

SSSC information and resources

v2.2 - July 2020



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- **Coronavirus information and guidance**

- **Coronavirus information for social service workers and employers**

The situation surrounding coronavirus (COVID-19) is fast moving and changing so we've brought together some key information about what we're doing to help social service workers and employers. We will update [this page](#) regularly regarding added legislation changes, fitness to practise and support packs.

www.sssc.uk.com/coronavirus

- SSSC News:

- [Social service workforce](#)
- [SSSC registration](#)
- [Professional standards](#)
- [Your learning](#)

- **Guidance for employers on core training for redeployed workers, temporary workers and volunteers**

With the spread of the coronavirus (COVID-19) pandemic across the country, it will be necessary for health and social care staff to be deployed to work in frontline care services they may be unfamiliar with. Temporary workers and volunteers are also being recruited to support services.

<https://cdn.prgloo.com/media/download/8a4a2a6c4dfd42b1a48bca3504372761>

- **Social Worker Guidance**

[Information](#) to support social workers entering practice, or a new area of practice through redeployment or temporary registration.

<https://learn.sssc.uk.com/coronavirus/socialwork/>



- **Workforce support and wellbeing during the COVID-19 outbreak**

This guide aims to help support you to look after yourself, others for whom you provide support and care colleagues.

<https://learn.sssc.uk.com/wellbeing/>



- **Recruiting staff for coronavirus (COVID-19)**

Together with NHS Education for Scotland (NES) we've launched a new recruitment website where you can register your interest in working in social care again or if you are keen to start a career in social services.

<https://news.sssc.uk.com/news/recruiting-staff-for-coronavirus-covid-19>



- **Care Inspectorate guidance for services**

https://www.careinspectorate.com/index.php/coronavirus-professionals?utm_medium=email&utm_source=govdelivery



- **SSSC Learning Strategy (May 2017)**

This learning strategy outlines the SSSC's approach to providing workers, employers and others with learning support. It is informed by feedback from a range of stakeholders gathered in the course of the SSSC's learning and engagement activity.

<https://www.sssc.uk.com/entity/annotation/4ed1bb71-e370-a3e5-baa6-b44e13e7d54a>

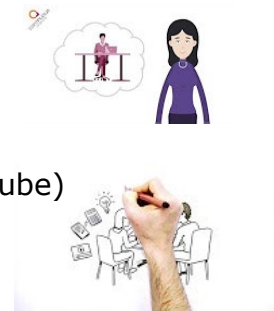


- **Continuous Learning Framework (CLF)**

The CLF sets out what people working in social services need to be able to do their jobs well, now and in the future and what their employer needs to do to support them.



- <https://lms.learn.sssc.uk/course/view.php?id=7>
- CLF document
https://lms.learn.sssc.uk/pluginfile.php/64/mod_resource/content/1/clf.pdf
- Personal Capabilities video/animation (YouTube)
https://www.youtube.com/watch?v=l9gkMsDd15s&feature=player_detailpage
- Organisational Capabilities video/animation (YouTube)
https://www.youtube.com/watch?feature=player_detailpage&v=9v6jE17sS1w



- **CLF Audit Tool**

The Audit Tool ([PDF and Word versions](#)) has been developed to help employers audit their performance against the organisational capabilities of the Continuous Learning Framework and generate an action plan for further development.

<https://lms.learn.sssc.uk/course/view.php?id=7#section-3>



- **Step into Leadership**

<http://www.stepintoleadership.info/>

Step into Leadership (SiL) is a resource that offers pathways for people to explore their leadership profile and plan their development. SiL assists this process by signposting people to a wide range of resources and tools with links to these organised under six defined leadership capabilities. The three pathways are set out for:

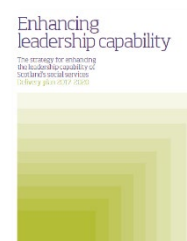
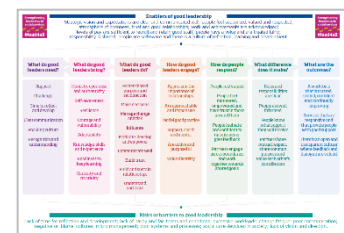


We signpost tools on SiL for people to assess and measure their leadership development (including [Plan your Pathway](#)¹, [Leadership Styles Questionnaire](#)², [Learning Log](#)³ and [Leadership Capability Feedback Tool](#)⁴ for frontline workers and [Leadership Capability Feedback Tool](#)⁵ for managers).

The organisational capabilities by which services support the development and exercise of individuals' leadership capabilities are drawn from the [Continuous Learning Framework](#) (see above).

The [Leadership Logic Model](#)⁶ was developed as part of the [Enabling leadership research](#)⁷ (Scottish Social

Services Council, 2016) and shows how good leadership contributes to positive outcomes. The research influenced the [Strategy for enhancing the leadership capability of Scotland's social services Delivery plan 2017-2020](#)⁸



¹ http://www.stepintoleadership.info/frontline_questions.html

² <https://www.mindtools.com/pages/article/leadership-style-quiz.htm>

³ <http://www.stepintoleadership.info/assets/pdf/Learning%20log%20for%20people%20using%20services.pdf>

⁴ <https://360tool.sssc.uk.com/>

⁵ <https://lfi360.nes.nhs.scot/>

⁶ <http://www.careimprovementscotland.org.uk/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=3394>

⁷ <https://www.sssc.uk.com/knowledgebase/article/KA-02257/en-us>

⁸ <http://www.careimprovementscotland.org.uk/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=3227>



- **Leadership for Integration - Leadership Capabilities Feedback Tool**

The [Leadership for Integration 360](#) tool is designed to help health and social care professionals reflect on their leadership capabilities and identify strengths and areas for development.

