Higher National Unit specification

General information for centres

Unit title: Health and Social Care: Supervise People

Unit code: F6CX 34

Unit purpose: The Unit is designed to enable candidates to supervise individuals, through recognising their own role and function in taking some responsibility for the work of others within a defined structure. This will be evidenced through the candidate demonstrating their knowledge of written, verbal and electronic methods of communication. The candidate will contribute to the continuous professional development of individuals, through keeping abreast of current best practice. As a supervisor the candidate will understand the process of assessing and appraising the performance of staff for whom they have some supervisory responsibility. They will undertake this by providing feedback on individual and team performance. They will be able to explain their role and function in the identification of the resources required in the delivery of their service.

On completion of the Unit the candidate should be able to:

1   Demonstrate effective supervision through behaviour, communication and decision making within the role of supervisor.
2   Understand and apply the key principles of supervision.

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 Doctorates.

Recommended prior knowledge and skills: It is anticipated that candidates will be employed, paid or voluntary within an organisation in a care setting. Ideally they will be in a supervisory role as a senior/first line manager.

It is recommended that candidates have appropriate experience within the care sector and good communication skills. This could be evidenced by a qualification at SCQF level 5 or above.

Core Skills: There are opportunities to develop the Core Skill*s of Communication, Problem Solving, Information Technology* and *Working with Others* at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components. It is not anticipated that the Core Skill of *Numeracy* will be included in the learning or assessment for 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.

It could also be delivered as stand-alone and could be useful as part of a professional development programme.

General information for centres (cont)

Assessment: This Unit may be integrated with the other Unit from the PDA in Health and Social Care Supervision at SCQF level 7. Alternatively, the Unit may be assessed on a stand alone basis. Further guidance can be found under Assessment Guidelines.

An understanding of both theory, and its relation to practice, are required for all Outcomes. Assessment must therefore include both the requirement to discuss issues and the opportunity to relate these to practice. Where candidates are already working in supervisory situations, it is recommended that they write about real work situations. If this is not feasible, then case studies can be used.

Higher National Unit specification: statement of standards

Unit title: Health and Social Care: Supervise People

Unit code: F6CX 34

The sections of the Unit stating the Outcomes, knowledge and/or skills, and Evidence Requirements are mandatory.

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

Demonstrate effective supervision through behaviour, communication and decision making within the role of supervisor

Knowledge and/or Skills

♦ Principles of supervision
♦ Purpose and functions of supervision
♦ Communication skills
♦ Role of supervisor in managing resources

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

♦ define own role and function in taking some supervisory responsibility for the work of other staff within a defined structure
♦ use communication systems to support individuals and key people
♦ develop and use communication methods and skills to promote effective practice
♦ describe the supervisory role in securing the resources required to provide the service

Higher National Unit specification: statement of standards (cont)

Unit title: Health and Social Care: Supervise People

The sections of the Unit stating the Outcomes, knowledge and/or skills, and Evidence Requirements are mandatory.

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 2

Understand and apply the key principles of supervision

Knowledge and/or Skills

♦ Codes of practice roles and responsibilities
♦ Codes of conduct roles and responsibilities
♦ Workforce regulation requirements
♦ Models and methods of supervision
♦ Teamwork in supervision
♦ Continuous professional development

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

♦ work within the relevant legislation, regulation, codes of practice and codes of conduct.
♦ promote relationships respecting team members and recognise conflicts and dilemmas that may occur in the supervisory role
♦ identify activities roles and responsibilities with individual's skills and development needs
♦ explain the place of supervision within an ethos of continuous improvement and the professional development of team members.

Assessment guidelines

♦ The Outcomes of this Unit can be assessed on an individual basis. Candidates can be assessed by an analytical case study of 750–1,000 words for each Outcome covering all the Evidence Requirements.
♦ The Unit can be assessed holistically. Outcomes 1 and 2 can be assessed together by an analytical case study of 1,500 words covering all the Evidence Requirements.
♦ The two Units contributing to the PDA Health and Social Care Supervision at SCQF level 7 can be assessed holistically. Candidates can be assessed by an analytical case study of 3,000 words covering all the Evidence Requirements. For further guidance on the holistic approach to assessment integration opportunities, please refer to the Arrangements Document for this award.

