 

**Information sheet – University Certificate Step up to Management (Social Care Wales)**

**Background**

The University Certificate Step Up to Management (Social Care Wales) programme aims to provide social care and health workers with the knowledge and understanding needed to make the transition into a leadership and management role.

**About Step up to Management**

The programme will start in January 2019 and will take approximately 10 months to complete on a part time basis. The learning will be delivered in both Welsh and English as a mixture of face to face and online distance learning provided by the University of South Wales. There will be 10 full day face to face sessions (including a National Step Up to Management conference which will also be your graduation event) plus online learning of approximately 5 hours per week. You will also need to undertake work in relation to module assessments and these assessments will be directly linked to your learning.

The award will cover 3 key areas of leadership and management within social care and health:

* Leadership and management of person centred practice
* Theories and frameworks for leadership and management in social care and health
* Leadership and management of effective team performance

Following a review of the health and social care qualifications by Qualifications Wales, a new suite of qualifications is being developed. This includes the equivalent of the University Certificate in Step up to Management (Social Care Wales) which will become a pre-requisite for the level 5 leadership and management qualifications for health and social care. The Certificate will be accepted alongside the new qualification that is based upon the Step up programme, and will be available from September 2020.

**How much will it cost?**

The full cost of the programme is £1,800; however, Social Care Wales are covering the fees for a limited number of learners across Wales via the Social Care Wales Workforce Development Partnership Grant. Places will be allocated on a regional basis and these will be distributed according to the identified local priority needs following a selection process. You can also choose to fund yourself or your employer may agree to fund you to attend the programme if you are not allocated a fully funded place but pass the selection criteria.

**What do you need to apply?**

As this is an academic qualification, you will also need to hold one of the recognised qualifications at level 2 or 3 listed on the [Qualifications Framework for the Social Care Sector in Wales](https://socialcare.wales/resources/qualification-framework-for-the-social-care-sector-in-wales). Most importantly, at your interview you will need to demonstrate that you have the right values and attitudes and are passionate about making a real difference to the delivery of social care and health services and people’s lives.

You will also need to be self-motivated, be committed to attending 10 university days and completing 5 hours online learning each week and submit assessments alongside your busy jobs and home life. It is not easy but the results can be very rewarding:

*‘I’ve learnt more in the first three months that I’ve been doing this course than I did in the whole of my QCF level 3 …. I’ve had to be self-disciplined, have had to do the work myself. I’ve had nobody giving me a quick fix – if you’d have said to me at the beginning that this is what the course will entail, I’d have said “I can’t do that” But I actually can, and I’m glad I’m on it’[[1]](#footnote-1)*

You will also need a level of digital competency to be able to access and use the online e-learning. You will receive a good introduction to this and support from the University of South Wales that will help you learn how to navigate the systems.

**How to apply**

Return your Expression of Interest form electronically to stepup@socialcare.wales by **2 November 2018** – make sure that your employer / manager has signed to say that they agree to support you (print and scan you application form in order to return electronically).

*(Please note that if you are offered a place on the programme you and your manager will be asked to sign an employer/student agreement. A copy of the agreement can be found in Appendix 1 for information).*

You can find further information about how we will use your personal information in Appendix 2.

If you would like an informal chat about the programme or have any queries, please contact Delor Brown delor.brown@socialcare.wales or your regional contact:

Gogledd Cymru Mark Rowley mark.rowley@conwy.gov.uk

De-Ddwyrain Cymru Claire Broome Claire.Broome@newport.gov.uk

Mid and West Wales Rebecca Jones ReAJones@carmarthenshire.gov.uk

**Appendix 1**

**January 2019 – October 2019**

**University Certificate Step up to Management (Social Care Wales)**

***Employer Student Agreement***

***Supporting our future leaders and managers in social care and health***

The aim of the University Certificate Step up to Management (Social Care Wales) is to provide care and support workers with the knowledge and understanding required to make the transition into a management role in social care and health.

This award intends to create a pool of social care and health managers with appropriate knowledge, understanding and skills to lead and manage good quality service provision in response to the diverse needs of people and new service models of regulated care.

**To achieve this you as the employer agree to undertake the following to the best of your ability:**

1. You must ensure that your employee has an approved DBS check as stipulated by legislation and regulation.
2. Permit your employee to attend the university days and National Step up to Management Student Conference and Awards Event stipulated on their timetable, organising staff cover as appropriate.
3. Allow your employee to undertake 3-5 study hours per week online learning.
4. Support your employee to complete and submit assessments as identified by the course requirements.
5. Secure professional development opportunities in the workplace to support the employee’s development on the award.
6. Pay the employee’s invoice promptly if it has been agreed that you, the employer will pay the university fees.
7. Provide your employee with a manager’s testimony (a template will be provided) as part of their assessment on the award.
8. Permit the contents of the manager’s testimony to be used to inform evaluation of the award. Some extracts may be used for inclusion in a final report on an anonymised basis.

