

Chief Verifier Report

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) Level 5 Diploma

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Wales and Northern Ireland)

March 2012-August 2012

England Wales and Northern Ireland

REPORT FOR PUBLICATION

This report has been designed around the structure of the new External Verifier Report Form. Please identify under each section a summary of the key issues which have arisen during the year within each of these categories.

1. The qualifications and standards

The Level 5 Diplomas in Leadership for Health and Social Care and Children and Young People's Settings replace the Level 4 NVQ in Leadership and Management for Care Services and the Level 4 NVQ in Health and Social Care. These qualifications are aimed at those who are already working in a management role in a residential care setting or day care setting for children and/or young people, or are responsible for planning services, measuring performance and delivering continuous improvement in care services.

The Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Settings (England) is accredited as one qualification. For ease of delivery, OCR has separated this qualification out into six pathways.

There are six scheme codes for the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Settings (England) as follows:

- 09621 – Children & Young People's Residential Management
- 09622 – Children & Young People's Management
- 09623 – Children & Young People's Advanced Practice
- 09624 – Adults Residential Management
- 09625 – Adults Management
- 09626 – Adults Advanced Practice

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Residential Management) 09621

To achieve this qualification, candidates must complete a total of 80 credits:

64 credits from Mandatory Group A, a minimum of 12 credits from Group B, a minimum of 1 credit and maximum of 6 credits from Group C and the remaining credits from Group B and/or D.

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Management) 09622

To achieve this qualification, candidates must complete a total of 80 credits:

58 credits from Mandatory Group A, a minimum of 12 credits from Group B, a minimum of 1 credit and maximum of 6 credits from Group C and the remaining credits from Group B and/or D.

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (Children and Young People's Advanced Practice) 09623

To achieve this qualification, candidates must complete a total of 80 credits:

46 credits from Mandatory Group A, a minimum of 1 credit and maximum of 6 credits from Group C and the remaining credits from Group B and/or D.

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Adults' Residential Management) (England) 09624

To achieve this qualification, candidates must complete a total of 80 credits:

52 credits from Mandatory Group A, a minimum of 12 credits from Group B, a minimum of 1 credit and maximum of 6 credits from Group C and the remaining credits from Group B and/or D.

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Adults' Management) (England) 09625

To achieve this qualification, candidates must complete a total of 80 credits:

53 credits from Mandatory Group A, a minimum of 12 credits from Group B, a minimum of 1 credit and maximum of 6 credits from Group C and the remaining credits from Group B and/or D.

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (Adults' Advanced Practice) (England) 09626

To achieve this qualification, candidates must complete a total of 80 credits:

41 credits from Mandatory Group A, a minimum of 1 credit and maximum of 6 credits from Group B and the remaining credits from Group C.

The Level 5 Diplomas in Leadership for Health and Social Care Settings (Wales & NI) are six separate qualifications.

There are six scheme codes for the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Settings (England) as follows:

09621 – Children & Young People's Residential Management

09622 – Children & Young People's Management

09623 – Children & Young People's Advanced Practice

09624 – Adults Residential Management

09625 – Adults Management

09626 – Adults Advanced Practice

Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and NI 04316

To achieve this qualification, candidates must complete a total of 80 credits from mandatory units and optional unit(s).

Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland) 04317

The credit required for this qualification is 90 credits.

To achieve this qualification, candidates must complete a total of 90 credits from mandatory units and optional units.

Level 5 Diploma in Leadership for Health and Social Care (Adults) Wales and Northern Ireland 04318

The credit required for this qualification is 90 credits.

To achieve this qualification, candidates must complete a total of 90 credits from mandatory units and optional units.

- **Structure and content**

- i. Identify good practice across the board and support this with specific examples where possible. (If you name a Centre please check the wording with the Centre first).
- ii. Identify key issues where Centres have needed guidance during the year. If there are particular questions on the Report that required significant feedback to Centres during the year, specify which they were. In particular you should summarise where actions have been required of Centres. Were there any common issues which repeatedly appeared across the full range of reports? In completing the report you should specify whether the issues were common to most Centres or were isolated examples. Where sanctions have been applied to Centres you should summarise what the common causes of these sanctions have been.