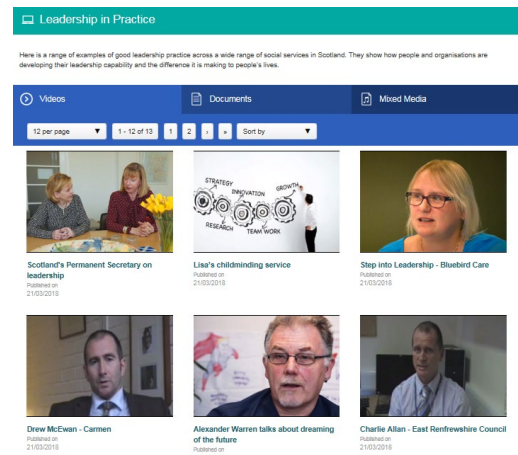


<https://lfi360.nes.nhs.scot/>

- **Leadership in Practice**

This range of examples of good leadership practice across social services in Scotland show how people and organisations are developing their leadership capability and the difference it is making to people's lives

<http://www.stepintoleadership.info/mediawall.html>

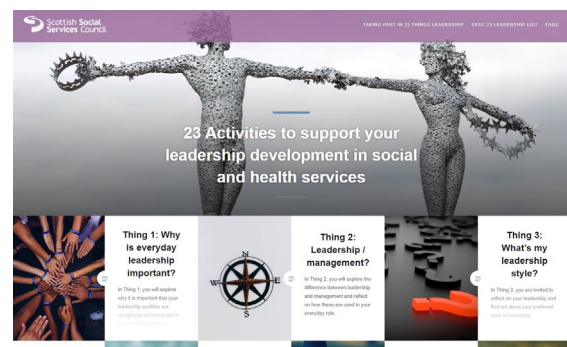


- **23 Things Leadership**

23 Activities to support your leadership development in social and health services

[The resource](#) is designed to:

- offer an introduction to varied aspects of leadership
- help you recognise your own leadership capabilities
- encourage development of good leadership in the sector so that achievement of positive outcomes for people using services and their carers is central to care practice and service delivery.



<http://23leadership.sssc.uk.com/>

- **Resources to support professional development & learning**

http://www.stepintoleadership.info/other_resources.html

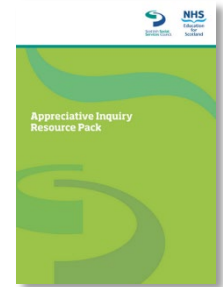


- **Appreciative Inquiry Resource pack**

The [Appreciative Inquiry resource pack](#) is for anyone who wishes to use an Appreciative Inquiry approach to support service improvement or redesign.

<https://lms.learn.sssc.uk.com/course/view.php?id=14>

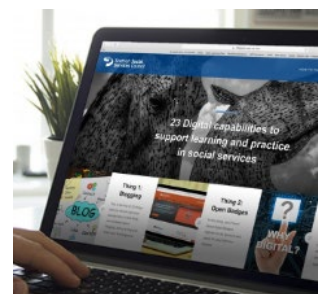
See also [Facilitation Learning Resource](#) section below



- **Learning Zone and Learning Resources**

The [SSSC Learning Zone](#) has apps and resources to help you develop your knowledge and skills. These are all completely free and you can work through them at your own pace. Learning from the resources can contribute towards your Post Registration Training and Learning (PRTL) and employers are more than welcome to use our resources within their workplaces.

<https://lms.learn.sssc.uk.com/>



- **SSSC Publications (links by sub-categories)**

<https://www.sssc.uk.com/knowledgebase/category/?id=CAT-01047>

- **NOS Navigator**

NOS Navigator is a simple, easy to use tool to help you find your way around the national occupational standards for the social service sector in Scotland.

<http://learn.sssc.uk.com/nos/>



- **Common Core frameworks**

There are two Common Core frameworks reflecting children's services and adult care. The Common Core describes the core elements that workers should demonstrate to build positive relationships and promote the rights of individuals. It provides a good foundation for those new to working in care services and not familiar with the scope of knowledge, skills and values which underpin practice.

- **Children's services**

The children's Common Core was developed within GIRFEC principles.

<https://www.gov.scot/publications/common-core-skills-knowledge-understanding-values-childrens-workforce-scotland/pages/5/>



- **Adult care:**

The adult Common Core was a recommendation of The Vision and Strategy for Social Services in Scotland. It shares the same element as the children's workforce Common Core to support consistency and flexibility across services.

<http://sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=2442>

- **Careers Pathway Tool**

Anyone looking for a job that makes a difference can get help to start a career in Scotland's social services with our careers website www.careersincare.scot.

The website shows how someone can build a career working with children and young people, in social services and healthcare settings or as a social worker.

There are career stories, interactive qualification pathways and links to opportunities to help people make their first steps. The Frequently Asked Questions (FAQs) contain advice about work experience, funding and more.



- **Supervision Resources**

The [SSSC Supervision Resource](http://www.stepintoleadership.info/assets/pdf/SSSC-Supervision-learning-resource-Sept-16.pdf) aims to promote good practice in supervision across social work and social care in Scotland. The resource explains what supervision is and offers four models of supervision.

<http://www.stepintoleadership.info/assets/pdf/SSSC-Supervision-learning-resource-Sept-16.pdf>

1. Introduction	2. Why do supervision?	3. What is supervision?
4. Supervision contracts	5. Different approaches	6. Different types of one-to-one
7. Group supervision	8. Difficult conversations	9. Making the transition
10. Evaluating and reviewing	11. References	12. Examples and templates



- **Supervision: other supporting resources**

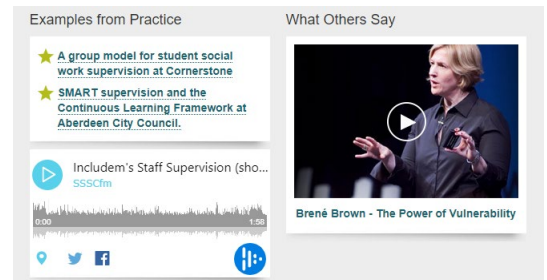
In support of the supervision resource, SSSC provides [additional guides and materials](#). There are also examples from practice to assist understanding, development and implementation of supervision practice.

<http://www.stepintoleadership.info/supervision.html>

The [supervision presentation](#) and accompanying notes help people facilitate a discussion around effective supervision.

[An introduction to the presentation](#) provides more information about the different ways in which the resource can support your practice.

<http://www.stepintoleadership.info/supervision.html>



- **Leadership stories: developing effective supervision**

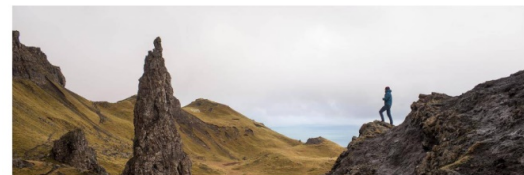
This resource captures the leadership stories of three organisations and how they worked with the Institute for Research and Innovation in Social Services (Iriss) and SSSC to improve supervision within their organisations.

<https://www.iriss.org.uk/resources/reports/leadership-stories-developing-effective-supervision> and <https://www.iriss.org.uk/resources/reports/leadership-stories-process-and-resources>

Leadership stories: developing effective supervision

Improving understanding about supervision

Published on 15 May 2018



- **Mentoring resources**

<http://www.stepintoleadership.info/mentoring.html>

The [SSSC Mentoring Guidance](#) explains what mentoring is and contains information on developing a mentoring policy and how to implement a mentoring programme.

