



SEVERN
BUSINESS
COLLEGE

Qualifi Level 7 Diploma in Health and
Social Care

Course Handbook

Qualification

Qualifi Level 7 Diploma in Health and Social Care

Ofqual Number

610/1483/7

Level

7

Total Qualification Time

1200

Credit Value

120

Aim of the Course

The aim of this qualification is to provide learners with an understanding of management within the health and social care sector. Learners will develop practical skills for a management career through a range of specialised units that include how to research and implement improvement for their employer and within the sector. Successful completion of the Qualifi Level 7 Diploma in Health and Social Care provides learners with the opportunity to progress to further study or employment or to complete a master's degree at Qualifi chosen University partners.

Assessment

Assessment is through practical assignments, with no exams - to more accurately reflect the real working environment.

Course Structure

Qualifi Level 7 Diploma in Health and Social Care			
Unit number	Units	Unit level	Unit credit
A/650/4192	Health and Social Care Leadership	7	20
D/650/4193	Managing People in Health and Social Care	7	20
F/650/4194	Managing Finance in Health and Social Care	7	20
H/650/4195	Health and Social Care Strategies and Policies	7	20
J/650/4196	Leading Change in Health and Social Care	7	20
K/650/4197	Research Methods for Healthcare Professionals	7	20

Assessment Grades

Grade	Marking Criteria
Pass	All learning outcomes are achieved. All assessment criteria are met.
Fail	All learning outcomes are not achieved. All assessment criteria are not met.
No Marks	Plagiarism

UNIT SPECIFICATIONS**Unit Title**

Health and Social Care Leadership

Level

7

Learning Time Hours

200

Credit Value

20

Unit aim

The aim of this unit is to provide learners with an in depth understanding of theories in relation to leadership, and leadership styles, using these to appraise the leadership role, selecting and applying appropriate leadership approaches.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Learning Outcome	Assessment Criteria
1. Understand theories of leadership utilised in health and social care settings.	1.1 Analyse key leadership theories. 1.2 Analyse how leadership theories can develop and maintain trust and accountability. 1.3 Evaluate the challenges of leadership in the health and social care sector. 1.4 Analyse how different leadership styles may influence outcomes.
2. Understand influences on motivation and performance in the health and social care sector.	2.1 Assess the relevance of motivational theories to organisational performance in health and social care. 2.2 Explore factors influencing motivation and performance in the health and social care sector. 2.3 Analyse the impact of performance management on the success of health and social care organisations. 2.4 Analyse how own practice supports a positive culture in the organisation
3. Understand the features of effective team performance within the health and social care sector.	3.1 Explain the features of effective teams. 3.2 Analyse the different models of team leadership and their application to the health and social care sector. 3.3 Explain how challenges to effective team performance can be overcome. 3.4 Analyse how different management styles may influence outcomes of team performance.

UNIT SPECIFICATIONS

Unit Title

Managing People in Health and Social Care

Level

7

Learning Time Hours

200

Credit Value

20

Unit aim

The aim of this unit is to enable the learner to understand the processes involved in the recruitment, management and development of people in the health and social care workplace. Learners will develop skills in the recruitment and retention of staff, as well as the importance of training and industrial relations. Learners will also understand the importance of identifying and managing cultural diversity in the workforce.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Learning Outcome	Assessment Criteria
1. Understand recruitment and selection processes in health and social care.	1.1 Explain the factors involved in the planning of recruitment in health and social care. 1.2 Explain situations when it is necessary to seek specialist expertise in relation to recruitment and selection. 1.3 Describe the relevant legislative and regulatory frameworks that affect recruitment and selection in health and social care. 1.4 Evaluate the different approaches used in the selection process in health and social care. 1.5 Analyse the policies and procedures resulting from serious case reviews and inquiries which contribute to safeguarding in health and social care.
2. Understand training and career development opportunities available for individuals in the health and social care	2.1 Explain how to maximise individual and group performance by implementing different performance management solutions. 2.2 Analyse career development and lifelong learning opportunities in the health

sector.	and social care sector.
3. Understand performance management in health and social care.	3.1 Explain techniques for monitoring performance in health and social care 3.2 Assess methods for identifying individual training and developing needs 3.3 Analyse techniques for promoting continuous professional development in health and social care.
4. Understand strategies for managing a diverse workforce.	4.1 Analyse the significance of cultural diversity to the health and social care sector. 4.2 Explain the benefits of a culturally diverse workforce. 4.3 Assess strategies for managing a diverse workforce.

