers in South Lanarkshire:

Managers achieve the Registered Managers Award in Health & Social Care

Forty South Lanarkshire Council Managers, from a range of residential and day-care settings, have achieved the SVQ Registered Managers Award in Health & Social Care level 4.

While the managers were undertaking their SVQs, the council has been involved in a large capital programme to replace existing residential and day-care facilities for older people, adults and children. All the successful candidates were involved in this massive programme of change, moving to new premises, supporting staff, services users and their families. The candidates all managed this change while still meeting the deadlines for submitting their RMA portfolios.

Their achievement is therefore all the greater set against this background. The work they produced was of a high standard — as the SQA External Verifier reported — and demonstrated a commitment to the service, staff, individual service users and their families.

The managers will be presented with their awards at a celebratory dinner hosted by South Lanarkshire Council on 14 December 2004.



Sandy Cameron CBE, Executive Director of Social Work, South Lanarkshire Council; Marian Price, Registration Project Coordinator (back row); Jan Alexander, Registration Project Officer (back row) and six of the forty managers who have achieved the Registered Managers Award: Rena Campbell, Liz Brown, Isobel Harold, Chris Laidlaw, Liz Salina and Betty White.

Celebration of Skills for Justice

Skills for Justice (previously Community Justice NTO) gathered together successful candidates, assessors and centres involved in their ESF project in Edinburgh City Chambers on Thursday 12 August to celebrate the achievement of 19 candidates.

The candidates were from a variety of voluntary organisations — including City Youth Café, Victim Support Scotland, Apex, Edinburgh Women's Aid, Dundee Women's Rape & Sexual Abuse Centre, Ayr Rape Crisis, and Shakti Women's Aid.

Some candidates achieved a Scottish Progression Award in Work with Victims Survivors & Witnesses, with two gaining a level 3 award in Work with Victims Survivors & Witnesses, a first in Scotland. Well done.

Two candidates achieved a level 4 SVQ in Work with Offending Behaviour, a further two achieving 50% of their award with a promise to keep going and complete the balance of Units to complete their level 3 and 4 SVQ. We will, of course, keep them to their word!

To complement this, four candidates achieved their Assessor award and a further two the Verifier award.

The SPA candidates were supported by Helen Welsh, Assessor for Work with Victims Survivors & Witnesses. Registration and internal verification were carried out by the UKCCPD centre.

Priority First Training in Dundee carried out all assessment and internal verification of candidates who achieved the SVQ in Work with Offending Behaviour and Sandra Johnstone of Business Development Support worked with the assessors and verifiers.

Skills for Justice staff, successful candidates from Community Justice sector and SQA representatives at Edinburgh City Chambers



SVQs in Care: Cora Learning — high achiever and lessons learned



Cora Learning provides learning and development services for the four residential child care establishments in the west of Scotland affiliated to the Cora Foundation (St Mary's, St Philip's, Good Shepherd Centre and St John's). In addition, as a charity, it works with a range of voluntary and private care sector employers in Scotland, primarily delivering Modern Apprenticeships through Scottish Enterprise funding.

The organisation has made significant progress in the two years or so since its establishment and it now has around 400 candidates undertaking SVQs in Care at levels 3 and 4, including the Registered Manager award. In addition, there are a large number of candidates going through the assessor and verifier SVQs.

In 2003–04, Cora Learning progressed approximately 90 Modern Apprenticeship candidates to completion, which demonstrates that they are one of the highest performers in the care sector in Scotland. Several of them were at Daldorch House School (National Autistic Society) in Ayrshire where an award ceremony was held in June, with the certificates being presented by Carla Findlay, Manager of Care Scotland.

Cora Learning has now built up a team of over 20 staff involved in the assessment, quality assurance and administration of vocational qualifications as well as a broad range of learning and development activities, particularly for the four residential schools. In partnership with two colleges and a range of social care employers, it has just commenced its own HNC in Social Care, and will run this as a rolling programme to ensure staff meet the Scottish Social Services Council (SSSC) requirements.

In addition, two of the schools, St Philip's and the Good Shepherd, are in the process of building new secure units, and this will mean more than 120 new care staff need to be recruited, trained and registered with the SSSC, in the next two or three years.