<http://www.stepintoleadership.info/assets/pdf/SSSC%20Mentoring%20guidance.pdf>



- **Mentoring Guidance — Childhood Practice**



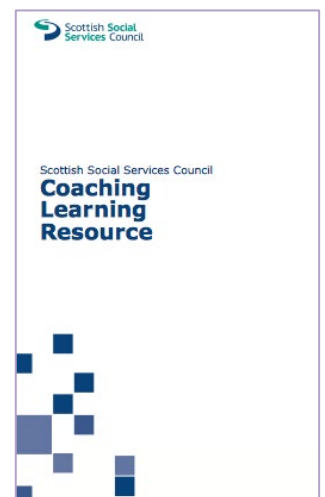
The guidance aims to promote good practice in peer mentoring, providing a framework designed to be adaptable to a range of contexts

<http://www.stepintoleadership.info/assets/pdf/guidance-for-mentoring-in-childhood-practice.pdf>

- **Coaching Learning Resource**

The [SSSC Coaching Learning Resource](http://www.stepintoleadership.info/assets/pdf/SSSC%20Coaching%20Aug%2016%20master.pdf) can support people in Scotland's social services to develop a coaching approach across their organisation.

<http://www.stepintoleadership.info/assets/pdf/SSSC%20Coaching%20Aug%2016%20master.pdf>



- **Modern Apprenticeships Resource**

This [resource](https://learn.sssc.uk.com/ma/) has a range of information to help employers and mentors support modern apprentices. It can help you identify ways in which you can create a positive learning experience for the apprentice.

<https://learn.sssc.uk.com/ma/>

See also [Modern Apprenticeships core skills eBooks](#), below.

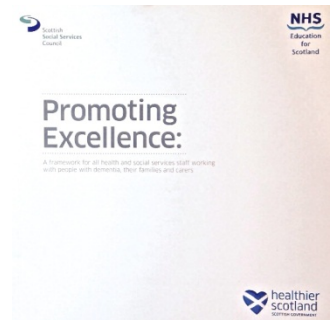


- **Promoting Excellence**

To help you develop the right knowledge and skills for working with people living with dementia, the SSSC and NHS Education for Scotland (NES) developed a learning framework called [Promoting Excellence](#).

<https://www2.gov.scot/Resource/Doc/350174/0117211.pdf>

- Dementia Managed Knowledge Network
<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/dementia-promoting-excellence.aspx>
- Guidance for learners, managers, assessors and educators
<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/dementia-promoting-excellence/resources-for-educators,-trainers-and-svg-assessors.aspx>
- Understanding Dementia App
<https://lms.learn.sssc.uk.com/course/view.php?id=10>
- Dementia Informed Practice level
<https://lms.learn.sssc.uk.com/course/view.php?id=41> and
<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/dementia-promoting-excellence/framework/informed-level/learning-resources.aspx>
- Dementia Skilled – Improving Practice
http://www.knowledge.scot.nhs.uk/media/5532157/dementia%20skilled%20final_1.pdf
- Guidance for Dementia Skilled – Improving Practice
A [range of guidance](#) produced to accompany the Dementia Skilled - Improving Practice learning resource
<https://lms.learn.sssc.uk.com/course/view.php?id=37>
- Enhanced dementia practice for social workers
<https://lms.learn.sssc.uk.com/course/view.php?id=26>
- Personal outcomes for people living with dementia
<https://lms.learn.sssc.uk.com/course/view.php?id=11>



- **Codes of Practice**

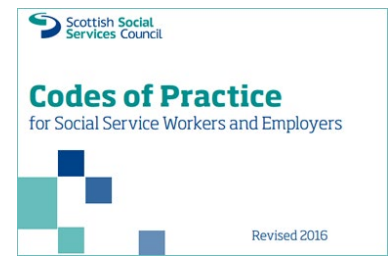
[The Codes](#) set out the behaviours and values expected of social service workers and their employers.

<https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/>

- The Codes of Practice for Social Service Workers and Employers

<https://www.sssc.uk.com/entity/annotation/15ceb040-c1d5-980d-a948-cb7e1aa06cea>

- In our learning resource [Making Better Decisions](#), the scenarios invite understanding and application of the SSSC Codes of Practice



- **Children and Early Years**

[This area](#) of the SSSC website is intended to provide access to resources and information for anyone working in Day Care of Children Services in Scotland.

<https://lms.learn.sssc.uk.com/course/index.php?categoryid=6>

Learning resources to support early learning and childcare workers

The SSSC launched new learning resources to support early learning and childcare workers in May 2018. The free digital resources will support the workforce at a time of major expansion with recruitment of thousands of new workers to meet the Scottish Government's commitment to increase free provision to 1,140 hours by 2020.

- [Observing children](#)

This online practice simulator allows workers to observe children at play while in different workplace settings to help them develop observation and recording skills, which play a key role in early learning and childcare.

- [Child development](#)

This app is an essential reference for early years practitioners in Scotland containing important aspects of national guidance and a mix of information and real world activities to support practice.

- [Mentoring for early learning and childcare services](#)

This app will help you implement a mentoring programme in your early learning and childcare service. We've designed it to help your service reach its potential and to support the continuous professional development of workers.

All of the resources are interactive and will support your knowledge and understanding. By working through the resources you will also be able to gain Open Badges, which are a way of recognising and recording learning.



The [SSSC Open Badges](#) website offers a range of Open Badges for those working in Early Learning and Childcare

https://www.badges.sssc.uk.com/view-all-badges/page/2/?filter_posts_by_issuer=all&filter_posts_by_category=24&sort_posts_by=newest

- **Children and Young People**

Care Inspectorate [resources](#) most relevant to your setting.



- **Making Better Decisions (scenario-based learning)**

This [learning resource](#) provides you with scenarios which invite some challenging decisions. Working through the scenarios enables you to see how your decisions might have an impact on people if you had to make the decisions in real life situations. The scenarios invite understanding and application of the [SSSC Codes of Practice](#)

<https://learn.sssc.uk.com/ftp/>



- **Safe administration of medication**

[This resource](#) is a suite of three modules covering principles and good practice, understanding medication, and practical considerations when undertaking the safe administration of medication. It is important that you always link the content to your organisation's policies and procedures that relate to the safe administration of medication.

<https://learn.sssc.uk.com/sam/>



- **Open Badges**

[Open Badges](#) are digital certificates recognising learning and achievement. If you can demonstrate that you've learned from materials produced by the Scottish Social Services Council you can earn an Open Badge.

