west lothian college

Candidate Handbook

Devised by Care, Health and Sport.

West Lothian College

Contents

Sections

Introduction

The SVQ candidate handbook provides you with a helping hand covering key information to make your learner journey a positive and successful experience. The handbook includes supporting resources including web links, how-to-guide and videos.

Section 1 Welcome

West Lothian College would like to offer you a very warm welcome to your SVQ journey.

West Lothian College is led by **Hazel Brady, Principal and Chief Executive.**

The college is an award-winning provider of Further Education based in Livingston, West Lothian

The College prides itself on its Equality and Diversity standing providing a safe and inclusive environment. By choosing to undertake your SVQ at West Lothian College, you are in safe and well-established hands. The College has a longstanding proven track record of delivering SVQ's and offers the widest range of academic and vocational qualifications in the area.

Section 2 Roles & Responsibilities

Are you ready?

This form will be emailed to you before your induction date. It provides you with an opportunity to reflect on key areas such as ICT, your own learning needs and readiness for assessment. This form helps the Assessor identify support you may require completing your award successfully.

Level Selection Tool.

Before an induction is arranged, a Level Selection Tool form will be emailed to Candidates applying for SVQ Level 3. This will ask for information on the Candidate's working practices, in greater detail, allowing the Assessor to determine if the applicant is in the correct role to successfully achieve this Award.

Learner Agreement.

The Learning Agreement sets out the roles of the College, the candidate and the employer. A copy of the Learner Agreement will be available on induction, and your Assessor will go through this with you in detail. A copy will be presented to you when accessing your enrolment form. Accessing and completing this form is your acceptance of the learner Agreement. There will also be a copy on the Induction slides available to you.

Candidate.

The person undertaking an SVQ is known as the Candidate. As the Candidate, you are responsible for providing evidence that shows you meet the required SQA standards which are set out in the SVQ units. You will work with your Assessor to plan how you will provide evidence and provide this within the agreed timescale.

Assessor.

The Assessor is the person that will guide and support you through your qualification. Your Assessor is highly qualified and has extensive previous industry experience in your sector.

Your Assessor should be the first port of call for any questions, concerns or difficulties.

Your Assessor will support you to achieve your award.

They will work with you to plan how this will be done through your submission of assessments and by undertaking observations of you in practice within your workplace via agreed methods.

You can contact your Assessor by email, text or telephone and they will assist you, or contact you if they have not been able to respond directly. You can also use the email function in your electronic ePortfolio.

Employer

Your Assessor will require to observe you working and therefore your employer must give permission and provide opportunities to allow Assessors support and observation via agreed methods. Your employer is responsible for ensuring you are competent in your job role and that you can provide evidence to meet the required standards.

As this Award is an on-line course, observations and other meetings will be undertaken using Teams, however, in certain circumstances, this may be changed. Should this be required, the changes will be discussed and agreed with you, your line manager and Service User (for observations.)

Your employer does not have direct access to your portfolio. They will receive a monthly email sent from the portfolio, by your Assessor, with an update of your progress, and this will show them your current and expected progress to date. You will also be included in this email.

Internal Verifier

An Internal Verifier will be allocated, and they are responsible for ensuring your Assessor applies the standards of assessment consistently, and that assessment decisions are valid, authentic, reliable, current and sufficient. The IV will sample assessment decisions and provide feedback to your assessor.

If you have an issue that cannot be resolved between yourself and your Assessor, you can contact your Internal Verifier. Details of your IV will be given to you at the start of your Award.

You can also contact your Verifier through the email function in your electronic portfolio.

College Management Team

Your SVQ award is delivered by the Care, Health and Sport Team. The management structure for the department is:

Todd Lumsden: **Director of Care, Health and Sport**. **tlumsden@west-lothian.ac.uk**

Mags Ward: Learning and Skills Manager (Care, Health and Sport) - mward@west-lothian.ac.uk

Kim Dennison: Learning and Skills Manager (Business, Creative and Enterprise) - kdennison@west-lothian.ac.uk

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Section 3 College Contacts

College Receptions

Address: West Lothian College, Almondvale Crescent, Livingston, West Lothian, EH54 7EP.

