



**Arrangements for:
National Progression Award
Asylum Seekers and Refugees
at SCQF level 5**

Group Award Code: G961 45

Validation date: June 2008

Date of original publication: August 2009

Version: 01

Acknowledgement

SQA acknowledges the valuable contribution of the ESF and the Bridges Project.

Contents

1	Introduction.....	1
2	Rationale for the development of the Group Award.....	1
3	Aims of the Group Award	1
3.1	Principal aims of the Group Award.....	1
3.2	General aims of the Group Award.....	2
3.3	Target groups.....	2
3.4	Employment opportunities	2
4	Access to Group Award.....	2
5	Group Award structure	2
5.1	Framework.....	3
5.2	Mapping information.....	3
5.3	Articulation, professional recognition and credit transfer	3
5.4	Opportunities for Core Skills development	4
6	Approaches to delivery and assessment.....	4
7	General information for centres.....	5
8	General information for candidates	5
8.1	The purpose of the NPA.....	5
8.2	Structure and Content of the NPA.....	5
8.3	Assessment.....	6
8.4	Entry requirements	6
9	Glossary of terms.....	6

1 Introduction

This is the Arrangements Document for the new Group Award in Working with Asylum Seekers and Refugees at SCQF level 5, which was validated in June 2008. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

This newly developed award is aimed primarily at staff or volunteers who come into contact with asylum seekers and refugees periodically in the course of wider work. This award will introduce candidates to the asylum process and explores the issues faced by asylum seekers and refugees. This award has been developed as part of a suite of awards for those working in this sector.

This NPA and its associated Professional Development Award (designed to extend, broaden and enhance skills of people working with asylum seekers and refugees as part of their job role) will form the first qualifications of their kind for workers with asylum seekers and refugees anywhere in Europe to arise out of a transnational project. Further information on the PDA in Working with Asylum Seekers and Refugees at SCQF level 7 can be found on the SQA website www.sqa.org.uk.

2 Rationale for the development of the Group Award

The last few years has seen an unprecedented rise in the numbers of asylum seekers entering the United Kingdom. Glasgow City Council entered into a contract with the Home Office to assist the Government discharge its duty under the Immigration and Asylum Act 1999. Around 10,000 asylum seekers have been resettled in the city of Glasgow since 2000 as a result of the policy. Multi-agency networks have been established in Glasgow as a medium for facilitating co-operation across the voluntary and statutory sectors for the provision of locally-based support services, while also facilitating community development.

The target client group for these awards will be front line staff and volunteers, whose work brings them into contact with asylum seekers and refugees, who are looking to keep up-to-date with asylum/refugee practice developments and develop best practice within their own working environment.

In addition prospective employees or volunteers may study units of the qualification in preparation to gain appropriate employment in this sector

3 Aims of the Group Award

3.1 Principal aims of the Group Award

The principal aims of the National Progression Award Working with Asylum Seekers and Refugees are:

- 1 To initiate formalised training for front line staff and others who work periodically with asylum seekers/refugees including volunteers.
- 2 To develop induction training for all those who in the course of their work will from time to time come into contact with asylum seekers and refugees including volunteers.
- 3 To provide a formal qualification for front line staff and volunteers.

- 4 To develop the candidate's skills in maintaining positive working relationships both internally and externally and the promotion of good customer service practice.
- 5 To develop the candidate's understanding of key legislative requirements in relation to asylum seekers and refugees.

3.2 General aims of the Group Award

To support the candidate in the management of their own personal resources and professional development in order to achieve work objectives, career and personal goals.

3.3 Target groups

The target client group for these awards will be frontline staff and volunteers working with asylum seekers and refugees, who are looking to improve on their professional practice, keep up-to-date with legislation, and develop best practice within their own working environment. In addition prospective employees may study units of the qualification in preparation to gain the appropriate employment.

3.4 Employment opportunities

Candidates may wish to use this National Progression Award to progress into employment in the statutory or voluntary sectors, providing support services to asylum seeking and refugee communities.

4 Access to Group Award

There are no pre-entry qualifications for this award. Entry will be at the discretion of the centre. Some experience of working with, or having contact with, asylum seekers and refugees is recognised as beneficial. Candidates should have an adequate level of Communication which could be evidenced by achievement of nationally recognised qualifications such as, for example:

- ◆ English at Intermediate 1 (SCQF level 4) or above
- ◆ An ESOL qualification at an appropriate level (SCQF level 4 or above)

Alternatively, candidates can be deemed to be at the appropriate level by references from employers and/or through verbal and/or written evidence at interview.

5 Group Award structure

The NPA Asylum Seekers and Refugees is comprised of three Units. Each Unit is mandatory, two half credit Units and a single credit Unit. Thus the full Group Award is of credit value 3 and carries a minimum of 12 SCQF credit points at SCQF level 5

5.1 Framework

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Asylum Seekers and Refugees: Asylum Seekers and the Law	F542 11	6	5	1
Asylum Seekers and Refugees: Promoting Equality	F543 11	3	5	0.5
Asylum Seekers and Refugees: Understanding Cultural Diversity	F544 11	3	5	0.5

5.2 Mapping information

All the Units on the NPA Working with Asylum Seekers and Refugees have been mapped to the aims of the award.