<https://www.badges.sssc.uk.com/>

Our Open Badges video explains what they are and how they work: <https://youtu.be/FuI9QqGwX7o>



- **Registration**

The following links will help if you are applying to register with the SSSC for the first time. They give guidance on the registration process, including the information you need to supply to complete your application. And if you're already registered it will give you tips about keeping your registration up-to-date. For employers they have all the information you need to know to support your staff to achieve and maintain their registration.

<http://www.sssc.uk.com/registration>

- Who can register?

<https://www.sssc.uk.com/registration/who-can-register/>



- How to apply to register

<https://www.sssc.uk.com/registration/how-to-apply-to-register/>



- Your responsibilities as a registered worker

<https://www.sssc.uk.com/registration/your-responsibilities-as-a-registered-worker/>



- Employer responsibilities

<https://www.sssc.uk.com/registration/employer-responsibilities/>



- Help with Register parts, fees and qualifications

<https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/>



- **Post Registration Training and Learning (PRTL) — including links to guidance and examples)**

Everyone registered with us has to meet PRTL requirements. Writing about your learning and development and submitting it to us helps us to make sure you remain suitable for registration.

<https://www.sssc.uk.com/knowledgebase/article/KA-01044/en-us>



- **Fitness to Practise**

We have a range of resources to support our fitness to practice work

<http://www.sssc.uk.com/fitness-to-practise#>

- What is fitness to practise?

<https://www.sssc.uk.com/fitness-to-practise/what-is-fitness-to-practise/>

- How to tell us your concerns about a social service worker

<https://www.sssc.uk.com/fitness-to-practise/raising-a-concern/>

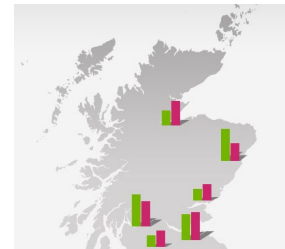
- Our investigation process

<https://www.sssc.uk.com/fitness-to-practise/our-investigation-process/>

- **Workforce Intelligence**

As an official statistics provider we publish data on the social service workforce in Scotland. [This website](#) has a wide range of information, tools and charts to use for planning your future workforce

<http://data.sssc.uk.com/>



The data we publish is very comprehensive in terms of the sector's workforce, coming both from the annual workforce data collections (200,000 individual records obtained annually from over 97% of registered care services and all Local Authority Social Work Services (LASWS) plus quarterly updates from the SSSC Register (150,000+ registrants). More detailed data can also be requested from the Workforce Intelligence team.

- **Workforce Skills Report 2017**

The [Workforce Skills Report](#) (WSR) 2016-17 gives you an overview of key skills challenges for Scotland's 200,000 social service workers.

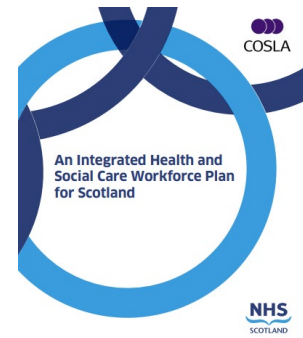
<https://www.sssc.uk.com/knowledgebase/article/KA-02340/en-us>

The next edition of the WSR is due for publication in June 2020



- **Integrated National Health and Social Care Workforce Plan**

The [Integrated National Workforce Plan for Health and Social Care](#) sets out how Scotland's health and social care services will grow to meet demand and make sure there are enough staff with the right skills to provide these services. It provides workforce planning guidance to health and social care employers.



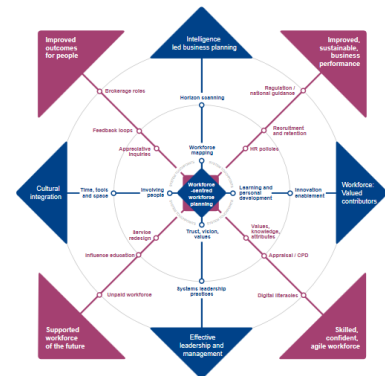
<https://www.gov.scot/publications/national-health-social-care-integrated-workforce-plan/>

- Integrated Health and Social Care Workforce Planning for Scotland: [Guidance](#)
- Integrated Health and Social Care Workforce Planning for Scotland: [Illustrative Scenarios](#)

- **Planning for the future**

The [Planning for the future](#) resource brings together a range of materials to assist anyone interested in workforce planning in the social services sector, including the dimensions of health and social care integration. The resource includes:

- tools and approaches taken by organisations to support workforce planning
- practical guidance and resources to support workforce planning.



<http://learn.sssc.uk.com/pff/>

- **Self-Directed Support (SDS)**

- [Self-directed Support Library](#)

A selection of resources that explain what SDS is, people's stories, assessment and support planning tools as well as resources to influence commissioning and procurement practice

<https://hub.careinspectorate.com/resources/self-directed-support-library/>



- Social Work Scotland
<http://www.socialworkscotland.org/what-we-do/Self-Directed-Support/>
- Scottish Government
 - Guidance on [Managing Self-Directed Support for Adults with Incapacity](#)



<http://www.socialworkscotland.org/what-we-do/Self-Directed-Support/>

- FAQ re. [Self-directed support and powers of attorney](https://www.gov.scot/publications/power-of-attorney-and-the-adults-with-incapacity-scotland-act-2000-guidance/)
<https://www.gov.scot/publications/power-of-attorney-and-the-adults-with-incapacity-scotland-act-2000-guidance/>

- **Personal Outcomes planning**

- **Personal Outcomes Network:**

The [Personal Outcomes Network](#) (PON) is a national cross sector group with membership from across health, social care and housing. Members work in a wide range of roles but share a common passion for developing and implementing personal outcomes approaches locally and nationally.

The [PON](#) website provides and signposts various resources, most of which are applicable across service settings — with additional carer-specific and dementia-specific materials provided through dedicated pages.

<http://personaloutcomescollaboration.org/>.

Resources on the site include:

- a statement of the values and principles underpinning Personal Outcomes approaches which was agreed by the PON:
<https://personaloutcomes.files.wordpress.com/2014/03/personal-outcomes-values-and-principles-paper-may16.pdf>
- all the findings and practical issue-based reports from the Meaningful and Measurable research project.
<https://personaloutcomescollaboration.org/meaningful-and-measurable/>
- the [Talking Points Practical Guide](#)⁹, and a [Review of Talking Points](#)¹⁰
- a range of leadership resources:
<https://personaloutcomescollaboration.org/leadership-support/> including IRISS' Leading for Outcomes guides.