General enquiries: You can contact the main reception Monday –Friday. 8.30am – 4.30pm. Telephone: 01506 418 181. Email: enquiries@west-lothian.ac.uk

SVQ enquiries: Work Based Learning Team. WorkbasedLearning@west-lothian.ac.uk

College Finance

If you are a **Modern Apprentice (MA)** then there is no further action required with fees.

If you are **self-funding** part, or all your course, and would like to discuss payment options, or have any general self-payment or invoice enquires please contact the college finance team: Email: **finance@west-lothian.ac.uk**

It is your responsibility to contact finance and arrange payment of fees at the commencement of your award.

SAAS funding may be available for those undertaking an SVQ at SCQF level 7 and above.

For further details and to check eligibility regarding SAAS refer here:

Part-time Funding Guide - SAAS

Once you have commenced your course and have indicated you want to apply for SAAS you will receive an email with a link to complete the digital SAAS application via the college. Once completed this is then processed with SAAS. If successful you will receive an award notice direct from SAAS and it is important that you email this to the college finance department as soon as possible otherwise you will receive an invoice for the full course costs. Please keep a copy of all correspondence between yourself and SAAS.

If your **employer** is paying, they will be invoiced once you have commenced on the course.

College Library

The College Library provides a valuable source of information and is a convenient place to study. It provides a range of learning materials and is equipped with computers which can be accessed to enable you to complete work as part of your award.

The library is located on the Ground Floor of the Street Building. The direct dial telephone number is: **01506 427601.**

Term Time Opening Hours

8.30am – 4.30pm (Monday and Wednesday.)

8.30am - 7pm (Tuesday.)

8.30am – 6.30pm (Thursday.)

8.30am - 3.15pm (Friday.)

College Extended Learning Support

If you have additional support needs or any specific learning difficulty like dyslexia or autism, a medical difficulty, sensory impairment or any other support need please discuss this with your Assessor in the first instance to ensure you receive the appropriate level of support to enable you to achieve your award. Further to support available from your Assessor, the college Extended Learning Support team are available to help or provide advice on how best to provide support. If you would like to discuss your needs with them, they can be contacted on: **01506 427 604.**

Student Association

West Lothian College Student Association serves to support and enhance the student experience representing the voices of over 6,000 students each year, which include full time, part time, distance, work based and apprentice learners.

The Student Support offers many services and advice, from academic advice and tutoring to mental health counselling and career services.

Please click on the link:

https://www.west-lothian.ac.uk/students-applicants/student-support-services/

Student Support also offer many different Freshers information.

Just click on the link to see what is on offer:

https://westlothiancollege.eventscalendar.org.uk/

Students may also qualify for discounts, whether a Modern Apprentice or aged over 25.

Please click on the links to view what may benefit you.

https://thinkstudent.co.uk/do-apprentices-qualify-for-student-discounts/

https://totum.com/campaigns/nus-extra-is-totum

Copy of West Lothian College (1) 1.mp4

Looking after you and your health and wellbeing should be a priority. West Space is a great website which contains self-help materials, guides and resources and a directory of services based in West Lothian. They also have a monthly newsletter. Make sure you take time and look after you!
https://westspace.org.uk/ subscribe to their newsletter

For information on West Lothian College Student Association please go to:
StudentAssociation@west-lothian.ac.uk Telephone 01506 427701

https://www.west-lothian.ac.uk/students-applicants/student-association/

Additional College Information

The Terrace Restaurant

The Terrace Restaurant at West Lothian College is a multi-award-winning restaurant open to students, staff and the public. Click the link for further details:

https://www.west-lothian.ac.uk/terrace-restaurant/

Platinum Salon

Platinum Salon at West Lothian College is a modern, commercial hairdressing and beauty salon that is open to the students, staff and the public. Click the link for further details:

https://www.west-lothian.ac.uk/platinum-salon/

Additional Web links

Additional information on the College can be found on the website or via social media:

