

Programme guide

Level 2 Certificate in Principles of Medication Handling and Administration for Care Settings (RQF) & Care Certificate

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1. Assessment Overview: Assessing your Work

Social Works Ltd is an approved Highfield Centre and therefore adheres to the Highfield criteria when assessing your work.

Each unit in your programme has its own assessment which is measured by your facilitator against the qualification criteria. Once you have completed and submitted workbooks to your facilitator, they will then assess your work and formally feedback to you. They will inform you if your work 'Meets criteria' and is therefore a 'Pass', or, 'Does not yet meet the awarding body criteria' which means your work is a 'refer' and further work is required.

Please note, this decision is not a formal decision until it has been ratified by internal and external quality assurance.

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Every assessment gives you an activity question, advice on what to do and a structure for your response content. Look carefully at each assessment as it lets you know the; method of response, depth of response required and an indication of the amount of work needed in your response. You **must** follow the verb definition which is clearly explained to you on pages 3 & 4 in your Level 2 Medication Workbook.

Care Certificate

Every question must be answered, however is not necessary to follow the verb definitions in the care certificate workbook. To pass the qualification you must demonstrate that you have read, understood and answered the questions correctly.

Submitting Assessments

You will be informed by your assessor when your workbooks are due. The submission dates are fixed, and we cannot extend them without proof of mitigating circumstances.

Before the submission date we can only give you guidance. Submitting drafts is **not permitted**, as the guidelines stipulate:

An assessor may review with the candidate the initial outline and subsequently one of the sections of an assessment before formal submission of the document. Once the completed work has been handed in, it must be formally assessed. Formative assessment of the completed written assignment is not permitted.

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You should submit your completed workbook via email to you assessor within **4 days** (excluding Saturday and Sundays) **no later than 5pm** on the deadline date. You will receive your facilitator's decision and feedback within **2 working** days of the deadline day, although, where possible, feedback is given sooner.

Please keep a copy of all work you submit for assessment as Social Works Ltd do not accept liability for any work not received or lost in transit.

Social Works support for your assessments spans the dates outlined in your programme timeline, which you will be detailed in the introductory Skype, Email or Telephone call. Dedicated support from your Social Works assessor ceases on the timeline completion date.

If you submit an assessment later than the due time and date and have not gained agreement for an extension due to mitigating circumstances, you will **not receive an extension**. Social Works will withdraw a candidate from the programmer automatically in **15 days** of the initial programmed timeline.

Pass or Refer

Your assessor assesses your work and gives you developmental feedback. If your assessment doesn't meet the required standard you will receive additional advice on what to do next. Your assessor will be able to provide support via Telephone, E Mail or Skype should this be required.

- You are allowed a maximum of **2 submissions**. If the second submission is also referred, you may need to complete the unit again. this would be discussed with you once a 2nd submission is 'Referred'.

Feedback

Once your work has been assessed we will give you written feedback. The feedback is provided electronically via Email or Skype. Feedback is constructive and developmental and highlights your areas of good practice and recommends areas where you can improve moving forward.

2. Personal Mitigating Circumstances – Extension and Deferral Requests

Completing the qualification is extremely rewarding. However, we recognise that it can be challenging too. You can expect to study up to approximately **5-6 hours a day**.

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The programmes for Level 2 Medication and the Care Certificate have been designed to be completed in a concise timeframe. Therefore, staying on track with learning and meeting due dates is vitally important. In addition, there will be group or individual online support from your assessor.

It is therefore recommended, that at the start of your programme, you glance through your timeline and familiarise yourself with the assessment deadlines. This will help you plan your study time and complete your programme within the correct timescale.

Social Works recognise that whilst on your programme you may experience unexpected situations that impact on your studies and your ability to submit assessments on time. Through the Personal Mitigating Circumstance Policy, Social Works are committed to supporting our participants through the programme should a situation arise.

A mitigating circumstance is viewed as a situation of a serious nature that may hinder your progress. These situations do not include day-to-day minor illnesses or circumstances that may have been avoided through prior planning, or that could be managed whilst studying.

To help clarify, examples of a Mitigating Circumstance are:

- Serious illness or injury
- Bereavement or critical illness of a close family member or dependent
- Jury Service
- Serious crises leading to acute anxiety and stress, e.g. divorce

Whilst Social Works does not define which circumstances are serious and which are not, the following are examples of circumstances which would not generally be considered as a mitigating circumstance:

- Circumstances over which a participant has some control through prior planning or could reasonably be expected (e.g. moving to a new house, getting married or taking a holiday)
- Computer/IT issues – It is expected that participants back up work regularly
- Illnesses of a short-term nature, e.g.: Coronavirus disease (COVID 19), flu
- Circumstances which have already been appropriately covered by our “Supporting Individual Needs Policy” and arrangements

(The above are not an exhaustive list and are examples of what we perceive to be the most common incidents.)

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Please note, Maternity/Paternity or Pregnancy are not considered to be mitigating circumstances. However, events may arise during this time that may constitute a mitigating circumstance and these need to be judged on an individual basis and may require supporting evidence.

