Level 5 Diploma
in Leadership and Management for Health and Social Care and Children and Young People’s Services

To complete this qualification, you have to show your assessor that you have the knowledge and skills to work with adults in a health and social care setting.

You will do this by providing evidence for each of the learning outcomes. Some evidence can meet the requirements of more than one learning outcome and for different units. Your portfolio will build up rapidly!

Knowledge and competence
Learning outcomes may relate to skills or knowledge

Knowledge

This is about what you know - the knowledge and understanding needed to enable you to do the job. Learning outcomes that are used to assess knowledge usually start with:
• Understand
• Know

Competence

This is about what you do – showing that you are competent in the skills needed to do your job. As they are related to work practice, they have to be assessed using evidence from your work setting.

Learning outcomes that are used to assess competence usually start with:
• Be able to
Collecting evidence

Your assessor will follow the requirements for the qualification and guide you and plan what evidence you need to complete each unit. Some units only contain knowledge and others are a combination of knowledge and competence.

Assessors may use the following assessment methods.

Assignments or projects:

Your assessor may set an assignment with a series of tasks. You complete the tasks and your assessor will mark it. Different assignment tasks may often include written work, questions and answers, presentation or making leaflets or posters. You may have to use text books, workplace policies and procedures or the internet to find out more about the topic. Assignments are usually used to assess knowledge.

Direct observation:

This is the most important method of evidence for assessing your skills or competence though it may cover relevant knowledge too. Your assessor will visit you in the workplace and watch you while you work. If you think this sounds a bit intimidating, don’t worry – you’ll soon relax! Your assessor has to be qualified and will plan carefully with you about what needs to be seen. They will not expect to observe you supporting individuals with aspects of personal care where privacy and dignity is important.

! Remember that you should always make sure you have the consent of individuals before they are involved in any observed activity, and check first with your manager too.!

As a general rule, you must be directly observed in real work activities for at least part of each unit. Your tutor will give you feedback on your practice and make a recording of an account of the observation for your portfolio. This may be in writing or an audio recording.

Expert witness testimony

Depending on where you are working, a direct observation may not be possible. For example, if you are completing specialist optional units or end of life care where it would be intrusive for a tutor to come out and observe you supporting people at such a private time. Some optional units are very specialist.

Expert witness testimonies (EWT) are used in place of observation as agreed by your assessor. Expert witnesses have to meet special requirements – they have to be qualified, competent in the skills the unit covers and familiar with the unit criteria.
In the same way as an observation, an expert witness testimony will be recorded by the expert witness and given to you for your portfolio. An expert witness testimony covers competence and relevant knowledge.

**Witness testimony**

! Don’t confuse this method with an expert witness testimony – they are different.!

A witness testimony is an account of a work activity, or incident you handled, which is difficult to directly observe, or provide evidence of another type. Suitable witnesses may be your line manager, or representatives of other agencies you work with and are generally senior to you.

! Individuals or relatives should not be asked to provide witness testimonies. Apart from the fact that the witness is identified and this is a breach of confidentiality, it is also exploiting the relationship between individuals and care workers.!

**Reflective accounts:**

A reflective account is a written account of and a reflection on a work activity or incident which was not observed, and is unlikely to be observed in the future. You should include sufficient detail in order to meet the learning outcomes. It may be supported by appropriate work products (see below).

Reflective accounts are a very useful type of evidence at Level 5, for example, how you handled staff conflict or other difficult situations.

! Reflective accounts should be reflective! This means you should reflect on your role, what went well, what went badly and why and how might your practice change as a result.!

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This form of evidence makes a valuable contribution to completion of units at Level 5, often used when it is not possible to carry out an observation or expert witness testimony. It is a useful way to demonstrate the complexity of your role, the depth of knowledge required and how you apply this to practice.

**Work products:**

Any products of your work may be submitted, but you must clearly demonstrate your involvement. Confidential documents, such as care plans, should never be copied or taken out of the work place, not even if you obscure names. Ask your manager if you can show them to your assessor when they visit, and they will make a record of seeing them and what they cover.
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A copy of a policy will not meet any criteria, unless you explain how it relates to your performance at work. For example, you may have devised the policy, or recently made recommendations to modify it. Unless you are including a work product to support a reflective account, you must include a written explanation explaining how it relates to your work performance.

Questioning:

Your assessor may ask you verbal questions and record these, together with your answers. They may record the questions after or during an observation, during feedback or tutorials.

Professional discussion

Your assessor may have a discussion with you about a topic or events relating to work practice. They will record this, either giving you a written copy or using audio equipment.

Prior learning/courses attended:

Copies of certificates of relevant training courses or learning programmes may be included. Let your assessor see the original and initial the copy. You also need to include details about the event, such as a programme or scheme of work, summarise the learning gained from attending and how this relates to your practice in relation to the unit criteria you are claiming.

Confidentiality – Never include any information that will identify individuals – no photographs, names, or addresses, for example!