



Level
4

APPROVAL CRITERIA

Social Services Practitioner

Contents

	Page number
Introduction	1
Qualification structure	2
Subject aims and objectives	2
Subject content	3
Scheme of assessment	4
Outcomes	4
Submitting qualifications for approval	5
Rationale requirements	5
Operational requirements	6
Appendix A	9

This is a **Regulatory Document** under **Condition B7** of the *Standard Conditions of Recognition (October 2018)*¹: *Compliance with Regulatory Documents*.

¹ <https://www.qualificationswales.org/english/publications/standard-conditions-of-recognition/>

Introduction

This document sets out the approval criteria for the Level 4 Social Services Practitioner qualification. These have been developed through stakeholder engagement, which included focus groups and online surveys. These approval criteria include the requirements that an awarding body must meet when developing the specification and assessment materials for the Level 4 Social Services Practitioner qualification.

This qualification aims to develop the knowledge, understanding, behaviours and skills that underpin the role of social services practitioner.

This qualification has been developed in close collaboration with key sector stakeholders, including Social Care Wales and Health Education and Improvement Wales (HEIW).

This qualification is designed to be delivered by a range of learning providers, including work-based learning, further education and higher education, for learners who are 18 or over.

Where appropriate, this qualification should allow learners to develop transferable skills, including communication, literacy, digital competence and numeracy.

The approval criteria in this document will come into effect from January 2020 and will be reviewed in 2022.

In March 2017, Qualifications Wales published a determination to restrict a new suite of qualifications in Health and Social Care, and Childcare² for teaching on publicly funded programmes of learning in Wales. This suite includes the Level 4 Social Services Practitioner qualification.

All of the qualifications in the suite will be restricted to just one form per qualification for a period of five years. For this qualification, the period commences on 1 September 2020. This means that only one awarding body may award each qualification. Following a fair and transparent procurement process that took place between January 2017 and August 2017, Qualifications Wales has contracted with a consortium of City & Guilds of London Institute and WJEC to jointly develop and deliver all of the qualifications in the suite.

Qualifications Wales will only approve a qualification that meets all of the requirements set out in this document together with those set out in the *Standard*

² <http://qualificationswales.org/media/2535/230517-determination-to-restrict-hsc-final-e.pdf>

*Conditions of Recognition*³. In developing qualifications to meet these requirements awarding bodies must have regard to *Fair Access by Design*⁴. The commissioned awarding body must also meet all of the requirements set out in the *concession contract awarded* during the qualification development, approval, implementation and delivery stages.

Where the requirements of the Subject Approval Criteria set out in this document differ from those prescribed in the *Standard Conditions of Recognition*, the requirements in this document will take precedence.

Qualification structure and design

1. The Level 4 Social Services Practitioner specification must offer learners the certification of a qualification with a Total Qualification Time (TQT) of 1200 hours (120 credits) and will need to be defined in terms of Guided Learning Hours (GLH).
2. The Level 4 Social Services Practitioner qualification comprises mandatory content only as specified in Appendix A.
3. The qualification title appearing on certificates must be:

Level 4 Social Services Practitioner

4. The design of Level 4 Social Services Practitioner must ensure that the subject aims and objectives are reflected in the assessments to enable learners to demonstrate their knowledge, skills and understanding.

Subject aims and objectives

5. Level 4 Social Services Practitioner must enable learners to develop and demonstrate their knowledge, understanding, behaviours, skills and practice. In particular, learners should be able to demonstrate that they:
 - 5.1. develop and apply knowledge, understanding and skills to practice effectively as a Social Services Practitioner;

³ <http://qualifications.wales/english/our-work/regulating-awarding-bodies/monitoring-awarding-bodies/>

⁴ <https://qualificationswales.org/media/4739/fair-access-by-design.pdf>

- 5.2. develop and apply knowledge, understanding and skills that maintains professional accountability in their role as Social Services Practitioner;
- 5.3. develop and apply knowledge and understanding of legislation applicable to the role of Social Services Practitioner;
- 5.4. develop and apply knowledge, understanding and skills that ensures the engagement and participation of individuals and carers is promoted;
- 5.5. develop skills as part of a team that support individuals and/or carers to achieve their personal outcomes;
- 5.6. develop and apply knowledge, understanding and skills that promote safeguarding of individuals and/or carers;
- 5.7. develop and apply knowledge and understanding of theories and models that support person centred-practice as a social services practitioner;
- 5.8. develop skills as part of a team that support individuals and carers to plan for person centred outcomes;
- 5.9. develop as effective and independent learners, and as critical and reflective thinkers with enquiring minds in the context of the role of social services practitioner;
- 5.10. develop self-awareness in order to improve practice in the role of social services practitioner
- 5.11. use literacy, numeracy and digital competency skills as appropriate within their role.

Subject content

6. The content of the Level 4 Social Services Practitioner specification must reflect the subject aims and objectives.
7. The Level 4 Social Services Practitioner specification must include the mandatory content specified in Appendix A.

Scheme of assessment

8. Level 4 Social Services Practitioner will be assessed through:
 - 8.1 a portfolio of evidence;
 - 8.2 a reflective log;
 - 8.3 an account of how legislation is used to inform practice;
 - 8.4 direct observation of practice; and
 - 8.5 a professional discussion.
9. Each assessment (detailed in paragraph 8) must cover a significant proportion of the content. All of the content described in Appendix A must be covered across the assessments. On submitting the qualification for approval, the awarding body will be required to provide a rationale that explains its approach to determining which content is covered by which assessment component.
10. The specification must specify the type and amount of evidence to be collected for assessment purposes.
11. The scheme of assessment must ensure that:
 - 11.1 the criteria and requirements for practice undertaken, and the assessment of this practice are clearly detailed;
 - 11.2 any permitted conditions for assessment through simulation are clearly detailed, including what would constitute a realistic work environment.
12. Marking criteria must indicate how each aspect of assessment relates to the learning outcomes.
13. Assessment opportunities for the Level 4 Social Services Practitioner must be available throughout the year.
14. The Level 4 Social Services Practitioner specification must include details of opportunities to resubmit.