⁹ <http://www.jitscotland.org.uk/wp-content/uploads/2014/01/Talking-Points-Practical-Guide-21-June-2012.pdf>

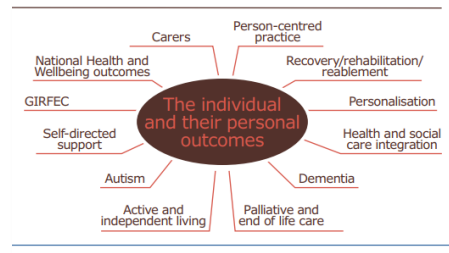
¹⁰ <https://personaloutcomes.files.wordpress.com/2014/03/iriss-talking-points-review-2012-2.pdf>



- **SSSC Learning Zone – Personal Outcomes**

SSSC Learning Zone hosts a suite of resources developed by the PON as well as links to other resources:

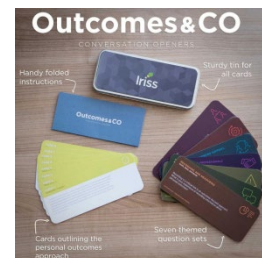
- [iBook for iPad, iPhone and Mac](#)
- [ePublication for Android devices](#)
- [Understanding Personal Outcomes booklet](#)
- [Understanding Personal Outcomes presentation](#)
- [Practitioner perspectives and practice](#)
- [Personal Outcomes mapping resource](#)



- **Outcomes & CO – conversation openers**

Iriss: [Outcomes & CO: conversation openers](#) supports practitioners and managers across the social services sector to reflect on their views, values and experiences of a personal outcomes approach.

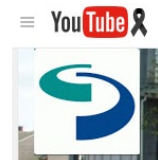
<https://www.iriss.org.uk/resources/tools/outcomes-co>



- **SSSC TV**

You can find various SSSC video resources on our YouTube channel:

<https://www.youtube.com/user/ssscTV>

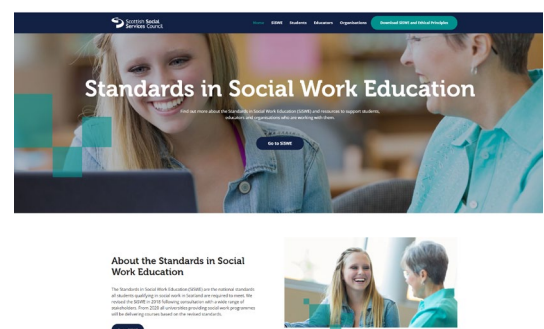


- **The Standards in Social Work Education**

[The Standards in Social Work Education](#)

(SiSWE) are the national standards all students qualifying in social work in Scotland are required to meet. We revised the SiSWE in 2018 following consultation with a wide range of stakeholders. From 2020 all universities providing social work programmes will be delivering courses based on the revised standards.

<https://learn.sssc.uk.com/siswe/>



- **Standard for Residential Child Care**

<http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=554>

- FAQs re. Standard for Residential Child Care

<http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=1893>

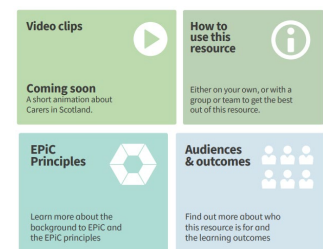
- **Equal Partners in Care (EPiC)**

The refreshed [Equal Partners in Care](#) national framework supports the health and social workforce to be more aware of carers and to work in partnership with them. It reflects the duties of the workforce under the Carers (Scotland) 2016 Act.



<https://learn.nes.nhs.scot/22660/person-centred-care-zone/carers/equal-partners-in-care>

The [EPiC learning resource](#) will help you (and the staff or students you support) to have better conversations and interactions with carers. The aim is to make a positive difference and improve outcomes for carers...and the people they care for.



- **Athens**

An Open Athens Account gives you access to databases of journal articles and the full text of journals and e-books.



Athens registration: <https://www.athensregistration.scot.nhs.uk/>



- **SSKS (Social Services Knowledge Scotland)**

[SSKS](#) is a website and digital library dedicated to the social services sector. SSKS provides access to high-quality materials like e-books and e-journals to help inform your research and practice



Social Services
KNOWLEDGE SCOTLAND

<http://www.ssk.org.uk/>



- **Yammer — Workforce Development and Planning Network**

[Yammer](#) is an online community that helps you to connect with the SSSC and colleagues, share knowledge, learn from each other and find answers to burning questions and solutions together.



<https://www.yammer.com/workforcedevelopmentandplanning/>

- **Social media guidance**

Guidance video for social service workers

This video shows how to use social media in a way that doesn't conflict with the professional social service role, highlighting the SSSC Codes of Practice and the need to maintain professional boundaries

<https://www.youtube.com/watch?v=rb5zrgNJSUA>



Social media guidance

This [guidance](#) provides advice for workers on using social media in a way that meets the SSSC Code of Practice, which sets out the expected behaviours and values of the workforce. It focuses on issues registrants and other stakeholders come across most frequently:



<https://www.sssc.uk.com/knowledgebase/article/KA-02289/en-us>

Thing 5: Social Media #1

This resource is part of [23 Digital capabilities](#) to support practice and learning in social and health services. [Thing 5: Social Media #1](#) provides you with the opportunity to reflect on what you do on social media and consider personal and professional boundaries. An [open badge](#) is available through reflection on your learning.



- **SSSC eBooks**

SSSC have developed a range of eBooks in Apple iBook format (for iPad and Mac computers) and ePub format (for Android tablets and Windows PCs or Chromebook devices).

You can see the full range of eBooks below and on the [Available eBooks page](#).



<https://lms.learn.sssc.uk.com/course/view.php?id=44#section-2>

The eBooks listed have been available in the past as iPad and Android tablet apps. Recently we began the process of updating these apps and converting them to eBooks as this format increases access to the resources by making them available on computers as well as tablet devices. Converting them to eBooks also means that we'll be able to update them more frequently as practice changes.

We have provided guidance on [Using the eBooks](#).

<https://lms.learn.sssc.uk.com/course/view.php?id=44>

Foundations for practice eBooks —

Although these learning resource have been designed to enable you to develop knowledge and to promote good practice all your work, you may find it particularly helpful if you are undertaking, or are about to undertake, a Scottish Vocational Qualification (SVQ) in Social Service and Healthcare.

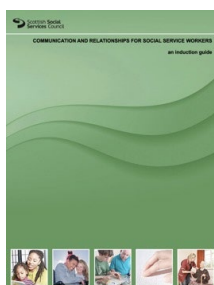
- **Health and safety for social service workers**

[This eBook](#) provides underpinning information and context for all care and support workers. It is not intended to be a comprehensive guide, nor is it intended to replace employers' guides and procedures.

