

Course Handbook

Social Services and Health Care SVQ 2 (MA)



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Welcome and Overview

As you begin your student experience with us, you are entering a supportive and vibrant learning community built on mutual respect and collaboration.

At UHI Inverness we are committed to providing you with the resources you need to thrive academically and personally. Our Student Support Centre and The Bothy, our drop-in workshop and support venue, are open every weekday to assist you every step of the way. They are both located behind reception at the Inverness Campus.












We also offer cost-of-living support such as our foodbank, The Larder, and our free toiletries cupboard, The Cubby, which can both be found in the atrium. Additionally, we provide three free car parks and bike storage at the Inverness Campus and there are public service bus stops in our grounds.

As part of our commitment to create a healthy and inclusive environment, we are proud to maintain a smoke-free campus. Smoking and vaping are only permitted in the smoking shed by car park one. Please refrain from smoking at entrances, exits, and approaches to our campus buildings to uphold our clean and welcoming atmosphere.

We are excited to welcome you to UHI Inverness and look forward to supporting you throughout your time with us.

Please read the [Welcome Guide](#) and [Key Information Booklet](#). There is a variety of information contained in these guides, some of which will be of greater relevance to you as you work through the course. They are there to dip in and out of when you feel you need a bit more information.

Key Contacts

Your Personal Development Advisor (PDA) is:		Corinna Patience
Your PDA's phone number is:		07384 246 335
Your PDA's email address is:		Corinna.patience.ic@uhi.ac.uk
Our Student Support phone number is:		01463 273208
Our Student Support email address is:		Student.Support.ic@uhi.ac.uk
Our Learning Support Team email address is:		Additionalsupport.ic@uhi.ac.uk
Our Wellbeing Team email address is:		Wellbeing.ic@uhi.ac.uk
Our Library phone number is:		01463 273248
Our Library Team email address is:		Library.ic@uhi.ac.uk
Campus Reception		01463 273000
The Bothy email address is:		Thebothy.ic@uhi.ac.uk
Highlands and Islands Student Association		Hisa.inverness@uhi.ac.uk

Aims of your Course

The specific aims of your course are:

- This programme offers the opportunity to gain a SSSC (Scottish Social Services Council) registrable qualification at a support worker level. Support workers are employed to support individuals in a range of young people and adult services.
- The SVQ 2 Social Services and Health Care Modern Apprenticeship (SCQF level 6) is a work-based qualification allowing you to gain recognition for the experience and skills you gain in a Health and Social Care workplace such as NHS, third sector, local authority and private sector settings.
- This care sector apprenticeship encourages reflection to enhance vocational competencies, essential skills, and underpinning knowledge. These include promoting, monitoring and maintaining health and safety, supporting effective communication and the importance of safeguarding individuals.
- As a Modern Apprenticeship, core skills such as Communication, Numeracy and Technologies are embedded into the course requirements.

Structure of your Course

The programme is built with 6 units in total. Two of these are optional and are chosen in partnership with the apprentice, employer and assessor. These may also be supported with core skill units. The mandatory units you may study are as follows:

Unit Code	Unit Title	Credit	Semester
H5NC 04	Support the Safeguarding of Individuals	1	IN12
H5NA 04	Support Effective Communication	1	IN12
H5NB 04	Support the Health and Safety of Yourself and Individuals	1	IN12
H5L5 04	Develop your Own Knowledge and Practice	1	IN12

IN1 = Semester 1 IN2 = Semester 2 IN12 = Semester 1 & 2

The units that make up this qualification are approved by the Scottish Social Services Council and are regulated by the SQA.

As a work-based learning programme, the mode of learning is through evidencing your competencies and appropriate practice. This includes observation of practice, reflective writing, professional discussion and projects. You will be allocated an assessor who will work with you and your mentor/employer.

There is an expectation that as an Apprenticeship, your employer will allocate you a mentor.