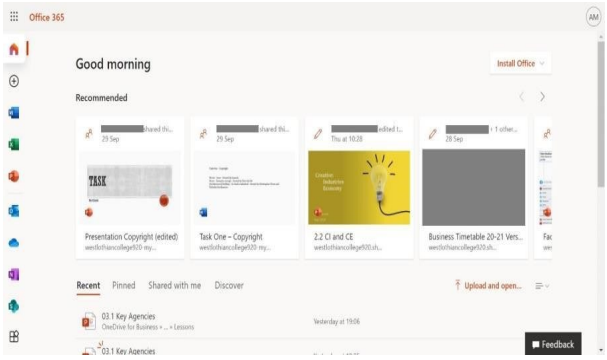
Website www.west-lothian.ac.uk

Facebook- facebook.com/westlothiancollege

Section 4 Digital Delivery

Student/Candidate Email

Once enrolled with the College you will receive a text message to the mobile number you had listed as your main contact telephone number. This will provide a link and instructions to help you set up your student email. Once set up, you will also be able to access Office 365 – this will provide you with the Word Programme to help you write your evidence for your Portfolio. Once logged in, it will look like this:



Online Support Meetings

The main Digital Platform your Assessor will use is Microsoft Teams – this is free to download. This will allow you to meet your Assessor online and screen share to discuss more, in depth queries regarding your SVQ. This link will be of further help: Download Microsoft Teams Desktop and

Mobile Apps | Microsoft Teams When online, please see **Appendix 2** for further information on how to use Teams.

Direct Observations

Direct Observations are part of the evidence complied to support your SVQ Award. This involves your Assessor observing you in practice. Where possible, your Assessor will observe you in practice using **Microsoft Teams, however you may be observed in person.**

You will be responsible for ensuring any relevant permissions are granted and in place prior to this experience.

Professional Discussion

Professional Discussions may also take place via Microsoft Teams as part of your Direct Observations and/or Support Meetings with your Assessor. This will ensure you can reflect on the knowledge which supports your practice.

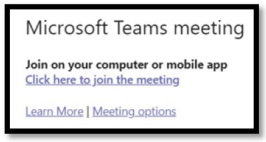
You can ask your Assessor for any clarification required on digital delivery.

How to access Teams

Appendix 2

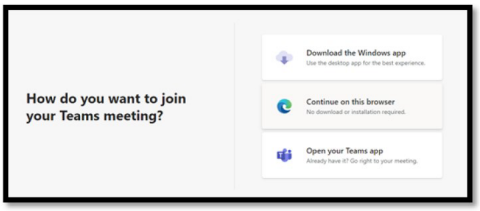
How to join a Microsoft Teams Meeting

Invitation



Click on the link in the calendar or email invite to access the scheduled Teams Meeting

Preferred platform



Select your preferred platform.

Via Phone- The Teams app can be installed on your phone. We would recommend connecting to wi-fi as it will use your data allowance during video calls.

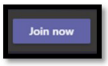
Via Computer- You can use the Teams App or via Web browser. If you join via browser you will be asked to allow Teams access to your microphone and camera. Click Allow.

Meeting Options

On the pre-meetings options screen enter your full name to allow us to clearly identify you.

On this screen you can-

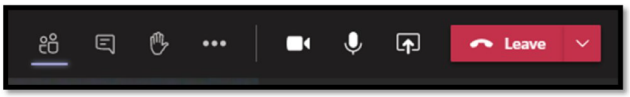
Switch on your camera Switch on your microphone Blur your background Adjust settings



Click when ready to join the meeting

You may have to wait in a lobby until the organiser lets you in. They will receive an alert you are waiting.

The In-Meeting Toolbar



Show participants- Click to view who is in the meeting

Show conversation- Click to view and send messages to all participants

Raise your hand- Click to raise your virtual hand to highlight you wish to speak

More actions- Access to further functions

Camera- Click to toggle camera on and off

Microphone- Click to toggle microphone on and of

Share content- Click to share your screen and present

Leave meeting- Click to leave the meeting

Section 5 Getting started on WLCePortfolio

Accessing WLCePortfolio.