UNIT SPECIFICATIONS

Unit Title

Managing Finance in the Health and Social Care Sector

Level

7

Learning Time Hours

200

Credit Value

20

Unit aim

The aim of this unit is to introduce key financial concepts and tools for managers in health and social care. The unit considers the knowledge and understanding necessary for making finance informed decisions in health and social care organisations. This unit should be studied within the contexts of local, national and international legal frameworks and good practice relating to finance.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Learning Outcome	Assessment Criteria
1. Understand the role of financial information in managing health and social care organisations.	1.1 Explain the importance of accounting and finance management in the context of a health and social care organisation. 1.2 Evaluate how financial software is utilised within the accounting functions of organisations. 1.3 Describe how key financial ratios are used by health and social care organisations.
2. Understand the different sources of finance available for the health and social care organisations.	2.1 Differentiate between long- and short term business finance needs of health and social care organisations. 2.2 Explain the benefits and limitations of various sources of finance available to an organisation. 2.3 Evaluate the process of budgetary control and revenue management in a health and social care organisation.
3. Understand how business decisions in health and social care can be informed by financial information.	3.1 Explain the rules of double-entry book keeping and how it is used to maintain financial records. 3.2 Interpret organisational budgets in health and social care. 3.3 Evaluate capital expenditures and investment projects using different investment appraisal techniques. 3.4 Make recommendations for financial management in health and social care organisations

UNIT SPECIFICATIONS

Unit Title

Health and Social Care Strategies and Policies

Level

Learning Time Hours

200

Credit Value

20

Unit aim

This unit aims to explore international health and social care policy; contemporary, political, social and cultural issues that help to determine healthcare policy and strategy applicable to the national and international context.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Learning Outcome	Assessment Criteria
1. Understand the development of international healthcare policy	1.1 Summarise current global issues in health and social care. 1.2 Explore approaches to health and social care policy formation in an international context. 1.3 Assess how policy formation is influenced by funding in a national context. 1.4 Critically evaluate health and social care policy in own country. 1.5 Evaluate practical and political responses to a current international issue.
2. Understand external and internal environments for health and social care organisations	2.1. Analyse the significance of external and internal environmental analysis. 2.2 Analyse how competitively relevant strengths and weaknesses can be used to suggest appropriate strategic actions within a chosen health and social care context. 2.3 Analyse policy solutions in relation to A one aspect of health and social care
3. Understand strategic and business plans for healthcare organisations based on environmental analysis	3.1 Justify best strategic choice after strategic analysis to implement strategy 3.2 Develop a business plan based on a current market situation in relation to the best strategic choice that is suitable for a health and social care organisation. 3.3 Evaluate the business plan, making recommendations for improvement.
4. Understand the contribution of public and health promotion in the provision of health and social care services.	4.1 Examine national and international sociopolitical issues in the promotion of public health. 4.2 Analyse the role of health promotion in determining health care service demand in a national setting. 4.3 Evaluate the impact of international campaigns and national policies on the demand for healthcare.

UNIT SPECIFICATIONS**Unit Title**

Leading Change in Health and Social Care

Level

7

Learning Time Hours

200

Credit Value

20

Unit aim

The aim of this unit is to develop learners' understanding of people management in organisations, from recruitment, through to HR processes, managing job performance, reward and recognition, and training and development

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Learning Outcome	Assessment Criteria
1. Understand perspectives of quality in health and social care services.	1.1 Explain stake holder roles in relation to quality and standards in health and social care settings.