The following table shows the relationship of the individual aims to the Units of the NPA

Unit title	General aims	Specific aims
Asylum Seekers and Refugees: Asylum Seekers and the Law	1	1, 2, 3, 4, 5
Asylum Seekers and Refugees: Promoting Equality	1	1, 2, 3, 4, 5
Asylum Seekers and Refugees: Understanding Cultural Diversity	1	1, 2, 3, 4, 5

There are no discrete National Occupational Standards or SVQs for staff working with asylum seekers and refugees, therefore no mapping has been undertaken for this award.

5.3 Articulation, professional recognition and credit transfer

Candidates undertaking and successfully completing the NPA Asylum Seekers and Refugees could progress to the Professional Development Award in Working with Asylum Seekers and Refugees (SCQF level 7).

There are various National Qualifications (NQ) and SVQs in related areas which could provide progression opportunities for successful candidates. These include:

- ◆ NC in Health and Social Care (SCQF level 6)
- ◆ SVQs in Advice and Guidance at levels 2 and 3
- ◆ SVQS in Community Development Work at levels 2, and 3
- ◆ SVQs in Youth Work at levels 2 and 3

5.4 Opportunities for Core Skills development

Although not formally assessed as part of the NPA asylum seekers and Refugees, candidates will have the opportunity to develop the following Core Skills:

Communication (Oral Communication) There are opportunities in the NPA Working with Asylum Seekers and Refugees for candidates to provide evidence of oral communication skills when interacting with others.

Communication (Written Communication): Written communication will be developed through candidates producing written work in a variety of formats

Problem Solving

There will be opportunities to develop aspects of *Problem Solving* core skills, particularly in critical thinking.

Working with Others

The core skill *Working with Others* will be developed as candidates are required to work collaboratively with others on projects and investigations.

On completion of the component Units, it is anticipated that candidates will have developed aspects of the Core Skills in *Problem Solving*, *Working with Others* and *Communication* to SCQF level 4 or equivalent.

6 Approaches to delivery and assessment

The delivery of this award is at the discretion of individual centres.

The structure of the award offers centres a high degree of flexibility in the delivery.

The award can be offered:

- ◆ in a practical setting such as the candidates current place of employment or voluntary work setting.
- ◆ as a full-time short programme, day release or evening class.
- ◆ using a combination of delivery styles. For example, candidates may want to study on a part time basis and combine study with some online learning provision.

Online teaching and learning materials have been developed by SQA and are available for all of the Units

There is no prescribed order to teach and assess the Units. Timetabling of the Units would be at the discretion of individual centres, according to their local needs. However it is suggested that the *Asylum Seekers and the Law* Unit should be delivered at an early stage as this equips candidates with an understanding of the legal definitions of asylum seekers and refugees and the process of seeking asylum.

Although the Units in this NPA are designed and intended to be delivered as part of the Group Award, it is possible for individual Units to be delivered as stand alone Units as part of a candidate's individual Continuing Professional Development needs.

Specific guidance on content, context, delivery and assessment is given in each of the component Units and exemplar assessments are available for each Unit.

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment and Quality Assurance for Colleges of Further Education* (www.sqa.org.uk).

8 General information for candidates

8.1 The purpose of the NPA

This National Progression Award Asylum Seekers and Refugees has been developed by SQA in partnership with local authorities and voluntary agencies providing support to asylum seeking and refugee communities. The award is aimed primarily at staff or volunteers who come into contact with asylum seekers and refugees periodically in the course of wider work, eg receptionists, door staff. This award will introduce candidates to the asylum process and explores the issues faced by asylum seekers and refugees.

8.2 Structure and Content of the NPA

The award is made up of three National Units

The Units are:

F542 11 *Asylum Seekers and Refugees: Asylum Seekers and the Law*

F543 11 *Asylum Seekers and Refugees: Promoting Equality*

F544 11 *Asylum Seekers and Refugees: Understanding Cultural Diversity*

The following information gives a summary of each Unit

Asylum Seekers and Refugees: Asylum Seekers and the Law

This Unit is designed to introduce candidates to the asylum process within the UK. Candidates will develop an awareness of the reasons why people seek asylum and their individual responsibilities when doing so. Candidates will learn about the law which relates to asylum seekers and their rights within the law.

Asylum Seekers and Refugees: Promoting Equality

This Unit introduces candidates to the concept of equality and the law relating to equality which impacts on asylum seekers. Candidates will also examine the equality strategy in their workplace/placement and identify the impact of this on their day to day work with asylum seekers.

Asylum Seekers and Refugees: Understanding Cultural Diversity

This Unit introduces candidates to cultural diversity in relation to interacting with asylum seekers and refugees. Candidates will also have the opportunity to explore ways in which cultural diversity can be promoted at organisational and personal levels.

8.3 Assessment

The Units you study will be assessed. Your assessments will include investigations, group activities and a folio of evidence built up in your workplace. You will get the opportunity to practice your new learning before you are assessed and you will be told early in the Unit what you will be expected to do in order to pass.

8.4 Entry requirements

Acceptance for this Course is at the discretion of the centre.

Some experience of working with, or having contact with, asylum seekers and refugees is recognised as beneficial. Alternatively, you can be deemed to be at the appropriate level by references from employers and/or through verbal and/or written evidence at interview. You should have an adequate level of communication which could be evidenced by achievement of:

- ◆ English at Intermediate 1 (SCQF level 4) or above
- ◆ An ESOL qualification at an appropriate level (SCQF level 4 or above)

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2-6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.