**However, you have the right to state that you do not want your comments to be**

 **used in this way by completing the relevant section on the manager’s testimony template.**

**You as the employee agree to undertake the following to the best of your ability:**

1. Attend the university days stipulated on the attached timetable, co-operating with arrangements for staff cover as required, including a willingness to be flexible to accommodate work and study commitments.
2. Commit to study for 3-5 hours per week (or as required) to complete your tasks and assignments.
3. Complete and submit assessments as identified by the course requirements.
4. Identify and access professional development opportunities in the workplace to support your development on the award.
5. Pay the university’ invoice promptly if you will be paying the university fees.
6. Obtain a manager’s testimony (a template will be provided) as part of your assessment on the award.
7. Permit the contents of the manager’s testimony to be used to inform evaluation of the award. Some extracts may be used for inclusion in a final report on an anonymised basis.

 **However, you have the right to state that you do not want your comments to be used in this way by completing the relevant section within your portfolio.**

1. Ensure that you follow all academic regulations and professional Codes of Practice identified by Social Care Wales, the NHS, other regulatory bodies and your employer.
2. Seek academic and professional support as appropriate highlighting any difficulties sooner as opposed to later so that these can be addressed.

**Communication between the employer, employee, Social Care Wales and the University of South Wales**

The employer has the right to contact the University of South Wales to check upon the student’s attendance and progress on the award.

The University will maintain a register of attendance and data from this register will be shared with the organisations identified in this agreement.

The Regional Partnership Group, Social Care Wales and University will gather data in relation to this award ensuring that it complies with the General Data Protection Rules (2018) and other regulatory requirements as required.

**Right to recover fees in the event of withdrawal from University Certificate Step up to Management (Social Care Wales) prior to completion**

The Regional Partnership Group and Social Care Wales have the right to recover the fees paid on behalf of the student in the event that the student decides to withdraw from University Certificate Step up to Management (Social Care Wales) prior to completion.

Name of Employer:……………………………………………………………………………………….

Address:………………………………………………………………………………………...

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Email address:…………………………………………………………………………………

Name of manager signing this agreement:…………………………………………………………………………………......

Signature:………………………………………………………………………………………

Name of employee:………………………………………………………………………………………

Email address:…………………………………………………………………………………

Signature of employee:………………………………………………………………………………………

Date:…………………………………………………………………………………………….

**Module PE1S056: Leadership and management of person**

 **centred practice**

**January-March 2019**

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| --- | --- | --- | --- | --- |
| **University of South Wales week number** | **Step up to Management week number** | ***WEEK COMMENCING* (date)** | **Type of learning** | **Outline content** |
| 29 | 1 | 21.01.19 | *University day 1 and 2* | Two day induction - Study skills *and* setting the scene for person centred practice. |
| 30 | 2 | 28.01.19 | Online  | Theme 1: Respect for uniqueness-equality and diversity. |
| 31 | 3 | 04.02.19 | Online | Theme 2: Assessing need and risk using a rights based approach. |
| 32 | 4 | 11.02.19 | Online | Theme 3: Inclusive assessments of individual need. |
| 33 | 5 | 18.02.19 | *University day 3* | Citizen focused services. |
| 34 | 6 | 25.02.19 | Online | Theme 4:The biopsychosocial model as an approach to influence person centred practice. |
| 35 | 7 | 04.03.19 | Online | Theme 5: Introduction to person centred communication. |
| 36 | 8 | 11.03.19 | Online | Theme 6: Sociological theories and person centred practice.  |
| 37 | 9 | 18.03.19 | *University day 4* | Promoting participation amongst individuals and carers. Assessment guidance.  |
| 38 | 10 | 25.03.19 | Online | Theme 7:Psychological theories and person centred practice.  |
| 39 | 11 | 01.04.19 | Online | Theme 8: Introduction to safeguarding individuals and person centred practice. |
| End of module and submission of assessment: Monday 8 April 2019. |

**Module PE1S057: Theories and Frameworks for Leadership and Management in Social Care and Health**

**April-June 2019**

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| --- | --- | --- | --- | --- |
| **University of South Wales week number** | **Step up to Management week number** | ***WEEK COMMENCING* (date)** | **Type of learning** | **Outline content** |
| 41 | 12 | 15.04.19 | *University day 5* | Introduction to theories and models of leadership, management, change and innovation.  |
| 42 | 13 | 22.04.19 | Online | Theme 1: Responding to legislative and regulatory frameworks – what needs to change?  |
| 43 | 14 | 29.04.19 | Online | Theme 2: Gathering evidence to inform and influence improvement in social care and health services.  |
| 44 | 15 | 06.05.19 | Online | Theme 3: Learning lessons - learning lessons from individuals’ concerns, complaints and experiences of injustice to improve social care and health services. |
| 45 | 16 | 13.05.19 | *University day 6* | Managing innovation effectively – an introduction to equality impact assessments, risk assessments, outcome based practice and asset based practice. |
| 46 | 17 | 20.05.19 | Online | Theme 4: Challenges and responses to innovation – resource and time constraints, resistance and conflict.  |
| 47 | 18 | 27.05.19 | Online | Theme 5: Working with others to innovate – collaborative working with carers, organisations and networks.  |
| 48 | 19 | 03.06.19 | Online | Theme 6: Working with others – safeguarding and communication.  |
| 49 | 20 | 10.06.19 | *University day 7* | Approaches to support change – coaching, mentoring and motivational interviewing. Assignment guidance. |
| 50 | 21 | 17.06.19 | Online | Follow up to University day 7 – work on assignments. |
| 51 | 22 | 24.06.19 | Online | Submission of report assignment and presentation.  |
| End of module and submission of assessment : Monday 24 June 2019.  |

