

Unit title: Health Sector: An Introduction — Scotland (National 4)

Unit code: H6N0 74

Superclass: PA

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Unit purpose

This unit is an alternative mandatory unit of the National 4 Health Sector Course and is an optional unit in the Scottish Studies Award at National 4. It can also be taken as a free-standing unit. It is suitable for learners who have no previous experience of the health sector.

The unit introduces learners to the health sector and explores its diversity in Scotland. Learners will learn about the range of provision and the extensive services provided by the health sector in Scotland. Learners 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. Learners 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.

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Outcomes

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

- 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.

Credit points and level

1 National unit credit at SCQF level 4: (6 SCQF credit points at SCQF level 4)

Recommended entry to the unit

Entry to this unit is at the discretion of the centre.

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes for this unit specification.

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

Context for delivery

If this unit is delivered as part of a course, it is recommended that it should be taught and assessed within the subject area of the course to which it contributes.

The Assessment Support Pack (ASP) for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website (<http://www.sqa.org.uk/sqa/46233.2769.html>).

Equality and inclusion

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

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

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

Evidence is required to demonstrate that learners have achieved all outcomes and performance criteria.

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 learner folio. Progress will be discussed with the teacher/lecturer at an appropriate point during the investigation to ensure that the folio is the learner's own work. A record of the discussion should be retained.

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

Learners 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

Learners 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

National unit specification: Statement of standards (cont)

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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

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

Learners will demonstrate the achievement of all performance criteria during practical activities at appropriate points in the unit. The practical activities will allow learners 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.

National unit specification: Statement of standards (cont)

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Where learners are taking this unit as part of the National 4 Health Sector Course opportunities for practical activities can be found in the units *Health Sector: Health Awareness (National 4)*, *Health Sector: Life Sciences Industry (National 4)*, *Health Sector: Roles and Responsibilities (National 4)* and *Health Sector: Working Safely (National 4)*.

Outcome 3 — Learner Reviews

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

- 1 A record of the learner'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
 - ◆ 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.

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

- 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.

National unit specification: Statement of standards (cont)

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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. Learners will complete the reviews based on their experiences and learning to date.

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

When delivering this unit as part of the National 4 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 Assessment Support Pack (ASP) provided for this unit illustrates the standard that should be applied. It contains an investigation pro forma, learner brief, learner 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: Statement of standards (cont)

Unit title: Health Sector: An Introduction — Scotland (National 4)

Development of skills for learning, skills for life and skills for work

It is expected that learners will develop broad, generic skills through this unit. Employability is a key aspect of Skills for Work and is present throughout the unit. In addition, there are a number of other skills that learners will be expected to improve on and develop as they undertake this unit, these can be drawn from the main skills areas listed below. These must be built into the unit where there are appropriate opportunities.

1 Literacy

- 1.1 Reading
- 1.2 Writing
- 1.3 Listening and talking

3 Health and wellbeing

- 3.1 Personal learning
- 3.2 Emotional wellbeing
- 3.4 Planning for, and making, choices and changes
- 3.5 Relationships

4 Employability, enterprise and citizenship

- 4.1 Employability
- 4.3 Working with others

5 Thinking skills

- 5.1 Remembering
- 5.2 Understanding
- 5.3 Applying
- 5.4 Analysing and evaluating

Amplification of these is given in SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work*. The level of these skills should be at the same SCQF level as the unit and be consistent with the SCQF level descriptor. Further information on building in skills for learning, skills for life and skills for work is given in the *National unit support notes*.

National unit support notes

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Unit support notes are offered as guidance and are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this unit

This unit has been designed as an alternative mandatory unit of the National 4 Health Sector Course and is an optional unit in the Scottish Studies Award at National 4. It can also be taken as a free-standing unit. It is suitable for learners who have no previous experience.