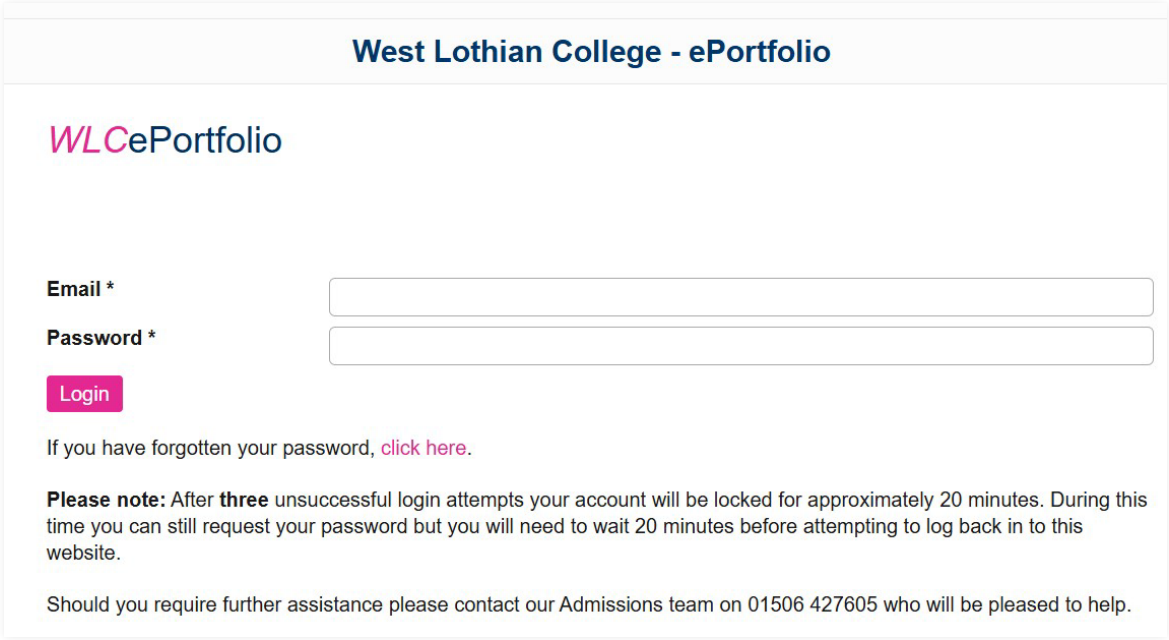
Accessing the ePortfolio system

Logging in

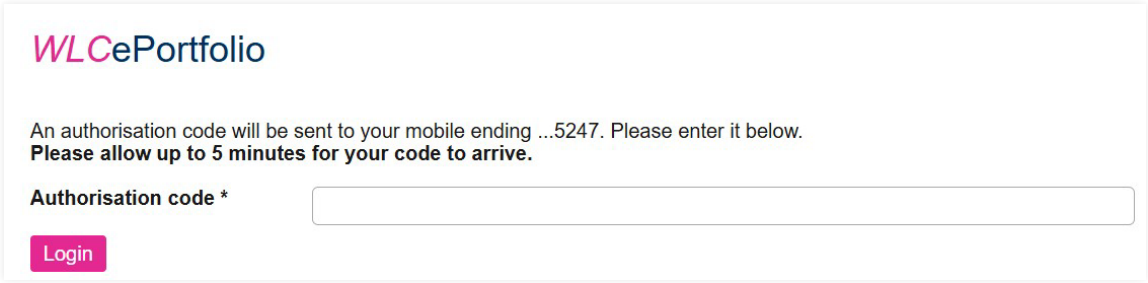
The ePortfolio system can be accessed at:

https://eportfolio.westlothian.ac.uk/Website/Candidate/login.aspx

From here you can log in using the same account details you use to access your MyCollege account.



Upon login, you will be sent an authorisation code. This can take up to 5 minutes to arrive.



Viewing evidence files

In order to view any files that you have uploaded to the system, you must be logged into your college Office365 account (this account is used for your college emails and access to Word, Excel etc.). The login details for this account should have been sent to you in a text message when you first enrolled. If you did not receive this text or you have forgotten your password, please contact the learning centre (learningcentre@west-lothian.ac.uk) who can reset this for you. The first time you log into your Office365 account you will be asked to set up multi factor authentication.

