

Scottish Vocational Qualification 4

Social Services and Healthcare at SCQF level 9

Awarded by	Scottish Qualifications Authority
Accredited from	02 October 2013 to 31 March 2027
Group Award number	GH61 24
Version number	04 (May 2025)

Standards

The standards, assessment strategy and award structures are owned by Skills for Care and Development (of which the Scottish Social Services Council are partners) and Skills for Health.

Codes

The first code before the Unit title (six digits) indicates the SQA Unit code, which should be used when registering candidates for this Unit with SQA. This code should also be used when contacting SQA to discuss any queries related to the Unit.

The code in brackets indicates the National Occupational Standards Unit code. This code is abbreviated to just the number at the end, which is in bold, when being referenced by candidates in their work, eg **SCDHSC0042** is referred to as **42**.

Structure of the SVQ

To achieve the SVQ level 4, candidates are required to complete **eight** Units. **Four** core/mandatory Units plus **four** optional Units

(Please note that in this qualification there are no elements in each Unit — instead there is a continuous list of Performance Criteria that need to be evidenced. These Performance Criteria are grouped under separate headings to aid the assessment planning process.)

Registration

For registration purposes the Scottish Social Services Council (SSSC) require the completion of all **FOUR** core Units and **FOUR** optional Units.

SCQF Credits and levelling

SCQF Overall credit — Minimum 78 and Maximum 89

SCQF level 9

Core/mandatory Units — Complete all four Units

H5PH 04 (SCDHSC0041) — 11 SCQF Credits at SCQF level 9

Maintain effective communication systems and practice

- Model practice that promotes person centred communication systems
- Adapt your own communication in a range of situations
- Lead the implementation of effective communication systems
- Improve the effectiveness of communication systems
- Ensure effective practice in the use of records or reports for communication

H5VV 04 (SCDHSC0042) — 10 SCQF Credits at SCQF level 9

Lead practice for health and safety in the work setting

- Maintain compliance with health, safety and security requirements
- Work in partnership to manage risk to personal safety
- Work in partnership to develop health, safety and security policies, procedures and practices

H5VW 04 (SCDHSC0043) — 10 SCQF Credits at SCQF level 9

Take responsibility for the continuing professional development of yourself and others

- Take responsibility for your continuing professional development
- Contribute to the personal and professional development of others

H5PJ 04 (SCDHSC0045) — 11 SCQF Credits at SCQF level 9

Lead practice that promotes the safeguarding of individuals

- Maintain your own and others' understanding of harm, abuse and safeguarding
- Lead practices that help to safeguard individuals from harm or abuse
- Lead practices that support the development of relationships that promote safeguarding
- Lead practices that promote the rights, inclusion and wellbeing of individuals
- Lead practice that supports individuals to keep themselves safe

Optional Units — Choose four Units

H5PK 04 (SCDLMCS B8) — 9 SCQF Credits at SCQF level 10

Lead and manage provision of care services that promotes positive behaviour

- Implement and monitor behaviour policies, systems, procedures and practices
- Promote positive behaviour
- Support workers to promote positive behaviour

H5PL 04 (SCDLMCS A1) — 9 SCQF Credits at SCQF level 10

Manage and develop yourself and your workforce within care services

- Manage and develop self in management and leadership roles
- Manage and develop workers through supervision and performance reviews
- Lead and manage continuous improvement in the provision
- Enhance the quality and safety of your provision through workforce development

H5PM 04 (SCDHSC0410) — 10 SCQF Credits at SCQF level 10

Advocate with and on behalf of individuals

- Support individuals to participate in decision-making processes
- Assess appropriate forms of advocacy for specific situations
- Advocate with and for individuals
- Assist individuals to access independent advocacy

H5PN 04 (SCDLMCS B2) — 9 SCQF Credits at SCQF level 10

Lead and manage provision of care services that promotes the well-being of people

- Lead and manage provision that involves people in decisions about the outcomes they wish to achieve
- Lead and manage provision that promotes people's social, emotional, cultural, spiritual and intellectual wellbeing
- Lead and manage provision that promotes people's health

H5XC 04 (SCDLMCS B3) — 9 SCQF Credits at SCQF level 10

Manage provision of care services that deals effectively with transitions and significant life events

- Implement systems, procedures and practice to support people through transitions and significant life events
- Lead and manage provision that supports people to deal effectively with transitions and significant life events
- Implement and review systems, procedures and practice for sharing information on transitions and significant life events

H5PP 04 (SCDHSC0413) — 9 SCQF Credits at SCQF level 9

Manage requests for health, social or other care services

- Promote the health, social or other care services offered by your organisation
- Evaluate your organisation's capacity to provide health, social or other care services for individuals
- Process unsuccessful requests for health, social or other care services
- Process successful requests for health, social or other care services

H5PR 04 (SCDHSC0414) — 11 SCQF Credits at SCQF level 9

Assess individual preferences and needs

- Work with individuals to assess their preferences and care or support needs
- Make assessment information available to those who have a right to see it
- Revise assessments in the light of changing preferences and needs

