**Frequently Asked Questions (FAQs) SVQs Social Services and Healthcare, Social Services (Children and Young People)**

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| Scope: Information supplied in this document has been developed through the collaboration of Scottish Qualification Authority, the Scottish Social Services Council and Centres offering the Qualifications. |

**SVQ**

**1. Generic**

**1.1 Where can information on funding for learning and training be obtained?**

<http://www.myworldofwork.co.uk/section/funding>

<http://www.sssc.uk.com/workforce-development/qualification-information-for-providers/funding>

**1.2 Where can I find further information relating to the National Occupational Standards and skills?**

The National Occupational Standards (NOS) and knowledge sets are owned and maintained by the relevant Sector Skills Councils. These can be located at the following websites:

Skills for Care & Development www.skillsforcareanddevelopment.org.uk

Skills for Health www.skillsforhealth.org.uk

The Scottish Social Services Council www.sss.uk.com

You can search on UK Standards website as the main NOS website (www.ukstandards.org.uk) and then search for specific NOS

**1.3 Where can I find the evidence requirements?**

In the new SVQs Social Services and Healthcare and Social Services CYP there are no evidence requirements listed in the units. Suggestions on how to generate evidence and the appropriate use of assessment methods can be found in the assessment strategy and guidance.

<http://www.sqa.org.uk/sqa/68650.html>

**1.4 Does a portfolio belong to the candidate, the centre or the employer?**

The portfolio of evidence is the property of the candidate. The assessment and verification records are the property of the centre and should be retained according to regulatory requirements

**1.5 E-Portfolios and Evidence Tracking\***

Q If candidates use an e-portfolio or paper based portfolio how is the evidence tracked?

A. The candidate’s evidence must be clearly tracked against the standards so that specific knowledge and performance criteria can be located easily within the text of the evidence in both e-portfolios and paper based. It is not acceptable for a document to be uploaded into an e-portfolio system and have a number of points attributed to the document without them being specifically detailed in the document text itself.

**1.6 Voice recording and Evidence Tracking\***

Q. How are claims for knowledge and performance tracked?

 A. Claims for knowledge and performance attributed to a voice recording must have documented at what stage in the recording they can be claimed in order for it to be assessed, IVed and EVed.

\*The above questions were discussed and the responses agreed at the EV standardisation meeting in April 2016

**1.7 Can candidates gain a unit or a qualification when they look after a single service user?**

Yes. Candidates can use evidence from one service user where they work with no other individual.

**1.8 Can a tutor/trainer delivering the knowledge also assess candidate performance?**

Yes so long as they meet the vocational competence and assessor qualifications requirements of the Assessment Strategy/Principles of the unit/qualification they are assessing

**1.9 What is a peripatetic assessor?**

A peripatetic assessor is an assessor who travels between locations undertaking assessment in a candidate’s workplace. Best practice requires that candidates are assessed undertaking normal work activities, therefore, where a candidate does not have a work based assessor they can be assessed by a peripatetic assessor.

**1.10 Can audio be used to record a direct observation?**

Yes

**1.11 Are witnesses required to write their testimony statements?**

No. Testimony can be oral or recorded and the assessor must endorse the statement.

**1.12 What is the difference between a witness and an expert witness?**

The use of expert witnesses is encouraged as a contribution to the provision of evidence of the candidate’s competence. Expert witnesses may be used where there are no occupationally competent assessors for occupationally specific units or to minimise intrusion and only then for the optional units. Within these units only the observation requirements can be met by either the assessor or expert witness.

Expert witness requirements are identified in the assessment strategy and they must be inducted into this role by the centre. All other witnesses are individuals who may have been present at a particular incident, or are able to provide evidence of consistency of practice etc but there are no formal requirements identified for them and their testimony can never meet the observation requirements.

**1.13 Why can’t expert witnesses provide evidence for the core units?**

Assessors are expected to be occupationally competent and take the lead role in the assessment of the core units of the qualification.

Assessment evidence identified by the expert witness can be considered for inclusion towards the core units. This is to ensure consistency in assessment of core activities and to contribute to raising standards in health and social care and children’s sector environments

**1.14 What vocational competence requirements are expected of expert witnesses?**

They must be able to prove their competence in the units with which they are involved. The assessment strategy is clear about the definition of an expert witness – either any qualification in assessment of workplace competence or a professional work role which involves evaluating the everyday practice of staff as well as current expertise, occupational competence and knowledge of the NOS.

**1.15 How do I provide evidence when the information is confidential?**

Confidential records must not be included in the portfolio of evidence. Clear reference must be made as to where the information is located and assessor records should identify how the evidence meets the standards. (Assessors can write that they have seen the document in its location and can clarify the claims made by the candidate are accurate.)

**1.16 If a candidate/employee has been suspended pending formal investigation can they continue to be assessed for the qualification?**

The centre would need to investigate to see if the candidate had breached the Code of Practice and if they had informed the relevant Awarding Body/Organisation to discuss the way forward.