Administrative Information

Unit code: F6CX 34

Unit title: Health and Social Care: Supervise People

Superclass category: PM

Original date of publication: August 2008

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History of Changes:

Version	Description of change	Date

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Higher National Unit specification: support notes

Unit title: Health and Social Care: Supervise People

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

The Unit is designed to enable candidates to supervise individuals, through recognising their own role and function in taking some responsibility for the work of others within a defined structure. This will be evidenced through the candidate demonstrating their knowledge of written, verbal and electronic methods of communication. The candidate will contribute to the continuous professional development of individuals, through keeping abreast of current best practice. As a supervisor the candidate will understand the process of assessing and appraising the performance of staff for whom they have some supervisory responsibility. They will undertake this by providing feedback on individual and team performance. They will be able to explain their role and function in the identification of the resources required in the delivery of their service.

Guidance on the delivery and assessment of this Unit

Outcome 1: Demonstrate effective supervision through behaviour, communication and decision making within the role of supervisor.

♦   Define own role and function in taking some supervisory responsibility for the work of other staff within a defined structure
♦   Use communication systems to support individuals and key people
♦   Develop and use communication methods and skills to promote effective practice
♦   Describe the supervisory role in securing the resources required to provide the service

In order to meet the Evidence Requirements for this Outcome the candidate will require a sound understanding of the principles, purpose and function of supervision.

Candidates should be able to describe and define their own role and function in taking some responsibility for other members of staff through the process of supervision. They should be introduced to the general principles of good supervision including the importance of good communication skills. They should understand the purpose of supervision in terms of providing support and guidance and also in terms of accountability. They should be able to clearly describe where their role and function as a supervisor is placed within their own organisations structure.

Candidates should examine behaviours underpinning their work in supervision and be able to identify barriers to communication they may face when developing their role within the supervisory relationship particularly in relation to decision making and conflict resolution.

Within the context of their role, they should explore different types of leadership styles and understand the difference between the leadership role and decision making.

They should be aware of the need to ensure that the service is appropriately resourced and should understand the role and function of the supervisor as key to this through the obtaining of information from staff and the reporting of resource requirements within the line management structure.

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise People

Outcome 2: Understand and apply the key principles of supervision.

♦ Work within the relevant legislation, regulation, codes of practice and codes of conduct
♦ Promote relationships respecting team members and recognise conflicts and dilemmas that may occur in the supervisory role
♦ Identify activities roles and responsibilities with individual's skills and development needs
♦ Explain the place of supervision within an ethos of continuous improvement and the professional development of team members

In order to meet the Evidence Requirements for this Outcome the candidates should have a good understanding of relevant legislation and be conversant in their codes of practice, with emphasis on employer's responsibility in relation to staffing and management.

Candidates should explore theories of team working and supervision and the impact of relationships within these, recognising conflict and dilemmas that may occur in the supervising relationship. Candidates should explore the importance of role modelling positive behaviours and attitudes, especially in terms of equality and diversity.

Candidates should be introduced to the principles of work allocation and have a clear understanding of delegation. They should also understand and be able to match individual's skills and development needs, ensuring workers are clear about their roles and responsibilities and what is expected of them.

Candidates should understand the importance of continuous improvement in their organisation and the use of supervision as a tool in promoting professional development of team members, reinforcing positive behaviour and improvements in performance, and enable staff to see how they contribute to the achievement of the team's goals.

Integrated assessment

Where an integrated assessment is used for both Units in the award it is recommended that this take the form of a case study in which candidates use an example of when they used their supervision skills to undertake a critical analysis of the ability of their service to protect individuals from harm and abuse. They will provide evidence of reading and research related to theories of supervision, risk management, legislation, codes of practice and the implementation of the care standards relevant to their service.

It is anticipated that this could be achieved in approximately 3,000 words.

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise People

The following list represents some useful sources of additional reading and research:

The following is a list of recommended resources for this Unit.