Setting up Multi Factor Authentication on Office365

We recommend using the Microsoft Authenticator app on your mobile phone. It can be downloaded from the Apple App Store or from the Google Play Store.

iPhone - Microsoft Authenticator

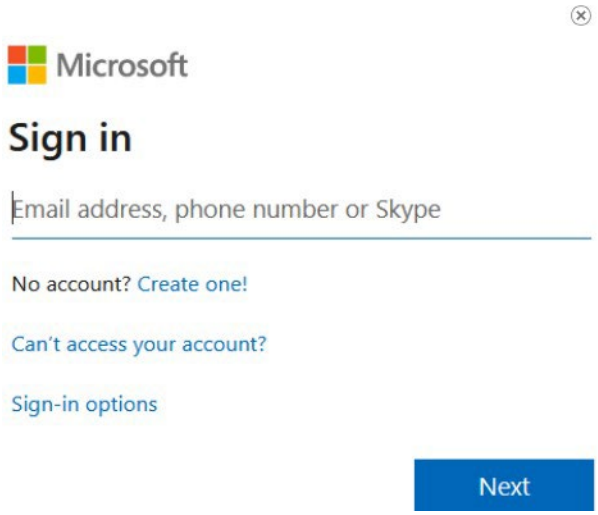
Android - Microsoft Authenticator

Please install this on your phone before following the steps below. If you do not want to install this app you can use your mobile number instead.

Step 1

When prompted, enter your college email address. Your email address will be your student reference +

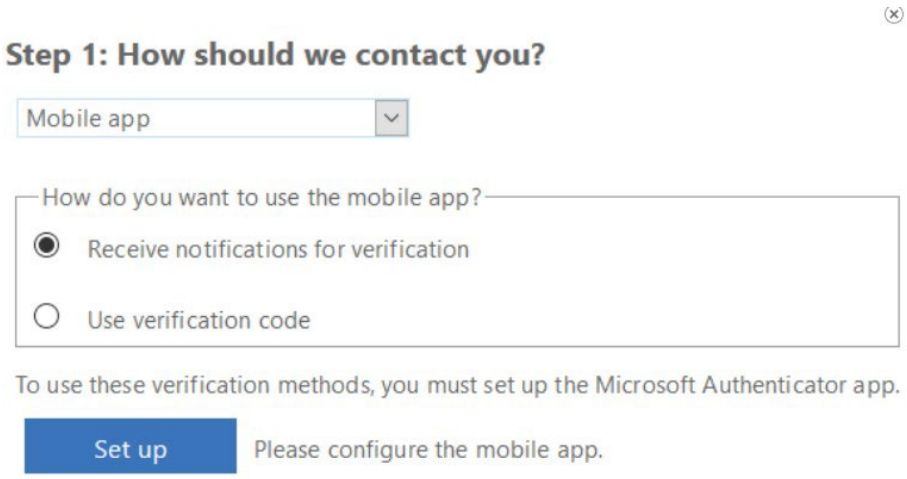
'@west-lothian.ac.uk'. E.g. 000000@west-lothian.ac.uk



Step 2

If you do not want to use the Mobile Authenticator App please skip to step 5.

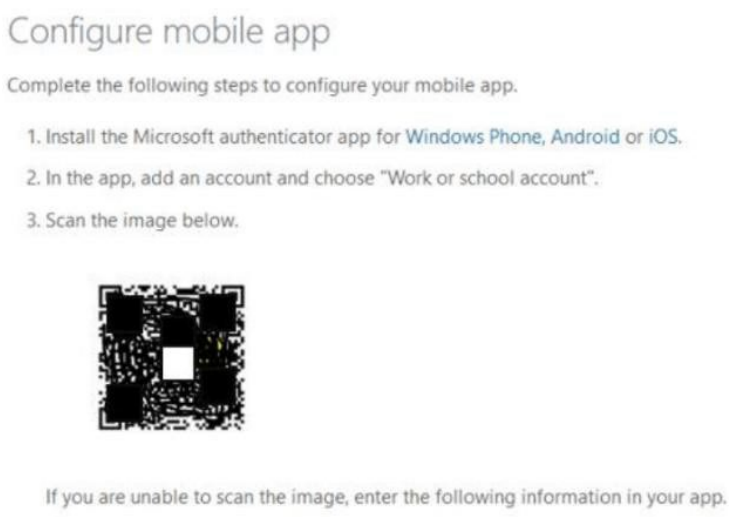
Click the drop-down box and select 'Mobile App' and then 'Receive notifications for verification' and click setup.