Applying for Assessment Extension Requests

Should you experience a mitigating circumstance, you may need to apply for an extension to your assessment deadline. Due to the format of the programme, extension requests should be for no more than **two day before your final submission**.

Consideration can be given to requests longer than **two weeks**, providing details can be supplied as to how future deadlines and mandatory learning hours will be met. If Social Works Ltd feel that the learning hours will not be met or that extending will impact too much on future deadlines, then deferring to an alternative day may be considered, or in exceptional cases, may be imposed.

Please note, in certain circumstances Social Works Ltd may ask you to supply documentary evidence to support your extension request. This is to ensure that we exercise fairness and consistency when authorising such requests, and that nobody gains an advantage by receiving extra time.

Deferring your studies

A deferral is a move from your current programme to a later programme. A deferral would only be considered in exceptional circumstances and only if the circumstances required a significant amount of time away from your studies. It is our policy to only grant a deferral to the next possible programme.

Please note, this will be assessed on individual personal circumstances and discussed with your employer.

How to Apply

To apply for either an extension or a deferral, please complete and submit the appropriate request form – refer to your first contact Email. Social Works will take into consideration the circumstances surrounding your case and return the application to you with the decision.

Please submit your request and any supporting evidence to your assessor and employer and continue as normal with your programme until we respond.

Your request will be reviewed within 1 working days of submission and you will receive a decision confirmed to you no later than 2 working days via email. Please note, there may be circumstances whereby we require further

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evidence or information before a decision can be reached. Should this be the case, we will contact you within 2 working days to advise.

In certain cases, referral to the relevant person may be required and if your case is referred you will be informed.

3. Late submission

Unfortunately, if workbooks are submitted late without authorisation, or if a request for an extension has been declined, we cannot proceed further with your qualification.

Should this happen, a member of the team at Social Works will contact you and discuss the next steps.

In circumstances where there are multiple late submissions your case will be referred to a Programme Manager for further investigation. This may result in you being withdrawn from the programme.

4. Withdrawing from a programme

Social Works aim to support participants through to successful completion of their qualification.

If a participant wishes to withdraw from their programme (after the 4-day cooling off period detailed on the registration form) then this must be requested in writing. However, if the participant has a mitigating circumstance, for which documentary evidence can be provided, then this could be submitted for consideration.

Please note, Social Works withdraw any participant due to failure to adhere to Social Works policies and procedures then no waiver of fees would be considered.

5. Plagiarism Policy

Social Works Ltd is committed to the detection of plagiarism and to taking appropriate measures when it is detected. The responsibility for judging whether plagiarism has taken place remains with Social Works assessors and ultimately the Management team.

By studying Social Works qualifications, you agree to the submission of the work for investigation if plagiarism is suspected.

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Plagiarism as defined by Social Works Ltd:

Plagiarism occurs whenever participants present the results of another person, whatever the medium (text, written or electronic, computer programmes, data sets etc) as their own. All quotations from published or unpublished works of other persons including other candidates must be fully acknowledged and referenced accordingly.

During the course of a programme there may be instances when participants need to work collaboratively e.g. during research/design stages. This is perfectly acceptable however participants must be reminded of the need to attribute this accordingly.

Plagiarism investigations will involve:

1. Comparison with other works, published or unpublished
2. Comparison with works previously submitted by participants for purposes of assessment.

Responsibilities

It is the responsibility of all participants to ensure that work submitted for assessment is their own work. All Social Works assessment submissions have a 'declaration of confirmation' that the work submitted is that of the participant and is not copied.

Participants must:

- Ensure that work submitted for assessment is their own
- Ensure that the words and arguments of others are appropriately referenced e.g. name of the author or website.
- Not copy materials from other participants, past or present, from written sources, from the Internet, or from any other source. Work submitted by participants must be their own unless it is specifically indicated within the text through appropriate referencing.

Action on detection of plagiarism:

Evidence of plagiarism should be carefully gathered and submitted to the Social Works Quality Assurance for investigation. Issues relating to plagiarism by an individual participant or participants are confidential matters and will be treated as such.

Following investigation and assuming that there is clear evidence that plagiarism has taken place one of the following courses of action will be taken:

1. Unintentional Plagiarism:

If plagiarism is considered minor and did not constitute intentional cheating, then guidance and support will be provided to address any underlying issues. This might include revision of appropriate referencing practice. The participant must be informed of the unacceptability of plagiarism and the need to abide by accepted practice.

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If the plagiarism would have altered the result obtained by the participant if undetected then the assessment must be retaken. This will count as a second attempt. If the problem arises from a failure on the part of the participant to reference properly, or to understand the requirements of the assessment, then this issue must also be addressed before the assessment is retaken.

2. Genuine Plagiarism:

If it is deemed that this is an instance of genuine plagiarism, then disciplinary action will be taken in line with the Social Works policy on cheating and plagiarism. Plagiarism is construed by Social Works as professional misconduct.

The following action will be taken:

Cases will be referred to the Social Works Management for independent review. Following this review the participant will be informed of the outcomes which may include disqualification from the programme/qualification.