**1.17 Does the internal verifier have to sample every candidate?**

No. Your internal verification sampling strategy should provide a rationale for your sampling plan. You should check with your awarding body/organisation that their specific requirements are met

**1.18 Who can countersign the assessment decisions of a trainee assessor?**

An assessor who is qualified and occupationally competent in the units they are countersigning

**1.19 What does having a Registerable Qualification mean?**

This comes from the assessment strategy and the criteria are laid out in the document please see link:

<http://www.sqa.org.uk/sqa/files_ccc/20130213Social_Services_HealthcareASv1.pdf>

Additional information on registerable qualifications and the roles and responsibilities of the assessor, internal verifier and external verifier can be found in the assessment strategy guidance, please see link:

<http://www.sqa.org.uk/sqa/files_ccc/Guidance_May_14_2.pdf>

**2. Social Services and Healthcare**

**2.1 Do I have to register for the Adult award or the Children and Young People’s award at the beginning, or can I decide afterwards?**

Your decision has to be made before or at the time of registration. Your job role will determine the evidence you use and therefore the pathway should reflect your job role.

**2.2 Why are there additional units?**

These provide opportunities for professional development and to meet employers’ needs for specific job roles.

**2.3 Can I use additional units instead of optional units to achieve a full qualification?**

No. Centres should check the registration requirements of the country in which they operate when advising candidate.

**2.4 Can I use units from a different level to achieve my SVQ?**

No. All units for a full SVQ need to come from the specific qualification structure.

**2.5 What range of assessment methods can be used?**

The range of methods that can be used are identified within the assessment strategy for the awards.

**2.6 I have completed my SVQ on the ‘Adults’ route and now have a post which requires the ‘Children and Young People’s route. Will I be able to use any of this evidence for the new route?**

Some of the units can be directly transferred between pathways as they are identical. The context specific units/s and any other units selected will then need to be evidenced. Your assessor can apply the rules of Recognition of Prior Learning to assess any existing evidence which may be of value and then plan to cover any evidence gaps through the application of the required assessment method/s.

**2.7 My job role covers the competence for the medication unit Administration of medication in Level 3 however, I am completing my SVQ 2 and the unit is Assist in the Administration of medication, how can I evidence this unit if my role demands more?**

The criteria on the use of the medication units is very clear and the candidate should be assessed in line with their job role and responsibility, if the responsibility is more than required by the SVQ unit then the candidate can pick up the level 3 unit as an additional unit to their level 2 award or undertake the PDA in Administration of medication.

**3 Social Services (Children and Young People)**

**3.1 What is the age range for SSCYP**

0 – 25 but evidence must come from the age range in which the candidate is working. Competence will be assessed within the age range that the candidate is working with.

**3.2 I work with children, which qualification should I do SSCYP or SSHC?**

It depends on the context of your job and the role and the regulatory requirements of your work.

You should seek advice from your employer and look for updates/advice from the Sector Skills Council – Skills for Care and Development, www.skillsforcareanddevelopment.org.uk to ensure you register on the appropriate qualification.

**4. Care Services Leadership and Management(CSL&M)**

**4.1 I have only worked in Children’s Services; can I assess a candidate working with adults?**

No. The Assessment Strategy is clear. Assessors must be occupationally competent in the units they are assessing and therefore the context of the service in which they operate is a significant factor.

**4.2 I have experience in Care Management but no qualifications. I am an L&D9DI qualified assessor and an L&D11 qualified internal verifier. Can I internally verify the CSL&M?**

 Yes. The Assessment Strategy requires internal verifiers to have working knowledge of management within health and social care settings, the regulation, legislation and current practice for the service (where applicable) and the requirements of national standards at the time any assessment is taking place.

**4.3 What is meant by ‘occupationally** competent’ with regards to the requirements for IV in the CSLM Assessment Strategy?

An IV with experience as a practitioner, manager or trainer gained within the context of health and social care will be considered occupationally competent to undertake this role.

**5. Credit transfer**

**5.1** I completed my HNC Social Care in 2011, I now wish to complete the full SVQ 3 Adult route, will I get credit for the three mandatory SVQ units from the HNC i.e. Communication, Health and Safety and professional development? In addition I completed from the mandatory optional section the SVQ unit on Protection can I also get credit for this unit in the new award.

Yes, you will get full credit for the three units from the mandatory section until the old HNC finishes in August 2017. The protection unit is not a straight credit transfer as the new unit is a bit different; you would need to demonstrate your knowledge and competence for the new unit on safeguarding, this can be achieved by cross referencing from the optional units in the award and RPL of the protection unit.

**5.2** I completed my HNC Social Care in 2007, I now wish to complete my full SVQ 3 SSCYP route, can I get credit for the three SVQ mandatory units i.e. Communication, Health and Safety and Personal Development?

You will get full credit for Health and Safety and Professional Development, the Communication is slightly different and your assessor will need to be satisfied that you are able to contextualise your practice in your work setting with Children and Young People, the same applies if you completed the SVQ unit on Protection. This can be done by cross referencing from the optional units in the award and RPL of the protection unit.