Step 3

Now open the Microsoft Authenticator app on your phone and tap the + symbol and choose 'Work or School account' This should open the camera app on your phone which you will need to point to the QR code on your screen.

Once complete click next.

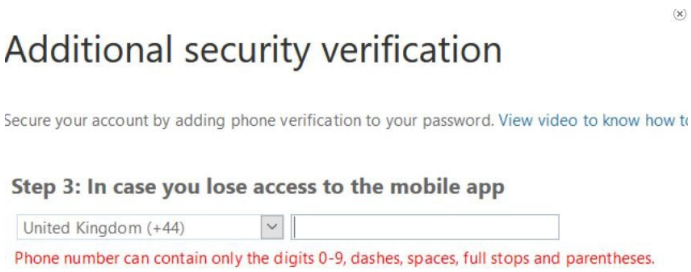


Step 4

Click next again and you should receive a notification on your mobile phone to approve the login. Tap approve and Microsoft

should request a telephone number in case you lose access to the mobile app. Please provide your telephone number and click finished.

You've now setup MFA on your account and will need to approve your login with your mobile phone when logging into Office 365 from now on.



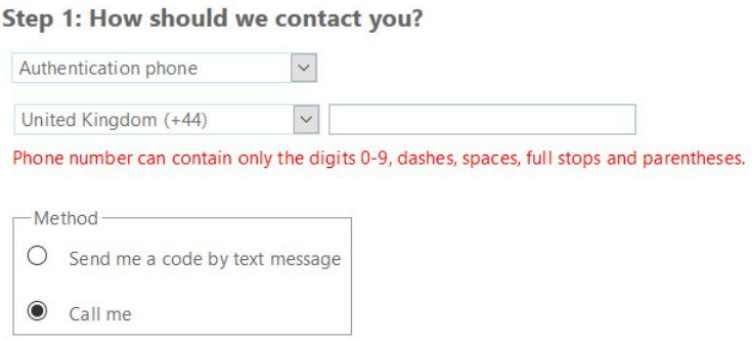
Please skip step 5 if using the Authenticator app

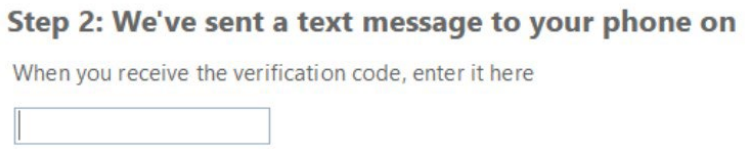
Step 5

Click the drop-down window and select 'Authentication phone'. Change the region to United Kingdom (+44) and enter

your mobile number and then pick either 'send me a code by text message' or 'call me'.

Depending on the option you selected Microsoft will either text you a secret code or you'll get an automated call giving you the code. You'll need to input this code and click verify. You've now setup MFA on your account and will need to verify any logins to Office365 by using the code sent to you. It will be a different code every time.





Please click on this link that will give you access to the full Users Guide.

https://westlothiancollege920.sharepoint.com/:b:/s/WLCePortfolio/EU9Ufr0JCnFNvmaeowWrmWcBCIZS7XXYEb9t-SNk1qPmqg?e=phqxnj

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Section 6 Writing a Reflective Account/Personal Statement

What is a Reflective Account/Personal Statement

A Reflective Account/ Personal Statement is a detailed reflection on your real work activities written in the first person and in the past tense. What you have written must have taken place within 2 years to make it a valid and a current piece of evidence.

Writing a Reflective Account/Personal Statement

- A SVQ is all about **YOU** so when you write a Reflective Account/Personal Statement it needs to be about what **YOU** have done and how **YOU** carried out your working practice and why.
- It's about documenting a time you undertook a work activity that is relevant to the units within your SVQ.
- It is **NOT** about: what I would, could, should, might, will do, or if.
- It **IS** all about '**what I did'**
- Reflective Account/Personal Statements must not breach any confidentiality, and you should ensure the account is anonymised.