Progression Routes to Further Study and Employment

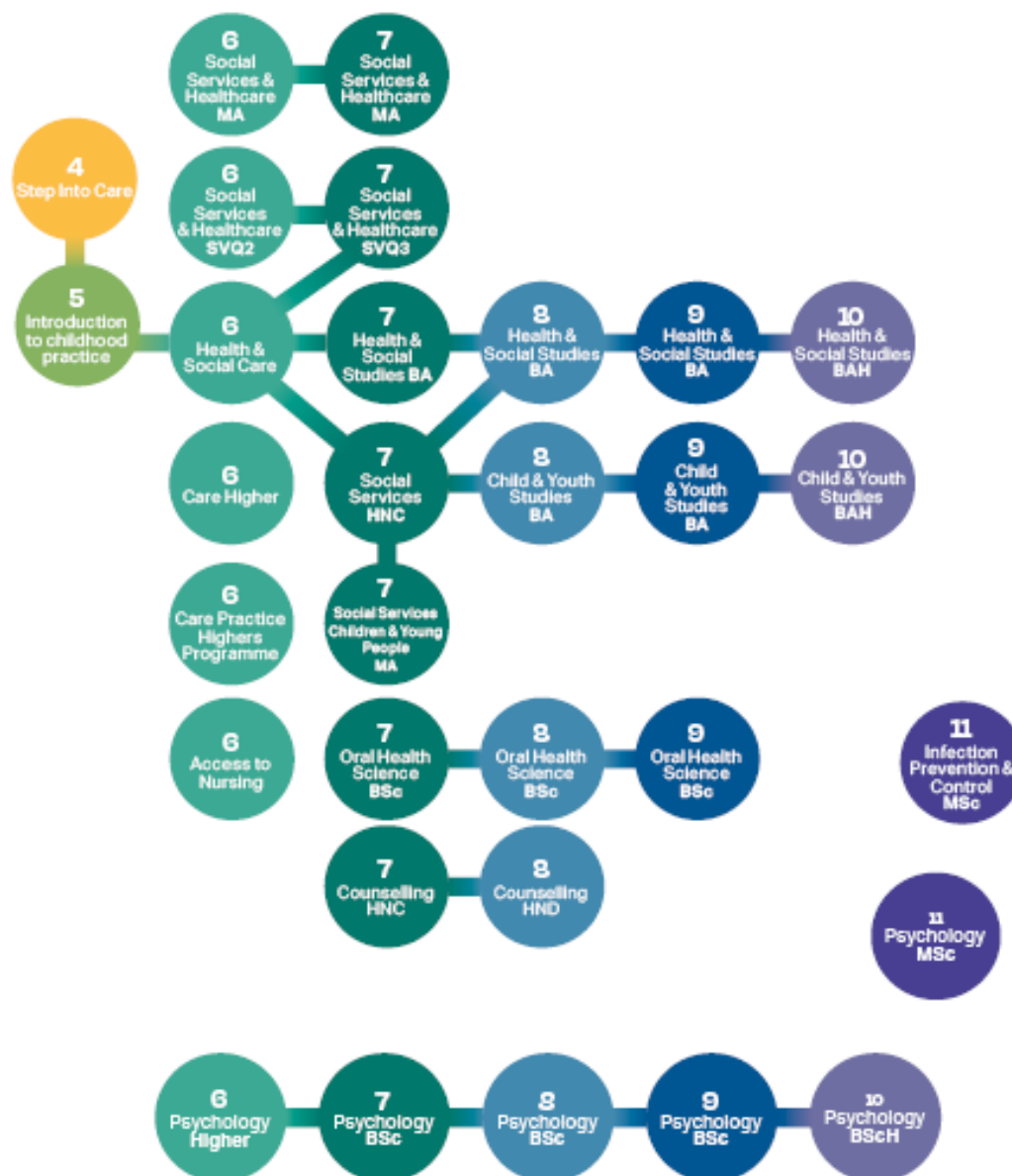
The curriculum area map clearly shows where this programme sits within this wider curriculum area, and the future progression routes which may be open to you after successful completion of this course.

You may wish to continue your studies as you progress in your career with the work-based learning route, SVQ level 3 Social Services and Healthcare. Alternatively, progress onto the HNC Social Services, a class-based/placement study route.

Other options may include:

- Employment in other care settings such as support for complex needs, dementia care, community care.
- You may want to choose other short courses to enhance technical skills such as Admin of Medication PDA

Care, Social Care & Healthcare progression routes



Short Courses

COSCA Certificate Counselling Skills

Administration of Medication PDA

Mental Health Peer Support Worker PDA

Workplace Assessment Using Direct and Indirect Methods PDA

Leading and Managing Care Services CPD Award

Health and Social Care Supervision PDA

Internal Verification of Workplace Assessment PDA

Get Tech Ready

You will be using lots of different digital tools and systems as a student with us, such as MYday, the UHI student portal, and Proof Positive, the e-portfolio for uploading your evidence that matches your knowledge and skills against nationally agreed standards of practice.

The following information will help you prepare for starting your studies.

We have also listed some of the main services you will be using when you start with us:

The Proof Positive E-portfolio system

You will soon receive an Email from Proof Positive, (admin@proofpositiveonline.co.uk) and this will tell you a password which you will need to log on and register your portfolio.