The Director of Development, David Rennie, highlights some of the lessons which have been learned by Cora Learning since its relatively recent inception. The:

- need for a significant investment in assessment staff, properly remunerated and supported through regular supervision and positive personal development planning
- benefits for the assessment process in the complementary use of assessors in the workplace to observe the candidate and thus greatly support the lead and co-ordinating role of the Cora Learning peripatetic assessor. Expert witnesses will also be useful in the new Care qualifications if used appropriately
- use of peripatetic assessment is becoming the way to ensure successful and cost-effective assessments and outcomes
- need for expectations, targets and the responsibilities of candidates and partner organisations to be properly set from the beginning, and then monitored and reviewed. SVQs and other qualifications are no longer optional and employers cannot afford for them to take two years or longer to achieve



David Rennie (Cora Learning), Carla Findlay (Care Scotland), Shona Pinkerton (Head Teacher) shown with successful candidates at Daldorch House School

- critical importance of employers ensuring that line managers, as part of their supervision of staff, are held fully accountable for supporting, guiding and encouraging them in undertaking vocational qualifications and other learning
- positive returns in the development of good practice amongst practitioners, furthering research and creating productive networks are evident through working in close partnership with other voluntary sector organisations, colleges and the Scottish Institute for Residential Child Care — on short courses, ESF projects and on SVQ and HNC programmes
- opportunities which arise from being a small organisation, being able to respond quickly to changing demands without bureaucracy and delay getting in the way
- benefits from good use of multiple funding sources including Scottish Enterprise, the European Social Fund, Scottish Social Services Council and the Voluntary Sector Development Fund

In summary, Cora Learning, in serving its core market in residential child care and more broadly in the care sector in Scotland, has quickly established itself as a training provider delivering high quality, responsive and ethical services.

Quotes from a candidate and assessor:

‘Whilst I was apprehensive about undertaking the SVQ, I found it to be positive. The process improved my practice and made me more aware of what I was doing and why I was doing it. My Cora assessor was always on hand, including the supportive monthly workshops. The targets set were realistic, but it was also clear that I had a responsibility as the candidate to ensure work was completed on time.’

Archie White, Residential Child Care Officer, Good Shepherd Centre, Bishopton

‘As an assessor with the Cora Learning team I feel a sense of achievement when candidates complete their award, particularly those who have doubted their own competence and the valuable part they play in the lives of our service users. It is good to see the personal growth of candidates through the process and also the significant development of their skills and knowledge.’

Marion Fox, SVQ Assessor, Cora Learning

SSSC Care accolades

SQA would like to congratulate the recent winners of the SSSC Accolades, some of whom are centres well known to Care Scotland.

- Children 1st
- North Lanarkshire Social Work Department Team
- West Fife Integrated Response Team
- Glasgow City Council (Glasgow Employer Multiple Project)

Individual candidate winners:

- Sarah Gillian for Galashiels (Future Worker Accolade)
- Jim Gallagher for North Lanarkshire (Lifetime Achievement Accolade)

HNC Developments

HNC in Social Care

All the Units from this new HNC are now available to download from SQA's website, and the details in the Evidence Requirements for each Unit, which are an essential part of the new HN design rules, will ensure much better standardisation across Scotland. The important workplace practice aspect of the HNC being assessed by three SVQ Units is a significant development, as it means everyone is working, in practice, to the same National Standards, set by the SSSC and other UK bodies.

There is new support for centres called 'an Arrangements document', which we hope will encourage as well as support you to teach and assess students to become competent practitioners, now and for the future. It contains guidance on integration of assessment where possible, and clear exemplars for SVQ Units which will be new territory for some of you. Other support materials available are Open Learning Packs for some of the Optional Units.

Open Learning Packs to support the HNC options

Working in Partnership with People who have a Learning Disability

Working with Problematic Substance Use

Contribute to Meeting Health Care Needs

Youth and Community Justice

Understanding Loss and the Process of Grief

Supporting Spiritual Wellbeing

Stress Management



This is a new venture for SQA and the packs can be purchased from SQA at a small charge and can be used by candidates to study a specialist topic on their own. Currently the pack to support the Working in Partnership with People who have a Learning Disability Unit is ready and the other packs are in development. These packs are also intended to support colleges and other centres in being able to offer a much greater variety of Optional Units — without having to have someone to teach it formally.

We know some centres are starting to offer this new HNC now — but others among you will probably not be starting till August 2005. With this in mind, we intend to run an HNC development workshop sometime after Easter 2005.

Please get in touch if you need any further information about any of the above.

Finally, thanks again to all the Steering Group, chaired by Brendan Harris, and all the Unit Writers who worked so hard to achieve such a robust and modern HNC in Social Care.

Smiling through to success — learning bug brings Bridget good news in Modern Apprenticeship

Bridget Crawford undertook a Modern Apprenticeship in Health and Social Care, finally achieving SVQ in Care at level 3 in early 2004. Quite an achievement for someone who left school at 15 without any real qualifications, but Bridget has always been a determined character. She went to work at Rosslynlee Hospital in Midlothian as a domestic assistant over 20 years ago. She was offered the chance to become a nursing assistant, and eventually managed to achieve the level 2 SVQ in Care.

This might have been enough for many people, but Bridget had really caught the learning bug! She went to evening classes and passed Higher English, then took a computer course. She went for Health & Safety training and became a Health & Safety rep for her union in Rosslynlee Hospital. She achieved all this while raising four children and even becoming a grandmother along the way!

