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**SVQ Management Event 15th February 2018 - Discussion Groups Arrangements and Feedback**

The discussion groups are intended mainly as an opportunity for you to network, discuss issues and share good practice with other centres. There’s no need to stick rigidly to the topics suggested. This is your opportunity to raise delivery issues you have faced - as well as obtaining ideas from others. Please note:

* + Each group will be facilitated by SVQ Management External Verifier(s).
	+ Groups are requested to note the main points raised and select two or three key issues for feedback to the main plenary.
	+ Groups can be split into smaller ‘sub-groups’ to maximise the opportunities for delegates to discuss relevant topics.

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**Suggested Topics:**

**(i) Maintaining standards**

* **Sufficiency**- Cuts in funding can impact on the quality of delivery. In these challenging times, how do you ensure sufficiency of evidence from candidates?
* **Use of Reflective accounts/ personal statements**- For the SVQs in Management, reflective accounts/personal statements are seen as a good carrier of evidence but not evidence in itself.
* **Knowledge/Evidence Requirements**
* Depth of knowledge needed for the various levels.
* Inferring knowledge
* Detail required within annotation of evidence
* Approaches to evidencing knowledge
* How do centres utilise the support packs?
* Recommended reading list for each unit – would this be helpful?
* Do your candidates make use of the free studying membership of CMI?

**(ii) Internal Verification within Centres**

* The role of Internal Verifier
* Ensure IV is sufficiently qualified/experienced/skilled?
* Working with sampling plans
* What constitutes good IV feedback
* How are actions from internal verification closed off?

**(iii) Digital Managers and Leaders**

* What is a digital manager?
* How do managers manage in the digital age?
* Providing evidence for digital managers
* Is there a need for a digital manager/leader qualification?

**(iv) General Data Protection Requirements (GDPR)**

The GDPR will apply from 25 May 20 18 and while many of the GDPR’s main concepts and principles are much the same as those in the current Data Protection Act, there are enhancements and new requirements. Not only are these data protection changes relevant to centres, but are also new legislation that candidates need to know.

* Are you ready for the changes?
* What are the main implications for your centre?
* How will you ensure that candidates are aware of the requirements of GDPR?

**(v) Fair Work Convention (FWC)**

The Fair Work Convention Framework and how it can be tied into Management NOS was raised previously. SDS has a responsibility for taking forward the FWC’s recommendations and promoting progressive workplace practices – and we understand that FWC is now part of the National Training Programme bidding process.

**[Fair work is work that offers effective voice, opportunity, security, fulfilment and respect; that balances the rights and responsibilities of employers and workers and that can generate benefits for individuals, organisations and society.]**

* Can we link the values and cultures within the Management NOS to the Fair Work Convention Framework?
* Could the Management NOS be used as a tool for promoting the Fair Work Convention’s aspirations?

**(vi) Using the** **SVQ in Management SCQF level 9 for SSSC registration purposes**

***[This may be of interest to delegates involved with the care sector]***

* How do the changes affect candidates/centres?
* How can SQA assist centres in meeting the additional requirements?
* How can we maximise candidate evidence to satisfy the SSSC requirements and minimise the workload?

**If there’s sufficient time, please consider other relevant issues/topics regarding delivery of SVQs in Management.**

**Appendix 1: A summary of key points/issues which were fed back and discussed at the final plenary.**

**Appendix 1**

**Summary of key points/issues discussed.**

Cuts in **funding** can affect recruitment so delegates welcomed the recent increase in SDS funding of SVQs in Management and Management MAs

**Reflective Accounts and Personal Statements**: together these can be very useful in holistic planning for candidates, eg start with statements around 2- 3 areas of work and link to the background and supporting evidence of who/what/where/why/how – and use cross referencing of evidence where possible. There was also a suggestion of linking performance evidence files with statements.

Reflective accounts can also be helpful when candidates are progressing to degree courses, eg from SVQ Management at SCQF level 9 to BA in Business Enterprise at Napier University.

Delegates were reminded that Personal Statements, in line with Assessment Strategy for SVQs in Management are not accepted as evidence on their own but they can be useful in explaining and reflecting on behaviour in achieving certain Outcomes.

**Understanding standards:** there was a request for some more guidance on acceptable evidence - perhaps in line with other SVQs. ***SQA agreed to produce additional guidance and post this on the SVQ Management webpage in due course***.

Delegates welcomed SQA’s updated/enhanced **Support Packs for the knowledge requirements** of the mandatory units of the revised SVQs in Management; and there doesn’t appear to be an issue with the depth of knowledge required for SVQs in Management. The ushare facility on the SVQ Management webpage is a useful/helpful tool for both candidates and assessors with some interesting management articles, links to webpages, reports etc – but can be ‘a bit bulky’.

Introduction of **General Data Protection Requirements (GDPR)** is a challenge for centres. Delegates requested guidance/information on this from SDS prior to April when their new contracts begin. ***It was confirmed that SQA is also in the process of producing GDPR guidance for centres.***

**Digital Managers and Leaders**: given the impact of digital technologies, social media, connectivity of the workplace etc, delegates felt that existing managers are already acting as digital managers. They did not feel that there is a need for a Digital Manager qualification at the moment but training is required on new skills – so perhaps a unit would be useful?

**Fair Work Convention (FWC)**: This is about promoting progressive workplace practices and SDS confirmed that it is included within the 2018/19 National Training Programme bidding process (currently it has a 5% weighting). However, the inclusion of FWC and its weighting will be reviewed in the future.

**Credit Transfer** from previous Management units to updated units in Management SVQs from 2017: SQA confirmed that centres can use APL together with evidence for any gaps (ie additional/different requirements of the updated). However, they must also consider carefully the currency of evidence generated for the ‘previous unit’.

**SSSC new requirements for registration as a manager in a care setting**: SQA confirmed that SSSC now require candidates to achieve two Care units (H7LH04 Lead and Manage Practice that Promotes Safeguarding of Individuals and H7LG04 Manage and Develop Yourself and Your Workforce within Care Services) in addition to the SVQ in Management at SCQF level 9 for registration purposes.

This is having an impact on centres who operate in the care sector, however some have already considered ways of capturing evidence generated for SVQ Management units which could help in meeting the requirements of the two Care units. ***To assist with this issue, SQA request that centres submit their ideas/thoughts (such as cross referencing or matching of evidence or possible pathways etc) to*** ***margo.sykes@sqa.org.uk*** ***– which SQA will use to produce a guidance note which will be available on the SVQ Management web page.***

**‘Accidental Manager’**: This term was referred to by CMI at the event highlighting research that shows in the UK only 1 in 5 managers are trained; the average wait for training is 10 years; 71% of organisations don’t train well or at all etc – all of which can have an adverse effect on productivity. Some delegates confirmed that they would look into this research further and could use the findings when liaising with employers.

It was highlighted by a delegate that their centre assists their **SVQ Management candidates to obtain a NUS card**. As well as the benefits that this card offers to holders, it also allows them to access wider peer support.

**CMI membership arrangements for SQA centres**: Following the event, CMI have confirmed the following:

* 12 months’ free studying membership of CMI for candidates undertaking SVQs in Management. Candidates can access this via the following link <https://www.sqa.org.uk/sqa/76003.html> and provide their SQA candidate number.
* Two free memberships for assessors in SQA centres offering SVQ Management awards. Centres can request this offer by emailing: membership@managers.org.uk And provide the following information:
	+ Centre name and full address
	+ Details of the two relevant members of staff including:
		- full name
		- job title
		- date of birth
		- contact details, ie phone and email address.

**February 2018**