Outcomes

15. Learners who successfully complete all required assessments will be certificated.

Submitting qualifications for approval

16. When submitting a qualification to Qualifications Wales for approval, the awarding body must provide:
- 16.1 a specification document;
 - 16.2 a representative range of sample assessment materials;
 - 16.3 an explanatory document (rationale document) outlining the rationale for the key design features of the proposed qualification and their alignment to findings of The Sector Review of Qualifications and the Qualification System in Health and Social Care, including childcare and play work⁵

Rationale requirements

17. The purpose of the rationale document is to support the qualification review and approval process and is not intended for publication.
18. The rationale document must include an explanation for:
- 18.1 the qualification structure, explaining the reasons for the way in which the content has been structured;
 - 18.2 the approach to how tasks are developed;
 - 18.3 the assessment structure, including where appropriate, the number, mark allocation and duration of assessments;
 - 18.4 the availability of assessment opportunities and the approach to ensuring those opportunities are available throughout the year;
 - 18.5 the interpretation of the learning outcomes and how they apply to the different components of assessment;
 - 18.6 the design of sample assessment materials and guidance, including the type and range of assessment tasks across the qualification and their relationship to the learning outcomes;
 - 18.7 the design and application of marking criteria;
 - 18.8 how the qualification reflects a Welsh context;

⁵ <http://qualifications.wales/english/qualifications/vocational-qualifications/sector-reviews/health-social-care-and-childcare/>

- 18.9 the process used to award these qualifications consistently and to the appropriate level including the process for setting and maintaining standards;
- 18.10 the process used to award the qualification, including a rationale for the proposed pass/fail boundary at assessment and qualification level.

Operational requirements

- 19. The specification and/or supporting information must specify the knowledge and competence requirements (both subject and assessment/quality assurance) for assessors, internal quality assurers and external quality assurers appropriate for a qualification at this level.

- 20. The qualification specification must include explicit details of operational requirements, including:
 - 20.1 entries;
 - 20.2 quality assurance;
 - 20.3 external assessment processes.

**Further
information**

Enquiries about this document should be directed to:

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Appendix A - Level 4 Social Services Practitioner

The Level 4 Social Services Practitioner specification must include the following content and learning outcomes. This makes 100% of the total content and learning outcomes of the qualification.

Topic Areas	Learning Outcomes
<p>1. Understanding legislation in the context of the Social Services Practitioner role</p>	<p>1.1. Understand the importance of developing knowledge of legislation and standards that apply in Wales</p> <p>1.2. Understand the Social Services and Well-being (Wales) Act 2014</p> <p>1.3. Understand legislation that relates to children and young people</p> <p>1.4. Understand the Regulation and Inspection of Social Care (Wales) Act 2016</p> <p>1.5. Understand the Human Rights Act</p> <p>1.6. Understand the Equality Act</p> <p>1.7. Understand the Mental Capacity Act</p> <p>1.8. Understand the Mental Health Act</p> <p>1.9. Understand legislation related to Welsh language</p>
<p>2. Professional Practice</p>	<p>2.1. Ensure that own continual professional development meets standards and requirements and reflects best practice in the context of working in Wales</p> <p>2.2. Meet requirements for presenting, recording, reporting and storing information</p> <p>2.3. Develop effective partnership working</p>
<p>3. Understanding theories and models and their relationship to person/child centred practice and rights-based approaches</p>	<p>3.1. Understand theories and models that support person/child centred practice and rights-based approaches</p> <p>3.2. Understand human development across the lifespan and factors that can affect it</p> <p>3.3. Understand theories and models related to change</p> <p>3.4. Understand the importance of using person/child centred practice and rights-based approaches</p>

Topic Areas	Learning Outcomes
<p>4. Understanding factors that contribute to individuals and/or carers needing care and support</p>	<p>4.1. Understand how legislative frameworks, national policy and models of service delivery aim to underpin care and support that is rights and strengths based, person/child centred and outcomes focused</p> <p>4.2. Understand reasons why children and young people and their families/carers may need to access support and/or services</p> <p>4.3. Understand the context of carers in Wales</p> <p>4.4. Understand the concept of disability and physical impairment</p> <p>4.5. Understand mental ill health</p> <p>4.6. Understand dementia</p> <p>4.7. Understand learning disability and autism</p> <p>4.8. Understand sensory loss</p> <p>4.9. Understand acquired brain injury</p> <p>4.10. Understand substance use and misuse</p>
<p>5. Support the assessment and care and support planning process</p>	<p>5.1. Understand the process and requirements for assessment and care and support planning</p> <p>5.2. How to have meaningful conversations with individuals and their families/carers about what matters to them and the support they need</p> <p>5.3. Support the assessment process according to own role and responsibilities, legislation and Codes of practice</p> <p>5.4. Develop care and support plans based on assessment and agreed outcomes</p> <p>5.5. Undertake reviews of care and support plans according to own role and responsibilities, legislation and Codes of Practice</p>
<p>6. Safeguarding individuals</p>	<p>6.1. Develop knowledge and understanding of the safeguarding of children and young people</p> <p>6.2. Develop knowledge and understanding of the safeguarding of adults at risk</p> <p>6.3. Use approaches that safeguard children and young people and/or adults at risk</p>