- Additional Guidance can be found in **the link:** https://www.youtube.com/watch?v=e3RJA1I0Hg

Linking a Reflective Account/Personal Statement to your SVQ units

All the units in your portfolio are made up of Performance and Knowledge Points **PC** – Performance Criteria points. These relate to **WHAT** you have done.

KU – Knowledge and Understanding points. These relate to **WHY** you did it.

Section 7 Feedback from your assessor

When you submit your Reflective Account, your Assessor will assess this then send you feedback through your ePortfolio or to your email address.

The feedback may be written directly into your Reflective Account or may appear in the feedback section.

Your Assessor may ask you to revisit your work to add further details or they will accept it if it meets all the requirements.

Section 8 Completion of your SVQ

Once you have completed your portfolio to 100% the following actions will happen:

1. Your Assessor will request sign off on your portfolio from the Internal Verifier (IV)
2. Once the IV has signed off your portfolio the Assessor will result you as a pass in our college systems.
3. You and your employer, if relevant, will receive a formal electronic letter congratulating you on your achievement.
4. If you have fully paid your account balance these results are then sent to the SQA.
5. SQA will send your formal certificate to your home address. If you have changed address since the point of enrolment, you must let your Assessor know otherwise your certificate will go to your old address. SQA will charge you for sending out a duplicate.

The above steps will take in the region of 4 - 8wks to process.

Section 9 College Procedures

Complaints Procedure

The college has a complaints Policy and Procedure in place. This is accessible via the following link:

https://www.west-lothian.ac.uk/media/1458/complaints-policy-and-procedure-august2016.pdf

Equality and Diversity

West Lothian College is committed to the provision of equal opportunities in all aspects of college life and has an **Equality and Diversity** Policy and Procedure in place; this is accessible via the following link:

https://www.west-lothian.ac.uk/corporate-and-governance/equality-and-diversity/

SVQ Hold Process & Procedure

Candidates can apply for a period of hold in the event of extenuating circumstances using the Hold Request Form. Please speak to your Assessor for more information.

Section 10 Frequently Asked Questions (FAQ's)

Qu: *How many points will an observation meet?*

Ans*:* Direct observations are sector specific. Speak to your Assessor who will be able to inform you of further information regarding your observation.

Qu: How long will my SVQ Award take to complete?

Ans: The duration of your SVQ Award will be discussed with you on induction this will be written into your Learning Agreement and will also show on your WLCePortfolio account (start and end date.)

Qu: How quickly can I complete this Award? Is it possible to complete it within the timescale offered?

Ans: The length of Assessor support allocated to complete your SVQ Award is fully achievable. You can complete this earlier by producing work and submitting to your Assessor before the agreed date.

Qu: Can I stop my SVQ Award and start it again at a future point in time?

Ans: Under extenuating circumstances, you can apply for a Hold period. This will allow you to have some time away from working towards your Award. On request, a form will be sent to you, and once completed, submitted and sanctioned by the relevant Learning and Development Manager, the length of time requested will be added to your completion date. This may be a period on one, two or three months. Your Assessor will contact you near the time of expiry of the date Hold agreed. Any previous work submitted is only valid if it is within a 2-year period of occurrence.

Qu: What happens when my Assessor is off on annual leave, or for any other reason?

Ans: Your Assessor will inform you of any time off they will be taking.

Qu: What happens if my Assessor is off on sick leave?

Ans: Continue to work to the plans made/agreed with your Assessor and submit work. Your Assessor will inform you when they return and will reschedule any missed appointments. Should your Assessor be off on long term leave, the Learning and Development Manager will designate another Assessor to you. You will not be disadvantaged in any way.

Qu: I have submitted work, so why has my percentage not gone up?

Ans: Your percentage progression will increase when the work submitted has been successfully assessed and accepted by your Assessor, and work uploaded onto your portfolio. Your Assessor can explain this to you on request.

Qu: How much time should my employer give me to do my SVQ Award?

Ans: Arrangements for protected SVQ time in your work place is an arrangement made between yourself and employer.