The unit introduces learners to the health sector and explores its diversity. Learners will learn about the range of provision and the extensive services provided by the health sector in Scotland. Learners 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. Learners 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 National 4 Health Sector Course, learners 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 learners 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 learners 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 learner folio and include all performance criteria specified. It is important that learners 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 support notes (cont)

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Outcome 2

This outcome is intended to provide learners 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 learners 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 learners on how they conduct themselves and perform in relation to the practical activities. Learners should demonstrate a willingness to listen to and respond to feedback. Learners should be encouraged to examine personal values in relation to equality and diversity.

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

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

Examples of relevant practical activities could include:

- ◆ hand decontamination — six step hand washing 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 learners 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 learner's employability as they are transferable to other vocational areas.

National unit support notes (cont)

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Employability Skills

Learners 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
- ◆ 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 National 4 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 (National 4)
- ◆ carry out an investigation and take part in a practical activity in the unit Health Sector: Life Sciences Industry (National 4)
- ◆ carry out an investigation and participate in a role play in the unit Health Sector: Roles and Responsibilities (National 4)
- ◆ take part in practical activities in the unit Health Sector: Working Safely (National 4)

National unit support notes (cont)

Unit title: Health Sector: An Introduction — Scotland (National 4)

Guidance on approaches to delivery of this unit

Outcome 1

Learners 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 learners 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

It may be beneficial for learners to work in groups and share information although the final investigation must be the learner's own work. Learners 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 learners 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 learners will be demonstrating in practical activities. Visiting speakers could provide valuable input into how these employability skills are applied in the health sector. Learners 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

National unit support notes (cont)

Unit title: Health Sector: An Introduction — Scotland (National 4)

Outcome 3

Learners should be encouraged to use the SMART model when setting personal goals, ie they should be Specific, Measurable, Attainable, Realistic, and Time-bound. Where this unit is being taken as part of the National 4 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

Guidance on approaches to assessment of this unit

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

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

If learners are taking this unit as a free-standing 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 National 4 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 learners have the opportunity to practise and develop the relevant employability skills. The learner reviews should be carried out at appropriate points during the course so that learners can practise the relevant skills and set personal goals.

National unit support notes (cont)

Unit title: Health Sector: An Introduction — Scotland (National 4)

Outcome 1

The folio should be discussed by the learner and the teacher/lecturer at an appropriate point to authenticate that it is the learner'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 National 4 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 learner, health worker or placement supervisor, who has observed the learner.

The Assessment Support Pack (ASP) provided for this unit illustrates the standard that should be applied. It contains an investigation pro forma, learner brief, learner 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.

Opportunities for e-assessment

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

National unit support notes (cont)

Unit title: Health Sector: An Introduction — Scotland (National 4)

Opportunities for developing Core Skills

In this unit learners will be involved in an investigation and self-evaluation and review of employability skills. There may be opportunities for learners to work with others which would enable them to develop effective communication and interpersonal skills. Learners 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. Learners 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 learner uses a computer while undertaking any part of this unit, they will have the opportunity to develop *Information and Communication Technology (ICT)* skills.

General information for learners

Unit title: Health Sector: An Introduction — Scotland (National 4)

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

The unit introduces you to the health sector and explores its diversity. You will investigate the range of provision and the extensive services provided by the health sector. You 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. You will be given the opportunity to reflect on and evaluate your own employability skills and record your 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.

You may have opportunities to work with others which would enable you to develop effective communication and interpersonal skills. You will have opportunities to develop oral communication skills in seeking and responding to feedback from others in the review and evaluation of your employability skills.

You will also take responsibility for your own performance in the investigation and in the review and evaluation of your employability skills. This may allow you to develop the three components of *Problem Solving* — Critical Thinking, Planning and Organising, and Reviewing and Evaluating.

If you use a computer while undertaking any part of this unit, you will have the opportunity to develop *Information and Communication Technology (ICT)* skills.

Administrative information

Published: March 2017 (version 03)

Superclass: PA

History of changes to National unit specification

Version	Description of change	Authorised by	Date
03	Unit moved into a new template. No change to unit content.	QM	March 2017

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