Mentoring and Supervision in Healthcare Goper N, Cromwell Press Limited, Trowbridge, 2008
The Effective Health Care Supervision Lass, G and Mc Connell,CR, Jones Bartlette,Sudbury 2002
Managing at the Front Line Scragg T, Pavilion, 2001
Management in Social Work, Coulshed V and Mullender A, Palgrave, Hampshire, 2001
People Skills, Thompson N, Palgrave MacMillan, Basingstoke, 2002
Management and Organisational Behaviour, Mullins L J, Pearson Education Limited, Harlow, 2005
Management Theory and Practice, Cole G A, Thomson, London, 2004
Ethics and Values in Social Work, Banks S, Palgrave MacMillan, Basingstoke, 2006
Supporting You Supporting Others: Maclean S and Maclean I, Kirwin MacLean, 2007
Managing Care in Context, Henderson J & Atkinson D, Routledge OU, 2003
Managing Care in Practice: Syeden J and Reynolds J, Routledge OU, 2003
Good Practice in Supervision: Pritchard J, Jessica Kingsley 1995
Making the most of Supervision: Knappman J and Morrison T, Pavilion 2003
Understanding Social Care: Thompson N and Thompson S, Russell House Publishing 2002
Social Care Theory Vols 1 and 2: Kirwin Maclean, 2006-7
Social Care and the Law in Scotland: Kirwin MacLean updated 2008

Legislation and Policy Documents

Scottish Executive (2003) Health in Scotland 2002: Scottish Executive
Changing Lives: Scottish Executive Edinburgh 2006
Same as You: Scottish Executive 2000

Teaching resources

Staff Supervision in Social Care: compendium of analysis and advice to supervisors, Morrison T, Pavilion 2001

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise People

Some useful web sites

http://www.scotland.gov.uk/Topics/Health
http://www.newscientist.com/channel/health
http://www.mentalhealth.org.uk/welcome/
http://member.goodpractice.net/SS-KS/resources/leading-people.gp
http://www.socialworkscotland.org.uk
http://www.sssc.uk.com
http://www.carecommission.com
http://www.scie.org.uk/
http://www.scie-socialcareonline.org.uk/
http://www.ssks.org.uk/topics/leadership.aspx
http://www.socialworkscotland.org.uk/
http://www.businessballs.com
http://www.ssks.org.uk

Opportunities for developing Core Skills

There are opportunities to develop the Core Skill of *Communication, Problem Solving, Information Technology* and *Working with Others* at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components. It is not anticipated that the Core Skill of *Numeracy* will be included in the learning or assessment for this Unit.

Communication (at SCQF level 6): could be evidenced through reporting, assessments and use of effective communication. Communication skills will be practiced and developed through presentations, negotiations and collaborations, recording and reporting.

Working with Others (at SCQF level 6): could be evidenced through explanations of the supervision process, team meetings, interactions with other staff involved in the delivery of the service and service users, through negotiations and collaborations.

Problem Solving (at SCQF level 6) could be evidenced through explanations of methods of working through issues and dilemmas in the supervisory role, methods used in working with staff to develop values and attitudes in line with the codes of practice and principles of practice.

Information Technology (at SCQF level 6): could be evidenced through the use of technology to communicate information internal to the organisation and externally, maintain records and present reports, submit assessment evidence in electronic formats.

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise People

Open learning

This Unit is suitable for open learning, provided there is authentication of the candidate's evidence.

An Open Learning Pack has been developed to support the Unit, this will allow candidates to undertake guided reading and research and to complete tasks designed to test their knowledge at intervals throughout as well as assignments to meet the Evidence Requirements for the Unit. An Assessment Exemplar is also available to support the Unit.

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**

General information for candidates

Unit title: Health and Social Care: Supervising People

This Unit is designed to encourage you to explore a range of values and ethical challenges which exist in your professional practice. You will examine some of the dilemmas you face in supervising others. Within the context of your role, you will explore the different types of leadership and understand the difference between the leadership role and management tasks. You will be introduced to the general principles of good supervision; focussing on the roles, responsibilities and organisation structure.

