 

**PDA in Technology Enabled Care SCQF Level 7**

***Frequently Asked Questions***

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| ***Question*** | ***Answer*** |
| **What is a Professional Development Award?** | Professional Development Awards (PDA) are aimed at developing the skills of those already in employment. They are principally designed for those who wish to extend or broaden their skills base in a particular area of work practice. |
| **What is the PDA in Technology Enabled Care?** | The aim of the PDA in Technology Enabled Care is to equip Scotland’s workforce with the knowledge and skills required to help embed technology and digital into health and social care practice supporting positive health, care and wellbeing outcomes for people.The PDA in TEC does not focus on technology. The award is not learning about specific technology, it’s aimed at developing or broadening knowledge and skills, providing an opportunity for candidate to build confidence reflecting on this ever-developing area of health and care practice. |
| **What is SCQF Level 7** | SCQF - stands for Scottish Credit and Qualifications Framework. It provides a way of comparing qualifications to help you make choices in your learning. SCQF are compared using two measures: **level** and **credit points**.There are five characteristics in total that the PDA takes into account:**Characteristic 1 – Knowledge and Understanding**Demonstrate and/or work with:* An overall appreciation of the body of knowledge that constitutes a subject/discipline/sector.
* Knowledge that is embedded in the main theories, concepts and principles of the subject/discipline/sector.
* An awareness of the dynamic nature of knowledge and understanding.
* An understanding of the difference between explanations based on evidence and/or research and other sources, and of the importance of this difference.

**Characteristic 2 – Practice, Applied Knowledge, Skills and Understanding**Apply knowledge, skills and understanding:* In practical contexts.
* In using some of the basic and routine professional skills, techniques, practices and/or materials associated with the subject/discipline/sector.
* To practise these in both routine and non-routine contexts.

**Characteristic 3 – Generic Cognitive Skills*** Present and evaluate arguments, information and ideas that are routine to a subject/discipline/sector.
* Use a range of approaches to address defined and/or routine problems and issues within familiar contexts.

**Characteristic 4 – Communication, ICT and Numeracy Skills 4:** Use a wide range of routine skills and some advanced skills associated with a subject/discipline/sector, for example:* Convey complex ideas in well-structured and coherent form.
* Use a range of forms of communication effectively in both familiar and unfamiliar contexts.
* Select and use standard ICT applications to process and obtain a variety of information and data.
* Use a range of numerical and graphical skills in combination.
* Use numerical and graphical data to measure progress and achieve goals/targets.

**Characteristic 5 – Autonomy, Accountability and Working with Others 5** * Exercise some initiative and independence in carrying out defined activities at a professional level in practice or in a subject/discipline/sector.
* Accept supervision in less familiar areas of work.
* Exercise some managerial or supervisory responsibility for the work of others within a defined and supervised structure.
* Manage limited resources within defined areas of work.
* Take the lead in implementing agreed plans in familiar or defined contexts.
* Take account of own and others’ roles and responsibilities when carrying out and evaluating tasks.
* Work, under guidance, with others to acquire an understanding of current professional practice.