<https://lms.learn.sssc.uk.com/course/view.php?id=30>



- **Communication and relationships**



Of all the areas of care and support practice, communication and the development of relationships determine how the job is done, as well as what is done. In [this eBook](#) we explore the various aspects of the knowledge and skills in communication you will need in order to be an effective social service worker.

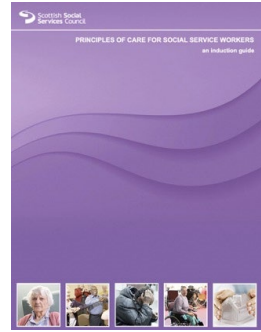
<https://lms.learn.sssc.uk.com/course/view.php?id=31>



- **Principles of care**

The [Principles of Care eBook](https://lms.learn.sssc.uk.com/course/view.php?id=28) has been designed to help readers develop better understanding of the principles and values which underpin social service practice. These principles are the keystones upon which your care and support practice rests. If you adhere to these principles, you will meet the expectations of your employers, the SSSC, people who use services and, most importantly, yourself.

<https://lms.learn.sssc.uk.com/course/view.php?id=28>



- **Maintaining your learning and development**



In [this eBook](https://lms.learn.sssc.uk.com/course/view.php?id=29) we explore various aspects of the knowledge and skills you will need to continue to develop and learn new things and continue to be an effective social service worker.

<https://lms.learn.sssc.uk.com/course/view.php?id=29>

Modern Apprenticeships core skills eBooks —

Core skills are the broad, transferable skills that help to develop the main capabilities people need to be full, active and responsible members of society. Core skills contribute to employability and are a component of Modern Apprenticeships in Scotland.

- **Social Service and Healthcare Level 2**

[This ebook](https://lms.learn.sssc.uk.com/course/view.php?id=40) is designed to help and support you whilst you undertake the New Modern Apprenticeships in Social Services and Health Care (SSH) Level 2. The book will concentrate on the core skills required. They are designed to provide you with resources in a flexible, innovative and user-friendly way, to help you develop your learning.

<https://lms.learn.sssc.uk.com/course/view.php?id=40>



- **Social Service and Healthcare Level 3**

[This ebook](#) is designed to help and support you whilst you undertake the New Modern Apprenticeships in Social Services and Health Care (SSH) Level 3. The book will concentrate on the core skills required. They are designed to provide you with resources in a flexible, innovative and user-friendly way, to help you develop your learning.

<https://lms.learn.sssc.uk.com/course/view.php?id=39>



- **Children and young people Level 3**



[This eBook](#) is designed to help and support you whilst you undertake the New Modern Apprenticeships in: Social Services Children and Young People (CYP) Level 3. The books will concentrate on the core skills required. They are designed to provide you with resources in a flexible, innovative and user-friendly way, to help you develop your learning.

<https://lms.learn.sssc.uk.com/course/view.php?id=38>

Other practice and award-focused eBooks —

- **Technical and Professional Apprenticeships Career Skills**

The Modern Apprenticeship Group has identified a range of pan-sector SVQ units at SCQF Level 7 and above which provide a National Framework of Career Skills Units for Technical and Professional Apprenticeships.

Technical Apprenticeships Career Skills

Technical apprentices should complete career skills units at SCQF Level 7 or above and achieve a minimum of 15 credits in total. [The book](#) will concentrate on the career skills required. It is designed to provide you with resources in a flexible, innovative and user-friendly way, to help you develop your learning and assist you in meeting the career skills requirements of these technical apprenticeship frameworks.

<https://lms.learn.sssc.uk.com/course/view.php?id=35>



Professional Apprenticeships Career Skills



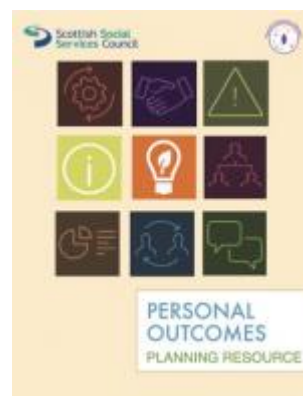
Professional apprentices should complete career skills units at SCQF Level # or above and achieve a minimum of 15 credits in total. [The book](#) will concentrate on the career skills required. It is designed to provide you with resources in a flexible, innovative and user-friendly way, to help you develop your learning and assist you in meeting the career skills requirements of these professional apprenticeship frameworks.

<https://lms.learn.sssc.uk.com/course/view.php?id=36>

○ Personal outcomes planning

When we talk about personal outcomes, we mean things that are important to people in their lives. Personal outcomes approaches mean acknowledging individual strengths and working towards establishing a shared sense of purpose to which everyone can contribute, including the person, their family, carers and other community resources as well as services.

[This book](#) has been designed as a planning tool to help you support people to identify and work towards their personal outcomes. It will provide you with information about the aspects that influence personal outcomes and has learning activities that should help you to reflect on what you have learned. You can also apply for open badges to help you provide evidence of your learning.



<https://lms.learn.sssc.uk.com/course/view.php?id=24#section-1>

○ Engaging with children and young people



[This eBook](#) has been designed as a tool to help social service workers learn some key aspects of engaging with children and young people. In addition to providing information you will find useful at work, it has activities that should help you apply and reflect on what you have learned.

<https://lms.learn.sssc.uk.com/course/view.php?id=8>



- **Mentoring for early learning and childcare**

[This eBook](#) will help you implement a mentoring programme in your early learning and childcare service. This book has been adapted from "Guidance for Mentoring in Childhood Practice (2010) by the Coalition of Childhood Umbrella Organisations. The mentoring book is not a one-size-fits-all solution. Every organisation and the staff who work in it are different. However, there are elements which are common to all successful programmes. The content of this book focuses on these common elements.



<https://lms.learn.sssc.uk.com/course/view.php?id=46>

Designing and developing digital learning eBooks —

- **Build your own 23 Things – a step by step guide**



[This book](#) has been designed as a tool to help you learn how to build your own 23Things-style online learning resource. It provides a step-by-step guide to installing and configuring the software you'll need and some advice and guidance on creating effective content for your resource and designing and awarding Open Badges to give your learners recognition for what they have learned.

<https://lms.learn.sssc.uk.com/course/view.php?id=45#section-0>

- **Making the most of mobile learning**





One of the key benefits of smartphones and tablets as a platform for delivering learning is that their portable nature tends to mean they are with us wherever we are. For learning, this means that we can, and should, create learning resources which encourage or enable learners to apply what they have just learned to their practice as soon as possible. As you'll see, this application of learning as soon as we've done it is very powerful in helping us to retain our learning and develop our practice skills. [This eBook](#) has been developed to help you create learning resources which make best use of the capabilities of today's smartphones and tablet devices.