There are two Outcomes for this Unit they are:

Outcome 1: Demonstrate effective supervision through behaviour, communication and decision making within the role of supervisor.

Outcome 2: Understand and apply the key principles of supervision.

This Unit is about the knowledge and skills you require in your role as a supervisor. It centres on your work with the staff, for whom you have some designated responsibility and on your understanding of the processes, legislation, codes of practice and codes of conduct.

You will study the behaviours underpinning your work in supervision and the barriers to communication you may face when developing your role in supervision particularly in relation to decision making and including conflict resolution.

You will explore why it is necessary to ensure that the service is appropriately resourced and understand the role and function of the supervisor in obtaining information from staff and the reporting of resource requirements within the line management structure.

You will review your understanding of relevant legislation and the relevant codes of practice and codes of conduct, with emphasis on employer's responsibility in relation to staffing and management.

You will explore the theories of team working and supervision and the impact of relationships within these, recognising conflict and dilemmas that may occur in the supervising relationship. You will also explore the importance of role modelling positive behaviours and attitudes, especially in terms of equality and diversity.

You will focus on the importance of continuous improvement in your organisation and the use of supervision as a tool in promoting professional development of team members, reinforcing positive behaviour and improvements in performance, and enable staff to see how they contribute to the achievement of the team's goals

The knowledge and skills you gain in this Unit will assist and develop your professional practice and understanding of your own role in relation to the supervision of others.

General information for candidates (cont)

Unit title: Health and Social Care: Supervising People

You will be given opportunities to develop your Core Skills in the following areas although these will not be certificated:

Communication (at SCQF level 6): could be evidenced through reporting, assessments and use of effective communication. Communication skills will be practiced and developed through presentations, negotiations and collaborations, recording and reporting.

Working with Others (at SCQF level 6): could be evidenced through explanations of the supervision process, team meetings, interactions with other staff involved in the delivery of the service and service users, through negotiations and collaborations.

Problem Solving (at SCQF level 6) could be evidenced through explanations of methods of working through issues and dilemmas in the supervisory role, methods used in working with staff to develop values and attitudes in line with the codes of practice and principles of practice.

Information Technology (at SCQF Level 6): could be evidenced through the use of technology to communicate information internal to the organisation and externally, maintain records and present reports, submit assessment evidence in electronic formats.

The assessment of this Unit may be integrated with the other Unit from the PDA in Health and Social Care Supervision at SCQF level 7. Alternatively, the Unit may be assessed on a stand alone basis. Assessments methods will be decided by your tutor.

The assessment for the Unit will be based on your learning and on evidence of your practice in your supervisory role. This can be presented in the form of a case study

The recommended assessment for the PDA in Health and Social Care Supervision at SCQF level 7 is an integrated case study of approximately 3,000 words which will allow you to evidence your ability to:

♦   Define own role and function in taking some supervisory responsibility for the work of other staff within a defined structure
♦   Use communication systems to support individuals and key people
♦   Develop and use communication methods and skills to promote effective practice
♦   Describe the supervisory role in securing the resources required to provide the service
♦   Work within the relevant legislation, regulation, codes of practice and codes of conduct.
♦   Promote relationships respecting team members and recognise conflicts and dilemmas that may occur in the supervisory role.
♦   Identify activities roles and responsibilities with individual's skills and development needs
♦   Explain the place of supervision within an ethos of continuous improvement and the professional development of team members
♦   Define the supervisory role in promoting person centred care
♦   Identify supervisory responsibilities in relation to legislation, codes of practice, organisational policy and procedures relevant to the protection from harm and abuse
♦   Identify and describe two pieces of legislation relating to the safe care of individuals
♦   Critically evaluate one organisational procedure used to record and report risk
♦   Analyse two ways in which values and attitudes affect the supervisory role
♦   Explain and contrast two models of decision making

General information for candidates (cont)

♦ Identify and explain one method used to monitor risk to health and wellbeing
♦ Identify two pieces of legislation, policy and guidelines for the management of risk, harm and abuse