Then she applied to undertake the Modern Apprentice training. There were difficulties along the way, not least the fact that both Bridget and her assessor had health problems, which for Bridget involved a spell in hospital. Finishing the SVQ was always a priority, and even when things were very difficult, Bridget never complained or thought about giving up.

She was nominated for the Midlothian apprentice of the year award, simply because she persevered when a younger, fitter person might have given up, and she has overcome challenge after challenge with her usual determination and big smile. The patients on her ward are very fond of her, and will no doubt be disappointed

that they may not see as much of her now that she has successfully applied for a B-grade post as activities co-ordinator within the hospital, so will be responsible for improving the quality of life for many more continuing care patients at Rosslynlee.

Bridget is a great advertisement for SVQs and admits that she would never have had the confidence to apply for the activities co-ordinator post, had she not had the benefit of SVQ training.

She came third at the apprentice of the year awards, received a cheque plus some Edinburgh crystal, and had her photo taken so many times that she wondered when she was getting a contract from 'Hello' magazine. She is a worthy award winner, and all who have worked with or been involved in training Bridget wish her all the best for the future.

All other anxious or terrified candidates, take heart!

FAQs

1 Will there be transferability between the new SVQs in Health and Social Care and the existing Awards?

The answer is actually NO – that is, no automatic transfer of Units.

The reason is that the new Standards are quite different from what we have now. However, if a candidate has started on an existing SVQ and has some evidence, the assessor can decide whether this evidence will meet some of the Performance Criteria and knowledge for one or more of the new Units.

If a candidate is more than halfway through an existing SVQ, it is advised that they continue with this Award, and do not transfer.

2 Will SPAs still exist – and if so, will they count towards the new SVQs in Health and Social Care?

If there is still a need for, and a market for, SPAs then SQA will maintain them.

Once everyone in the sector is more familiar with the new qualifications, Care Scotland will organise a meeting (approximately January or February 2005) with interested centres to decide what they want to do about SPAs.

3 What are the registration requirements for Early Years and Childcare?

We have had a large number of calls about this. The requirements have been laid down by the SSSC, and can be found on their website: www.sssc.uk.com. It is important to note that these requirements supersede any previous arrangements or suggestions made by other bodies.

4 What qualifications/Units will satisfy the SSSC requirements for Supervisors in Adult Residential Care?

Jan Miller at the SSSC is working on this at present, and guidance and suggestions will be available shortly. Meantime, some examples are: two HN Units on Supervision or Teamwork, A1, V1 (Assessor/Verifier Units) and two Units from RMA.

Dates of future events

Launch of NOS (Jointly run by SQA & SSSC) in conjunction with Quality Networks

Friday	10 December 2004	Quality Station Hotel, Perth
Tuesday	14 December 2004	Cairndale Hotel, Dumfries
Wednesday	15 December 2004	SQA Offices, Hanover House, Glasgow
Wednesday	12 January 2005	Stratosphere Ltd, Aberdeen
Thursday	24 February 2005	Shetland
Friday	25 February 2005	Shetland

SQA 'Continuing to Care' events

Workshops for Continuing Professional Development run by Customer Account Managers (CAMs) and Care Scotland Team.

There will be a charge for these events.

Wednesday	23 February 2005	Aberdeen Conference Centre
Tuesday	1 March 2005	Edinburgh Murrayfield Stadium
Wednesday	30 March 2005	Glasgow Moat House Hotel

Four workshop topics

The Jigsaw & SVQs, Management Qualifications, Assessor & Verifier Training, HNC Social Care

The Care Scotland team



From left:

Caroline Douglas, Qualifications Assistant (NHS)

Carla Findlay, Qualifications Manager

Karen Crawford, Qualifications Officer

Alyson Steel, Qualifications Assistant

Contact us

Care Scotland helpline

If you would like more detailed information about any of the qualifications listed inside: HNCs, SVQs, SPAs, PDAs — or have a general centre enquiry, contact us at:

 0141-242 2344

or

 carescotland@sqa.org.uk

NHS helpline

For qualifications relevant to workers in the NHS (not just Care), contact the NHS helpline:

 0141-242 2364

or

 nhs@sqa.org.uk

NQ helpline

For enquiries related to National Qualifications in the Care area, contact Tom Stannage on:

 0141-242 2343

SSSC helpline

For enquiries relating to registration requirements set by the Scottish Social Services Council (SSSC), please contact them directly on:

 0845 60 30 891

or

 enquiries@sssc.uk.com

YOU WILL FIND ENCLOSED A FEEDBACK/UPDATE FORM WITH THIS BULLETIN. WE WOULD APPRECIATE IF YOU COULD TAKE A FEW MINUTES TO COMPLETE THE FORM AND RETURN TO US.



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