**Module PE1S058 : Leadership and Management of Effective Team Performance**

**July-September 2019**

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| **University of South Wales week number** | **Step up to Management week number** | ***WEEK COMMENCING* (date)** | **Type of learning** | **Outline content** |
| 52 | 23 | 01.07.19 | *University day 8*  | Powers and responsibilities of social care and health managers.  |
| 1 | 24 | 08.07.19 | Online | Theme 1- Skills and qualities for the effective leadership and management of teams in social care and health: emotions and relationships. |
| 2 | 25 | 15.07.19 | Online | Theme 2 - Skills and qualities for the effective leadership and management of teams in social care and health: values and behaviours.  |
| 3 | 26 | 22.07.19 | Online | Theme 3 - Workforce development: recruiting and inducting team members.  |
| 4 | 27 | 29.07.19 | *University day 9*  | Online and telephone supervision is available. |
| 5 | 28 | 05.08.19 | Online | Theme 4 - Motivating staff to contribute towards effective team performance.  |
| 6 | 29 | 12.08.19 | Online | Theme 5 - Workforce development in social care and health: equality and diversity.  |
| 7 | 30 | 19.08.19 | Online | Theme 6 - Managing relationships within teams in social care and health: transactional analysis  |
| 8 | 31 | 02.09.19 | *University day 10*  | Effective team performance in social care and health.  |
| 9 | 32 | 09.09.19 | Online | Theme 7 - Workforce development in social care and health: supervision and appraisals.  |
| 10 | 33 | 16.09.19 | Online | Theme 8 - Workforce development in social care and health: learning styles and learning and development resources.  |
| End of module and submission of assessment: Monday 7 October 2019.End of award – all marks are required by the end of October 2019.Academic Boards sit in November 2019. Students will be presented with their certificates at a National Step Up to Management Student Conference to be held at the end of the award. |

**Appendix 2**

**How we will use your personal information**

When you submit an application form to apply for a place on the Step Up to Management programme, you will be providing Social Care Wales and the Step Up to Management National Group (which includes the University of South Wales and regional social care workforce representatives) with personal information about yourself. This statement sets out how Social Care Wales will use your information.

**We will use the information you provide for the following purposes:**

1. To consider your application for a place on the Step Up to Management programme.
* When assessing your information in relation to your application we may contact your employer for further information.
* Your application form will be shared with the Step Up to Management National Group who are responsible to shortlisting and interviewing applicants and the University of South Wales who are the Step Up to Management programme provider.
1. To keep in touch with you about the Step Up to Management programme
* Following receipt of your application we contact you with further information about the programme for the duration of your time on the programme.

3. To monitor your progress on the programme.

* We will use the information to monitor your progress on the programme.
* We may contact your employer about your progress on the Step Up to Management programme.
1. To produce statistical reports on the Step Up to Management programme
* We may use the information about you to provide statistical data about the programme and social care workforce. Reports will not identify individuals.

1. To monitor equal opportunities
* We will use the information provided by you on the Equality and Diversity Monitoring Form for the purpose of monitoring trends and providing reports on the Social Care workforce. Reports will not identify any individuals.

**Your data protection rights**

The personal information supplied by you in connection with your application will be processed in accordance with Social Care Wales' responsibilities under the Data Protection Act 1998 and, from 25 May 2018, Regulation EU 2016/679 (the General Data Protection Regulation). These contain specific rights for individuals, including:

* the right to request access to personal information held about you (this is known as the right of subject access);
* the right to rectification of inaccurate data and, in some circumstances, the right for the data to be erased;
* the right to object to processing of data in some circumstances (for instance if you think the data we hold about you is inaccurate, or if it is being processed for direct marketing purposes);
* the right to object to any automated decision-making, including profiling; and
* the right to complain to the regulator, the Information Commissioner's Office, if you are unhappy about how your personal information is being used. The ICO can be contacted at [www.ico.org.uk](http://www.ico.org.uk)

If you have any questions in relation to this statement or wish to exercise any of the rights set out above then please contact:

Kate Salter

Social Care Wales

Southgate House

Wood Street

Cardiff

CF10 1EW

Social Care Wales

**Retention of your information**

Your personal information will be retained by Social Care Wales in line with our Records Management policy.

We do not transfer your personal data to any country outside the European Economic Area.

**Consequences of failure to provide your information to us**

In order for us to consider your application, you must provide your personal details to us. If you do not provide all of the details that we require, we will be unable to process your application.

1. An evaluation of the Step up to Management award pilot: summary report – January 2017 [↑](#footnote-ref-1)