The above descriptions are for guidance only – it is not expected that every point will necessarily be covered. |
| **How many credit points will the PDA in TEC give me?** | The group award is made up of 2 Higher National Unit credits and comprises 16 SCQF Credit Points at L7. |
| **What is the qualification structure of the PDA in TEC?** | The group award consists of one mandatory unit and 4 optional units. The Professional Development Award in Technology Enabled Care will be awarded on successful completion of the mandatory unit (8 SCQF credit points) and one optional unit (8 SCQF credit points).**Mandatory Unit**: Working with Technology Enabled Care – (J48M 34)**Optional Units**: Technology Enabled Care: Call Handling – (J48S 34) Technology Enabled Care: Installation, Maintenance and Repair – (J48R 34) Technology Enabled Care: Response – (J48P 34) Using Digital Technology to Support People in Health, Housing and Care – (J48N 34) |
| **How long does the PDA in TEC take?**  | The notional length for each unit is 40 hours, requiring in the region of 80 hours in total to achieve the full award.The PDA in TEC is not a regulated qualification so there is no specific timeframe. Individual delivery centres will advise on their expected timeframes for completion. The SQA supports a flexible and responsive approach to each candidate, however the External Verifiers will expect candidates to progress at a reasonable pace. The candidate assessment plan should confirm this. |
| **What are the entry requirements?** | Entry is at the discretion of the centre. Learners would benefit from having attained the skills, knowledge and understanding required by one of more of the following or equivalent qualifications and/or experience:Examples of formal entry qualifications include:* SVQ Level 2 or 3 in Social Services and Healthcare or equivalent
* Experience of working in a technology enabled care service
* Experience of working in a call/alarm receiving centre or a contact centre such as NHS 24/111
* Experience of working in health, social care or the housing sector or have an interest in technology enabled care
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| **Where can I find out more information?** | You will find more information, including the Group Award Specification and the individual unit specifications on the SQA webpage at: - <https://www.sqa.org.uk/sqa/94657.html>Assessment Support Packs are available to SQA centres once approved to deliver the PDA in TEC. |
| **Who is this qualification suitable for?** | This qualification will be of interest to people who are new to or have an interest in Technology Enabled Care and those who are already working in this area who want to further develop and advance their knowledge, skills and abilities in this ever-changing field of health and care practice. The award will enable candidates to develop their work-based learning skills and be able to use the award to progress in their career through Continuing Professional Development (CPD).  |
| **What are the costs involved?** | To become a new SQA approved centre offering the PDA in TEC the costs are as follows:£400 (one off payment) – SQA approved centre fee. £50 (one off) – Qualification approval fee.For existing PDA approved centres to apply for approval to deliver the PDA in TEC the cost is as follows:£50 (one off) qualification approval fee.There is also a certification cost per candidate outlined below:Certification cost paid to the SQA per candidate for the PDA in TEC is £26.If you do not wish to become an SQA centre approved to deliver the PDA in TEC, you can work in partnership with another approved centre.For candidates looking to enrol with an SQA approved provider, costs will vary as each centre has to factor in delivery, time, and business cost. |
| **Where can I undertake this qualification?** | You will find a location directory at: <https://www.sqa.org.uk/sqa/94657.html> or please contact: sharlene.mckay@sqa.org.uk |
| **When can you start the award?** | The award is now available on SQA’s website. Interested parties should access the location directory. See the above question.You will find more information, including the Group Award Specification and the individual unit specifications on the SQA webpage at: - <https://www.sqa.org.uk/sqa/94657.html> |
| **Have delivery centres been involved in discussions about offering the PDA in TEC?** | We are currently talking with organisations exploring opportunities to offer the PDA in TEC.If your organisation is already an SQA delivery centre and are looking for approval to deliver the PDA in TEC or your organisation would like to become a delivery centre offering this qualification please contact: sharlene.mckay@sqa.org.uk |
| **What are the specific qualifications, experience and competence requirements for Assessors and Internal Verifiers?** | The role of the Assessor is toassess the candidate who are working towards the Award. The Assessor supports the candidate to ensure they are meeting the national standards and requirements of the Award, by checking/assessing their assessment/supporting evidence.The role of the Internal Verifier ensures all candidates entered for the same qualification are assessed fairly and consistently to the specified national standardand requirements of the Award.Unlike an SVQ type unit or qualification, it is not mandatory for assessors and IVs to have the formal assessor and IV qualification to deliver HN units. It is advantageous and good practise but not mandatory. **The main competence requirements are to demonstrate the occupational competence, experience, and currency in the role.** |