Assessment Team:	Findings: Although the number of Centres currently offering the Level 5 Diploma is low, most Centres delivering these qualifications have established teams of Assessors and Internal Quality Assurance (IQA) staff. Many staff are also involved in the IQA process of other Health and Social Care Qualifications, and Centres have realised and identified the importance of the level of competence required to assess these qualifications. There was one Centre during 2012 that was put into sanctions; the area of concern was a lack of assessment planning and a lack of standardisation for the Level 5 Diploma. A lack of appropriate CPD for staff was also a concern.
-------------------------	--

<p>Resources:</p>	<p>Findings:</p> <p>A variety of resources are used within Centres; some workshops are offered, but mostly 1-1 support with Assessors was identified as the preferred method of support/training due to the nature and level of the qualification.</p> <p>As new publications are being produced for the Level 5 qualification Centres are starting to use them.</p>
<p>Candidate Support:</p>	<p>Findings:</p> <p>Centre support for learners is high; this is shown in learner interviews with EVs.</p> <p>Support at this level is mainly 1-1 meetings in the workplace rather than workshops. Learner feedback and records indicated that the assessment process is clearly explained to learners and they are well supported by Centre staff.</p>
<p>Assessment and Verification:</p>	<p>Findings:</p> <p>Centres have continued to benefit from receiving guidance from the External Quality Assurance (EQA) teams around the required standards for the Leadership Qualifications. Ensuring that standardisation activities take place. Within the Centre standardisation meetings have focused on the requirements for the Level 5 qualifications and the use of 'real evidence' and other appropriate methods of assessment. As more people achieve this qualification Centres will become more experienced in delivery, especially if they make sure they record feedback professionally from learners and Centres, and continue to discuss them in standardisation meetings.</p> <p>Development of evidence for the Level 5 qualifications is good and all learners are clearly in appropriate roles. IQA feedback provided by the majority of the IQA's is excellent, clearly demonstrating development areas for assessors and support where necessary. Examples of assessment methods used appropriately are:</p> <ul style="list-style-type: none"> • Professional Witness Statements. • Voice recorded discussions (these had been used effectively in one centre and each learner clearly said their name before any input to the discussion. This had proved to be a very efficient method of generating evidence and learners interviewed felt it had been extremely positive and developmental and had allowed them to share good practice and bounce ideas off each other.

	<p>Where sanctions have been applied in this area they have been at level 1.</p> <p>In one centre this has been at level 2: Removal of DCS. They were also put in sanctions at level 3b: Suspension of learner registration and certification.</p>
<p>Management Systems and Records:</p>	<p>Findings:</p> <p>Centres hold a full suite of documented Centre policies and procedures and review these with their teams on a regular basis.</p> <p>Most Centres offering the Level 5 qualifications are not new to Health and Social Care delivery and are well established at delivering qualifications at Levels 2 & 3.</p>
<p>Assessment Summary:</p>	<p>Findings:</p> <p>The latter part of the year became busy for the OCR team as more Centres started to deliver the Level 5 Qualifications: Centres continue to develop a good knowledge and understanding around the QCF qualifications. Centre staff teams are now well established and have shown various levels of expertise. This is shown in the visit reports.</p> <p>As Centres are mainly already offering the Suite of Health and Social Care qualifications and are aware of OCR requirements no issues in this area have been identified.</p> <p>In the area of staff competence Centres need to ensure that they have an occupationally competent IQA team and maintaining CPD at this level is very important.</p> <p>Centres should continue to inform OCR of any staff changes and check the occupational competence of their team.</p> <p>If Centres are using Professional Witnesses, which is good practice for this level, the Skills for Care and Development QCF Assessment Principles should be followed.</p>

2. Sector Developments

As Chief Verifier you are the technical expert for your sector and we rely on you to pass that expertise on to OCR. Describe any developments that you are aware of within your sector, which may impact on current and future qualifications and related activities.

The Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services replaces and combines the Level 4 Leadership and Management in Care Services NVQ and the Level 4 Health and Social Care NVQ to offer a hybrid qualification.

The new qualification has the same mandatory units across what used to be the two separate qualifications. Learners' can choose one of six pathways allowing them to tailor the qualification to their job role, this has enabled learners to access this qualification more easily.

The impact of the Diploma qualification to the sector is still yet to be identified as it is still quite new; although it is a requirement for Managers.

One of the main issues this coming year will be lack of funding for learners aged 19-24 years and 25+. This will have a significant impact on access to training as most learners working in a management role will be in these age groups.

New units are being developed as the sector requires them. One of the benefits of the qualifications is that learners can complete units that are required for their job role.

Skills for Care state:

Managers are required by CQC to have the 'necessary qualifications, skills and experience' to carry out regulated activity. Skills for Care advise that the current, relevant qualification is the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services choosing the pathway:

- Management of Adult Services or
- Management of Adult Residential Services

As staff either join the sector or take posts at a management level, registration for the Diploma should increase in 2012-2013.