H5PS 04 (SCDHSC0415) — 10 SCQF Credits at SCQF level 9

Lead the service delivery planning process to achieve outcomes for individuals

- Develop service delivery plans
- Monitor service delivery plans
- Review service delivery plans

H5PT 04 (SCDHSC00416) — 9 SCQF Credits at SCQF level 10

Lead the planning process with individuals

- Lead the development of care or support plans to meet individuals' preferences and needs
- Manage records of care or support plans
- Lead the implementation of care or support plans
- Review care or support plans to meet changing preferences, needs and circumstances

H5PV 04 (SFHM H20) — 10 SCQF Credits at SCQF level 9

Work with individuals with mental health needs to negotiate and agree plans for addressing those needs

H5PW 04 (SCDHSC0419) — 9 SCQF Credits at SCQF level 8

Provide advice and information to those who enquire about health and social care services

- Determine enquirers' requirements for advice and information about health and social care services
- Provide advice and information about health and social care services
- Use reflective practice to evaluate your interaction with the individual

H5PX 04 (SCDHSC0420) — 9 SCQF Credits at SCQF level 9

Promote leisure opportunities and activities for individuals

- Raise awareness of the value of leisure opportunities and activities for individuals
- Negotiate the provision of leisure opportunities and activities for individuals

H5PY 04 (SCDHSC0421) — 10 SCQF Credits at SCQF level 9

Promote employment, training and education opportunities for individuals

- Raise awareness of the value of employment, training and education for individuals
- Negotiate employment, training and education opportunities
- Agree employment, training and education opportunities for individuals

H5R0 04 (SCDHSC0422) — 9 SCQF Credits at SCQF level 9

Promote housing opportunities for individuals

- Raise awareness of the housing needs of individuals
- Negotiate housing for individuals
- Agree housing for individuals

H5R1 04 (SCDHSC0423) — 11 SCQF Credits at SCQF level 9

Assist individuals at formal hearings

- Support individuals to understand the proceedings and processes of formal hearings
- Work with individuals to understand information, documents and possible outcomes of the hearing
- Assist individuals to present their case at the hearing
- Support individuals to understand the outcomes and implications of formal hearings

H5R2 04 (SFHA H9) — 9 SCQF Credits at SCQF level 8

Supervise methadone consumption

H5R3 04 (SCDHSC0425) — 10 SCQF Credits at SCQF level 9

Support people who are providing homes for adults, children or young people

- Provide information and support for those preparing to providing a home for individuals
- Support those who are providing a home for individuals
- Review the care being provided for individuals

H5R4 04 (SCDHSC0426) — 10 SCQF Credits at SCQF level 9

Empower families, carers and others to support individuals

- Promote the contribution of families, carers and key people to supporting individuals
- Work with families, carers and others to achieve positive goals for individuals
- Enable families, carers and others to review the effectiveness of the support they provide

H5R5 04 (SCDHSC0427) — 11 SCQF Credits at SCQF level 9

Assess the needs of carers and families

- Identify the strengths, vulnerabilities, needs and circumstances of carers and families
- Evaluate the strengths, vulnerabilities, needs and circumstances of carers and families
- Make assessment of the strengths, vulnerabilities, needs and circumstances of carers and families

H5R6 04 (SCDHSC0428) — 10 SCQF Credits at SCQF level 10

Lead the development of programmes of support for carers and families

- Gather information about the needs of carers and families
- Develop programmes of support for carers and families
- Implement programmes of support for carers and families
- Review the effectiveness of support programmes with carers and families

H5R7 04 (SCDHSC0429) — 11 SCQF Credits at SCQF level 10

Work with groups to promote individual growth, development and independence

- Plan to develop groups to promote individual growth, development and independence
- Use group processes and dynamics to promote individual growth, development and independence
- Help groups to achieve planned outcomes for their members
- Disengage from groups appropriately

H5R8 04 (SCDHSC0430) — 11 SCQF Credits at SCQF level 10

Lead practice to reduce and prevent the risk of danger, harm and abuse

- Lead shared planning to reduce and prevent situations of danger, harm and abuse
- Lead shared evaluation of plans to help individuals manage the risk of danger, harm and abuse
- Evaluate systems and practices to reduce and prevent situations of danger, harm and abuse

H5R9 04 (SCDHSC0431) — 11 SCQF Credits at SCQF level 10

Support individuals who have experienced harm or abuse

- Respond to individuals who disclose harm or abuse
- Lead support for individuals who have experienced harm or abuse
- Evaluate support for individuals who have experienced harm or abuse

H5RA 04 (SFHM H11) — 10 SCQF Credits at SCQF level 10

Enable families to address issues with individuals' behaviour

H5RB 04 (SCDHSC0433) — 9 SCQF Credits at SCQF level 10

Develop joint working arrangements for health and social care services

- Establish requirements for joint working
- Agree joint working arrangements
- Implement joint working arrangements
- Continuously improve joint working arrangements