<https://lms.learn.sssc.uk.com/course/view.php?id=25>



- Tablet apps (iPad/Android)**

App title		iTunes App Store	GooglePlay
Understanding Dementia		http://apple.co/22r7x8m	http://bit.ly/1T17Nsj
Dementia: Understanding Stress and Distress		http://apple.co/1N60DUh	http://bit.ly/1UY3di2
Dementia: Personal Outcomes		http://apple.co/1SvHJm1	http://bit.ly/1Q4mxC5
Engaging with Children and Young People (Children's Workforce)		http://apple.co/25WIUoK	http://bit.ly/1RQZNep

- Smartphone apps** (Designed as performance support apps for the care workforce)

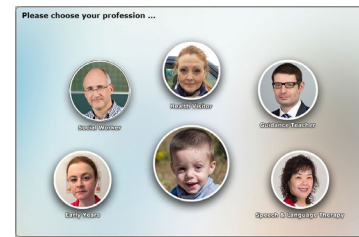
App Title		iTunes App Store	Google Play
SafeMed (Safe Administration of Medication for care workers)		https://apps.apple.com/gb/app/safemed/id1439598047	http://bit.ly/1Q4mWV7
Understanding Autism	 Understanding Autism Scottish Social Services Council	https://apps.apple.com/gb/app/understanding-autism/id1446720237	



- **Practice Simulations**

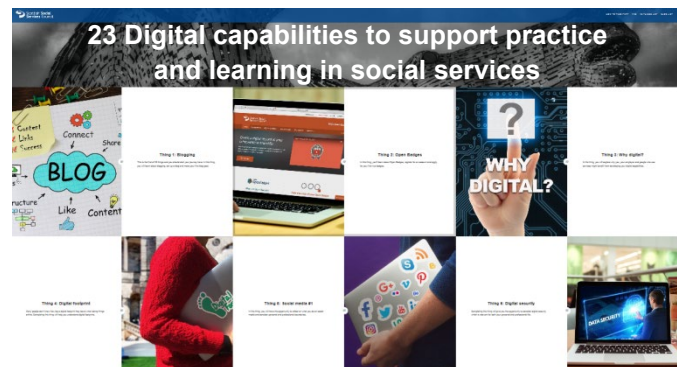
Online Learning

- Multi-Professional Practice Simulation for social services, health and education - <http://bit.ly/1eJwnOt>
- Making Better Decisions (scenario-based learning) - <http://learn.sssc.uk.com/ftp>
See also [above](#)



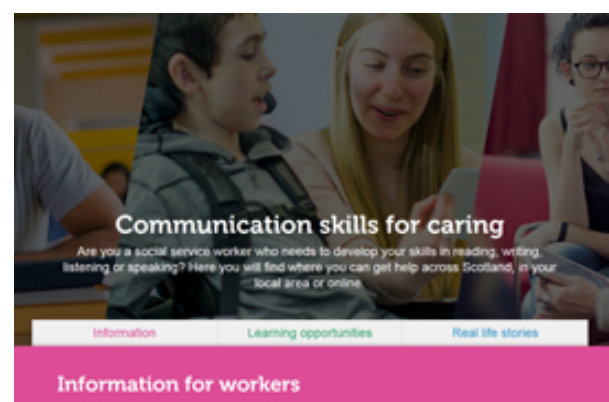
- **23 Digital capabilities to support practice and learning in social services**

Everything you will need to take part in the [23 things programme](#) is accessed via [this website](#). The programme is open to any social service worker (statutory, voluntary, private) in Scotland.



- **Develop your communication skills online**

The [Communication skills for caring](#) resource will be useful to people who need support to develop their skills in reading, writing, speaking and listening — all vital skills for working in social services. There is a directory of local, national and online support. The resource includes guidance for people who speak English as a second language and people who have additional learning needs.



- **Building your Personal Learning Network**

People who can seek new information, make sense of it, and share it with their colleagues will be an asset to any work team



<https://www.iriss.org.uk/resources/videos/building-your-personal-learning-network>



- **Palliative and End of Life Care Framework**

A framework to support the learning and development needs of the health and social service workforce in Scotland.

- <https://learn.nes.nhs.scot/2452/palliative-and-end-of-life-care-enriching-and-improving-experience/palliative-and-end-of-life-care-enriching-and-improving-experience>



- **Palliative and end of life care (PEOLC) resources**

[These resources](#) support the health and social care workforce who come into contact with people who have palliative and end of life care needs.

- [Palliative and end of life care: guidance toolkit](#)

This [guidance toolkit](#) provides you with clear links, guidance and connections between the Enriching and Improving Experience Framework at the Informed level and the required registrable qualifications which are considered integral to the delivery of high quality palliative and end of life care.

<https://lms.learn.sssc.uk.com/course/view.php?id=2#section-2>

- [Stories](#)

Enriching and improving experience: supporting social care workers who provide palliative and end of life care

This [SSSC booklet](#) presents case studies from people working in care home, care at home and housing support services talking about how they have benefited from using the palliative and end of life care learning and development framework.



https://lms.learn.sssc.uk.com/pluginfile.php/264/mod_resource/content/1/2018-Palliative-care-booklet-web.pdf

- [Event report](#)
- [Raising awareness](#)

This session has everything you need to deliver and raise awareness of Palliative and End of Life Care with Social Service Workers. It helps them understand their role and highlights the knowledge and skills required in delivering quality palliative and end of life care with people, their families and carers

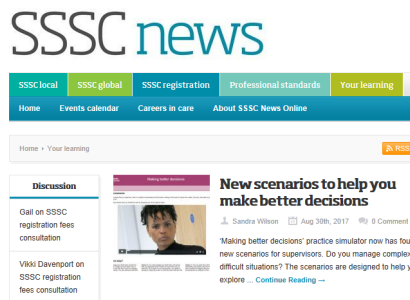
- [Resources for Care Inspectors](#)

- Healthcare Improvement Scotland has linked our PEOLC resources within its [PEOLC pages](#)

<https://ihub.scot/improvement-programmes/living-well-in-communities/people-nearing-the-end-of-their-lives/>.



- **SSSC News**



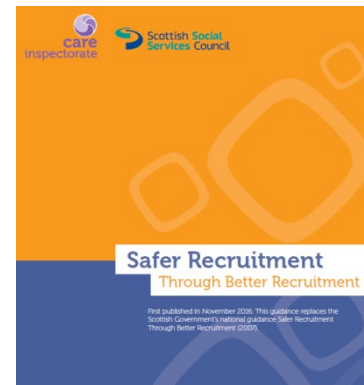
Keep up to date with news about learning resources, events and developments in the sector.