| **What are the competence requirements for Assessors?** | This is not an SVQ award. Assessors do not need the L&D9DI to practice. Centres may wish to consider the following:1. Professional Development Workshop (PDW) on HN assessor award (Conduct the Assessment Process Unit (H290 35)) if centre staff have no experience of assessing. For further information please contact our Events Team on 0345 213 5580 or email sqaevents@sqa.org.uk2. Alternatively, centres may wish to consider the following HN assessor award if centre staff had no experience of assessing:For those with a Higher National (HN) remit.**Conduct the Assessment Process PDA (GF8P 48)****Conduct the Assessment Process Unit (H290 35**)Assessors – who assess a wide variety of different non workplace settings.  For example, teachers or lecturers involved in the delivery of Skills for Work (SfW) courses or National Progression Awards (NPAs); training providers and Further Education (FE) centres offering Higher National (HN) qualifications and Professional Development Awards (PDAs). **Access**Candidates should have a good understanding of the assessment cycle, ie preparing for, planning, and carrying out assessment. This may have been gained through already having had some involvement in the teaching/learning and/or assessment processes.Access to this Unit is, however, at the discretion of the centre.**It is not for those who are assessing SVQs or other qualifications that are assessed in the workplace** |
| **Do you need the L&D11 internal verifier qualification to internally verify the award?** | This is not an SVQ award. Internal Verifiers do not need the L&D11 to practice. Centres may wish to consider the following:1. Professional Development Workshop (PDW) on HN internal award (Conduct the Internal Verification Process Unit (H291 35)) if centre staff have no experience of internal verification. For further information please contact our Events Team on 0345 213 5580 or email sqaevents@sqa.org.uk2. Alternatively, centres may wish to consider the following HN internal verifier award if centre staff had no experience of internal verification:**Conduct the Internal Verification Process PDA (GF8R 48)****Conduct the Internal Verification Process Unit (H291 35)**This Professional Development Award (PDA) is relevant to teachers, lecturers, assessors and tutors who may have a role in quality assuring the delivery of a range of qualifications that are assessed in a non-workplace context and in ensuring consistency of assessment decisions made within their delivering centre.The PDA is a benchmark standard for anyone who is internally verifying qualifications, such as National Qualifications, National Progression Awards (NPAs), Higher National (HN) Units, Professional Development Awards (PDAs) or a Customised Awards (CAs).**Access**Candidates should have a good understanding of internal quality assurance and how it relates to the assessment cycle. This may have been gained through already having had some involvement in teaching/learning, assessment, or the internal verification processes.Access to this Unit is however at the discretion of the centre.**It is not for those who are internally verifying SVQs or other qualifications that are internally verified in the workplace.** |
| **Is the assessment strategy on the SQA website?** | There is no assessment strategy for the PDA in TEC. Assessment strategies in the main relate to regulated qualifications such as SVQs. |
| **Are online materials available to view before a centre applies for approval?** | You can view the unit specifications on the SQA web site at: <https://www.sqa.org.uk/sqa/94657.html> |
| **How many people can undertake the qualification at one time?** | It would be up to individual organisations and approved centres to agree candidate numbers based on available resources and general business requirements.  |
| **Would the qualification be suitable for ambulance drivers (= responders)?** | The qualification is open to any candidate from any discipline interested in TEC. More specifically, the **TEC Response** unit is suitable for paramedics and ambulance staff where they are responding either in person or virtually to the needs of a patient or service user. The **TEC Call Handling** unit may be relevant for ambulance staff responding over the telephone. Furthermore, the **Using Digital Technology to Support People** unit is also relevant to ambulance personnel.  |
| **Would the qualification be suitable for Occupational Therapists, Physiotherapists, nurses etc who have a specialist interest in TEC?** | The optional unit – **Using Digital Technology to Support People in Health, Housing and Care** – has been specifically designed to enabled candidates to develop and advance their knowledge of digitally technology and examine the existing and emerging approaches to assist people to live independently. |
| **What is covered in the unit – *Using Digital Technology to Support People in Health, Housing and Care*?** | There are 3 outcomes with associated knowledge and skills covered in this unit:**Outcome 1**Promote the use of digital technology as a contemporary approach to support health and care delivery. **Knowledge & Skills*** Digital technology and communication needs of individuals (language, sensory, physical, mobility and cognitive issues)
* Differences/similarities between face to face communication and communication using digital technology
* Augmentative and alternative communication
* Using digital technology as the individuals preferred way of communicating
* Rights, choices and preferences — ‘What matters to me’ and ‘How to support me’
* Trust in, and, attitudes towards digital technology from a service user and workers perspective
* Social exclusion and technology