H5RC 04 (SCDHSC0434) — 10 SCQF Credits at SCQF level 9

Lead practice for managing and disseminating records and reports

- Lead practice for recording and reporting
- Provide evidence for judgments and decisions
- Lead practice for access to records and reports
- Share information with individuals, key people and others

H5RD 04 (SCDLMCS E3) — 9 SCQF Credits at SCQF level 10

Monitor and manage the quality of the provision of care services

- Implement systems, procedures and practice to meet quality standards
- Develop a culture for promoting quality in which everyone participates
- Implement, monitor and review quality systems, procedures and practices

H5RE 04 (SCDHSC0437) — 10 SCQF Credits at SCQF level 9

Promote your organisation and its services to stakeholders

- Plan how to promote your organisation and its services to stakeholders
- Carry out promotional activities
- Evaluate the effectiveness of promotional activities

H5RF 04 (SCDHSC0438 AD4) — 10 SCQF Credits at SCQF level 9

Develop and disseminate information and advice about health and social well-being

- Plan the production of information and advice materials
- Design and produce information and advice materials
- Disseminate information and advice materials
- Evaluate the production and dissemination of information and advice materials

H5RG 04 (SCDHSC0439 BA3) — 11 SCQF Credits at SCQF level 9

Contribute to the development of organisational policy and practice

- Contribute to identifying potential for organisational development
- Present information and ideas to contribute to organisational development

H5RH 04 (CFA MLB8) — 12 SCQF Credits at SCQF level 9

Ensure compliance with legal, regulatory, ethical and social requirements

H5RJ 04 (SCDHSC0441) — 10 SCQF Credits at SCQF level 9

Manage tendering and contracting processes in health and social care settings

- Manage the tendering process
- Award contracts for the provision of services

H5RL 04 (SCDHSC0442) — 11 SCQF Credits at SCQF level 9

Evaluate the effectiveness of health, social or other care services

- Manage the performance of providers of services
- Improve the effectiveness of services

H5RM 04 (SCDHSC0443) — 11 SCQF Credits at SCQF level 9

Procure services for individuals

- Specify services to meet the needs of individuals
- Agree contracts for specific services
- Evaluate the quality of services provided

H5RN 04 (SCDL MCS A3) — 9 SCQF Credits at SCQF level 10

Actively engage in the safe selection and recruitment of workers and their retention in the care services

- Review the requirements for the safe selection and recruitment of workers, and their retention
- Actively engage in the safe selection and recruitment of workers
- Implement systems, procedures and practice to support retention

H5RP 04 (SFTM VC1) — 10 SCQF Credits at SCQF level 9

Manage the recruitment and placement of volunteers

- Define volunteer roles and the knowledge, skills and experience required
- Oversee the recruitment and placement of volunteers
- Agree mutual expectations with volunteers

H5RR 04 (SFJC JDA2) — 12 SCQF Credits at SCQF level 7

Exchange information and present at courts and formal hearings

- Obtain and analyse information for use at courts and formal hearings
- Present reports at courts and formal hearings

H5RS 04 (SFJC JDA1) — 11 SCQF Credits at SCQF level 6

Provide and present information for courts and formal hearings

- Provide written information for courts and formal hearings
- Make oral contributions to courts and formal hearings

H5RT 04 (SCDLMCSA4) — 9 SCQF Credits at SCQF level 10

Manage a dispersed workforce to meet the needs and preferences of individuals at home

- Manage the work of staff in an individual's home
- Supervise and support staff to ensure that health and care services are meeting individual needs and preferences
- Respond to day-to-day changes and emergencies

H5RV 04 (SCDHSC0450) — 10 SCQF Credits at SCQF level 9

Develop risk management plans to promote independence in daily living

- Prepare to carry out risk assessments relating to daily living
- Work in partnership to carry out risk assessments relating to daily living
- Work together to develop risk management plans that promote independence in daily living

H5RW 04 (SCDHSC0452) — 11 SCQF Credits at SCQF level 9

Lead practice that promotes the rights, responsibilities, equality and diversity of individuals

- Act as a role model in promoting the rights and interests of individuals
- Lead practice that supports individuals to exercise their rights and responsibilities
- Lead practice to ensure that systems promote individuals' rights
- Lead practice to ensure that systems promote respect for diversity
- Lead practice that promotes confidence in your organisation's capacity to promote rights

H5RX 04 (SFJC JAD3) — 9 SCQF Credits at SCQF level 9

Represent one's own agency at other agencies' meetings

- Obtain information from other agencies' meetings
- Make contributions to other agencies' meetings

H5WC 04 (SCDCCLD 0420) — 12 SCQF Credits at SCQF level 9

Undertake a research project

- Plan research
- Collect research findings
- Analyse research findings

For further information on this qualification, please contact:

SQA Care

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History of changes

Version	Description of change	Date
04	Extension to Accreditation period until 31/03/2027	21/05/25
03	Extension to Accreditation period until 31/01/2025	17/12/21
02	Technical review carried out and qualification granted three year extension as still current to the sector.	01/02/19

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