<http://ssscnews.uk.com/category/your-learning/>

- **Safer Recruitment through Better Recruitment**

The [Safer Recruitment Through Better Recruitment](http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf) resource is good practice guidance intended to help employers, especially those in social care, early education and childcare and social work to meet existing legislative and regulatory requirements in relation to the safer recruitment and selection of people who work with individuals who receive support and care from social services in Scotland –

http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf



- **Right Values, Right People (recruitment toolkit)**

The [Right Values, Right People](http://learn.sssc.uk.com/rvrp/) toolkit contains information to support employers and workers to adopt values-based approaches to recruitment. The toolkit contains different types

of resources including videos and PDF documents that can be downloaded: <http://learn.sssc.uk.com/rvrp/>

Right values, right people: recruitment toolkit



- **Scottish Credit and Qualifications Framework (SCQF)**

The [Scottish Credit and Qualifications Framework](http://scqf.org.uk/) (SCQF) is Scotland's national qualifications framework. The SCQF supports lifelong learning and can help:

- workers to access appropriate education and training over their career
- employers, learners and the general public to understand the full range of Scottish qualifications, how qualifications relate to each other and to other forms of learning, and how different types of qualification can contribute to improving the skills of the workforce.



<http://scqf.org.uk/>

- **Health and Social Care Standards**

Scotland's new Health and Social Care Standards set out what we should expect when using health, social care or social work services in Scotland.

They seek to provide better outcomes for everyone and to make sure that individuals are treated with respect and dignity and that the basic human rights we are all entitled to are upheld.

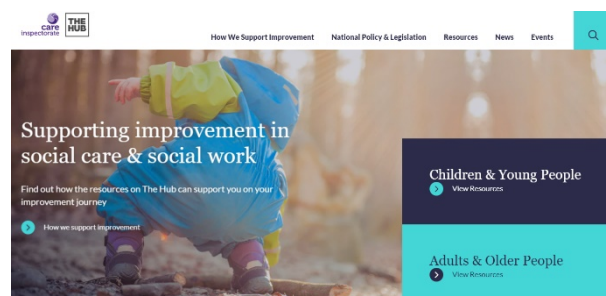


<http://www.newcarestandards.scot/>

- **Care Inspectorate Hub**

[Supporting improvement in social care and social work](#)

The resources on The Hub can support you on your improvement journey.



- **Resilience resources for social work and social care practitioners**

Social Work Scotland, Iriss and the Scottish Social Services Council (SSSC) have worked in partnership to draw together helpful resources for social service practitioners and their organisations to support them to think about and promote wellbeing and resilience.

<https://www.iriss.org.uk/resources/reports/resilience-resources>



- **Raising Concerns in the Workplace guidance**

We've developed, with the Care Inspectorate, [new guidance](#) to make sure social service workers, students and employers know how to raise a concern about the care and safety of people who use services.



- **Staying safe online**

Our [video about staying safe online](#) highlights the most common cyber threats you're likely to face. The film also offers information and advice on how to work and live more securely online.



- **Resources to support collaborative and integrated working**

https://lms.learn.sssc.uk.com/pluginfile.php/47/mod_resource/content/2/bcciw.pdf

[These resources](#) show how important integrated working is for those who use our public services and how collaboration and compassion are at the heart of integrated working. The resources can be used to support people's shared learning experiences and their continuous professional learning.



- **Facilitation Learning Resource**

The [Facilitation Learning Resource](#) gives examples of resources we offer to support action inquiry. You can download the resources and learn how you can achieve the [Fundamentals in Facilitation Open Badge](#) [here](#).

- [Using ourselves to facilitate](#)
- Action Learning Set Resource Pack ([cover](#) and [content](#))
- Forum Theatre scripts and facilitator notes to run forum theatre sessions ([cover](#) and [content](#))
- Appreciative Inquiry programme structure and supporting materials for a cycle of Appreciative Inquiry. See [Appreciative Inquiry](#) above.
- Fundamentals in [Facilitation Open Badge](#)

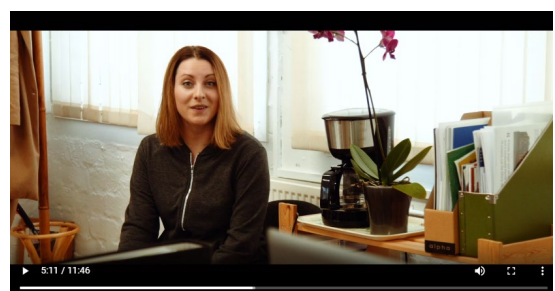


- **Five Story Telling Films**

These five [story telling films](#), co-designed through storytelling workshops, offer insights into some of the feelings and dilemmas faced by people with lived experience of social services, carers and social service workers.

- [A Risk Worth Taking](#): A response film
- [A Good Relationship](#): A personal outcomes story
- [Annie's Profession](#): A story about SSSC registration
- [The Woman Who Remembered Herself](#): A story about self-directed support
- [Supporting Change](#): A story about self-organising teams

The aim of the films is to help share learning from experience and inspire others, highlighting the impact and importance of compassion and collaboration. They can be used for different purposes including reflective learning, team discussions and outcome focused supervision.



- **Resources to support Quality Improvement**

- **The 3-Step Improvement Framework for Scotland's Public Services**

The [Framework](#) is designed to prompt self-assessment and debate. It is about getting started and 'doing': creating conditions for and implementing the improvements that will make a difference.

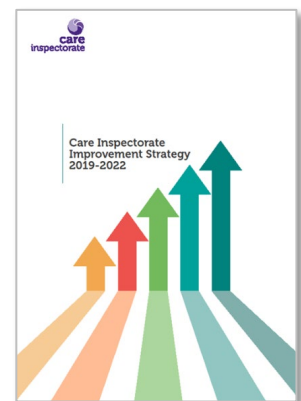
**The 3-Step
Improvement
Framework for
Scotland's Public
Services**



- **Care Inspectorate: The Hub**

The Hub provides various resources and information to inspire you to make a start on your [improvement journey](#).

<https://hub.careinspectorate.com/how-we-support-improvement/starting-your-improvement-journey/>



- **NHS Education for Scotland (NES)**

The [Quality Improvement Zone](#) provides information and resources to support you working at any levels of quality improvement to develop your knowledge.

<https://learn.nes.nhs.scot/741/quality-improvement-zone>





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