	<p>1.2 Explore the role of external agencies in setting and maintaining standards.</p> <p>1.3 Evaluate the impact of poor quality and standards on health and social care.</p> <p>1.4 Analyse methods for evaluating health and social care quality of service provision.</p>
2. Understand strategies for achieving quality in health and social care services	<p>2.1. Explain ways in which quality can be measured in health and social care.</p> <p>2.2 Evaluate approaches to implementing quality systems.</p> <p>2.3 Analyse barriers to delivery of quality health and social care services.</p>
3. Understand the principles of change management in health and social care settings.	<p>3.1 Analyse factors that drive change.</p> <p>3.2 Describe underpinning theories of change management.</p> <p>3.3 Describe approaches, tools and techniques that support the change process.</p> <p>3.4 Explain the importance of effective change management for service provision.</p>
4. Be able to create a plan and implement effective change within a health and social care organisation.	<p>4.1 Assess and select relevant tools and techniques to implement and manage change.</p> <p>4.2 Develop a plan to implement a change in an organisation.</p> <p>4.3 Develop measures to monitor and evaluate the progress of the change plan.</p>
5. Be able to analyse stakeholder responses to organisational change.	<p>5.1 Assess possible risks associated with an organisational change process.</p> <p>5.2 Apply a stakeholder analysis to understand possible resistance to change.</p> <p>5.3 Critically appraise relevant strategies to manage resistance to change in organisations.</p> <p>5.4 Evaluate effectiveness of quality systems, policies and procedures used in a health and social care setting.</p> <p>5.5 Analyse factors that influence the achievement of quality in the health and social care provision.</p> <p>5.6 Suggest ways in which the health and social care service could improve quality of service provision.</p>

UNIT SPECIFICATIONS

Unit Title

Research Methods for Healthcare Professionals

Level

7

Learning Time Hours

200

Credit Value

20

Unit aim

The aim of this unit is to develop learners' research skills to include understanding different research approaches, formulation of research proposals, planning research activity, analysing and interpreting data, and the relationship between research and evidence-based practice.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

Learning Outcome	Assessment Criteria
1. Understand the relevance of research within health and social care contexts.	1.1 Justify the contribution of research to health and social care provision
2. Understand research approaches in health and social care contexts.	<p>2.1. Critically evaluate a range of research philosophies.</p> <p>2.2 Examine different approaches to research.</p>
3. Be able to plan a research proposal relevant to management of health and social care.	<p>3.1 Justify the elements of a research proposal.</p> <p>3.2 Design an appropriate research proposal.</p> <p>3.3 Analyse the ethical aspects of research</p>
4. Be able to analyse and interpret a range of data..	<p>4.1 Explain types and sources of research data.</p> <p>4.2 Analyse data using appropriate approaches.</p> <p>4.3 Draw conclusions from data collected.</p>
5. Understand the relationship between	5.1 Analyse the relationship between research and evidence-based practice.

research and evidence based practice..	5.2 Evaluate an existing piece of research relevant to health and social care. 5.3 Analyse the contribution of research and evidence based practice to decision-making.
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Suggested Resources

- Britnell, M. (2015). In Search of the Perfect Health System. Palgrave Macmillan: London.
- Brooks, I. (2008). Organisational Behaviour, Individuals, Groups and Organisations, 4th Edition, Prentice Hall ISBN: 10:0273715364
- Cottrell, S. (2011) Critical Thinking Skills: Developing Effective Analysis and Argument (Palgrave Study Skills). Palgrave Macmillan ISBN 978- 0230285293
- Gold, J., Thorpe, R., and Mumford, A. (2010) Leadership and Management Development. CIPD
- Hartley, J. and Bennington J. (2010). Leadership for Healthcare. Polity Press ISBN 15BN978 1 84742 486 0
- Johnston, R., Clark, G., and Shulver, M. (2012). Service Operations Management: Improving Service Delivery. Pearson: London.
- Kavitha R (2012) Service Quality Measurement in Health Care System. Lambert. London
- Martin, V. (2010). Managing in Health and Social Care, (Routledge 2nd edition) ISBN-13: 978-0415493895
- Parkin, P. (2009). Managing Change in Healthcare: Using Action Research. Sage 2009; ISBN: ISBN-10: 1412922593
- Bell, J. (2010) Doing Your Research Project. 5th edn. Maidenhead: OU Press
- Bowling, A. (2014). Research Methods in Health: Investigating Health and Health Services. Open University Press: Milton Keynes
- Dickson, H. (2008) Evaluating outcomes in health and social care. Bristol: Policy Press
- Dochartaigh, N. (2012) Internet Research Skills. 3rd Edition. London: Sage
- Durrant, A. Rhodes, G., Young, D. (2009) Getting Started with University-level Work Based Learning. Middlesex: Middlesex University Press
- Ford, N. (2011) The Essential Guide to Using the Web for Research. London: Sage
- Gomm, R., Needham, G. and Bullman, A. (2000) Evaluating research in health and social care. London: Sage
- Saunders, M. and Lewis, P. (2011) Doing Research in Business management: An Essential Guide to Planning your Project. Harlow: Prentice Hall
- Walker, I. (2010). Research Methods and Statistics. Palgrave: London