**Outcome 2**Empower people to adopt the use of digital technology to support their health and social care needs. **Knowledge & Skills*** Empowerment
* Health literacy and patient activation
* Active involvement of service users
* Shared Decision making
* Respecting choice and accepting risk
* Using apps, social media and other forms of technology to self-manage
* Social exclusion, isolation and loneliness
* Local policy and procedures, e.g. managing risk positively, record keeping, and upholding care principles

**Outcome 3**Evaluate new and emerging digital technologies and reflect on how these could be used to assist people to self-manage and live independently. **Knowledge & Skills*** Augmentative and alternative communication technologies and devices
* Technology enabled care equipment/devices
* Emerging technologies — examples may include:

— SMART homes— Robotics— Artificial intelligence— Wearable sensors— Virtual reality— Apps and use of SMART phones * Innovation in health, housing and care contexts
* Imagine the future of health, housing and social care
* Self-evaluation of digital skills
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| **To what extent in the unit** **– *Using Digital Technology to Support People in Health, Housing and Care* – are details of emerging technology explored?** | Outcome 3 of the unit specifically examines emerging technology. This unit was specifically designed to be future proof and to open the qualification out to a wide range of disciplines and people who have an interest in the field. The assessment also targets this area by asking the candidates to present or design a poster on existing or emerging trends in their area of work.  |
| **Does the unit** **– *Using Digital Technology to Support People in Health, Housing and Care –* consider the transitions required from services to move from analogue to digital?** | As mentioned in the previous answer, the unit was designed to be future proof and the move from analogue to digital is highlighted in the unit specification and candidates are encouraged to take account of new developments in their area of work. |
| **What types of technology are included as TEC?** | The PDA in TEC does not focus on types of technology. The award is designed to increase and broaden knowledge, skills and confidence in digital health and care helping ensure our workforce have the necessary skills and capabilities to support citizens to better manage their health and wellbeing. |
| **Which framework does the PDA in TEC sit within?** | The PDA in TEC was developed in line with Scotland’s Digital Health and Care Strategy: Enabled, Connecting and Empowering, promoting the digital literacy and future education of the workforce.Find the strategy at - <https://www.gov.scot/publications/scotlands-digital-health-care-strategy-enabling-connecting-empowering/> |
| **Is Information Governance an aspect of this qualification?** | Information governance is covered in the mandatory and all optional units as an underpinning knowledge/assessment requirement when candidates are looking at accessing, handling and processing sensitive, personal and organisational information. There is a reminder of this in the Assessment Support Packs particularly if candidates are providing anonymised recordings or information about a patient/service user or organisation. |
| **What support is available e.g. there may be questions about course material or assistance is required to support candidates with learning?** | Support from External Verifiers and SQA is always available and can be accessed via SQA directly. External Verifiers should not be contacted directly. Centres may wish to approach SQA when looking at combined assessment or adaptations to assessments in the PDA. Guidance is available on the SQA site on virtual meetings and prior verification services.Assessment Support Packs have also been designed and are available via the SQA secure site when candidates are registered to undertake the award. Collaboration is also encouraged with other centres running or who have previously run the qualification to encourage networking and learning with and between different disciplines.  |
| **Why would someone who already works in in TEC undertake this qualification? What would they gain from it?** | This qualification has been designed with new and existing TEC staff or staff interested in TEC. Existing staff can reflect, consolidate, and explore new and emerging areas in their area of work. This is an opportunity for existing staff to receive a qualification that recognises their job role for the first time. By encouraging staff to reflect and consolidate their experience it should enable them to think about their career progression. |