MyDay, our student portal – Some of the key tiles include:

- Brightspace, our virtual learning environment
- Mail
- UHI Print
- Absences & Timetables

The screenshot shows the MyDay student portal dashboard. The top navigation bar includes 'UHI Student Home PERSONALISE' and a search icon. The left sidebar contains a 'Send feedback' button and a 'DASHBOARDS' section with 'Student Home' and 'Staff Home'. Below that is a 'NAVIGATION' section with links to 'MyDay FAQ's', 'Academic Calendar', 'Student Information', 'Library Resources', 'Support for students', 'Staff Information', 'UHI Inverness Staff', 'Inverness Local Jobs', and 'Inverness Student Tiles'. The 'APPS' section includes 'Mail' and 'Tasks'. The main content area features a large banner for '81% Student satisfaction' with a photo of three students. Below the banner is a 'Research' section with various service tiles including Mahara, Webex, Dropbox, OneDrive, Outlook, Tasks, Access Portal, Brightspace, Handshake, UHI Print, Referencing, Service Desk, The Red Button, Library Account, UHI Records, Chat to Servicedesk, My Student ID, and Essential Skills. There are also news items and a public holiday notice for May Day.



Personal Support Whilst Learning

Congratulations on taking a brave step onto a new pathway to learning!

We understand that throughout the course of your learning journey you may experience personal difficulties or life events which make studying more challenging. Our aim is to offer the care, support and guidance required to help you achieve your goal of successfully completing your studies.

If you are studying full time at SCQF Level 6 or below (Further Education **FE** level) you will be assigned to a **Personal Development Advisor (PDA)**.

Your **PDA** should be **your first point of contact** for any support needs, queries or concerns you may have.

Your PDA

We have a team of Personal Development Advisors (PDAs) who will be available to provide advice and guidance to support your personal development while you study with us. The PDA is not academic support but is a focal point for pastoral care and will work in partnership with your academic teams to support you whilst you study.

Your PDA is Corinna Patience

If you need to see your PDA during College hours, you should make an appointment via email or in an emergency on the mobile number provided or via the Student Support Centre.

General student support will also be offered through the Student Support Centre which is open during term time from 0830 to 16.30hrs, Monday to Friday.

You can contact me on:



01463 273208 or Mobile: 07384 246 335



Corinna.patience.ic@uhi.ac.uk



If your PDA is not available you can contact the other PDA in your curriculum area, or our Student Support team – Katy.Turton.ic@uhi.ac.uk (Monday, Tuesday, Friday am);
Student.Support.ic@uhi.ac.uk

PDA Time

You will be scheduled to have specific time with your PDA throughout the course of the year. It is very important that you attend these sessions as they are designed to help you manage your wellbeing and ability to study effectively.

Sessions could include:

- Induction and orientation information
- Team building activities
- Wellbeing and resilience tools
- Coping with stress strategies
- Employability, careers advice and preparation
- Finance and budgeting information, support, and guidance

Your PDA can also help you with a wide range of other concerns you may have such as:

- Attendance and attainment concerns
- Course information and choices
- Finance – funding support, applying for hardship funds, if required
- Help filling in forms – course and funding applications
- Accommodation – help and advice on where to look
- Childcare information – local nurseries
- Progression after your course – What to do next and where to look for help and support

Your PDA can also refer you to more specialist services for wellbeing, counselling, general and additional support for learning, funding, welfare needs and additional help and guidance for managing your transition into student life.

This list is by no means exhaustive. Your individual needs are important to us, whatever the situation, we will listen and try to help.

If your PDA is not available, you can drop into the Student Support Centre behind reception at the Inverness campus and the team will aim to provide the answers you need or find someone who can.

The Student Support Centre is open from 0830 to 1630, Monday to Friday.

Alternatively, you can contact us –



01463 273208



Student.Support.ic@uhi.ac.uk

Recommended Texts / Reading List

There are no set recommended texts for this course, but your tutors may advise further reading pertaining to individual subjects.

You can take out 15 books at a time from the Library and there is a drop-box and in the Ground Floor Atrium where you can leave books if the Library is closed.

Lost Property

Lost property can be handed in to the reception desk at the Inverness campus or Balloch campus. Items such as clothing, bags shoes will be held for **one month** only. After such time these will be sent to local charities. Items such as earphones and water bottles will be destroyed after **one month**. Valuables items (passports, driving licences, mobiles, purses, wallets, bags and jewellery) will be taken to the Police on a **monthly** basis.

Bank cards are **not** considered valuable and will be kept for **one** week before being destroyed by the Estates Team or our Data Protection Officer, who will shred on our behalf.

Items containing food or drink will be disposed of immediately.

Opening Times

Opening times can be viewed on our webpage. Please select the relevant campus:

[Study - Our campuses \(uhi.ac.uk\)](http://uhi.ac.uk)

References

Useful information about UHI Inverness

Includes strategies, publications and Student Code of Conduct

[About us - Publications \(uhi.ac.uk\)](http://uhi.ac.uk)