

Qualifications for working in Residential Child Care (Employees currently undertaking qualifications)

What should I do if I have completed my qualifications but do not have my certificate?

First call the college/training centre where you undertook the qualification. Ensure that they have passed your results to the [SQA](#). Make sure they have the correct record of your name and address. This is especially important if you have changed your surname or moved house.

If the results have been sent through, contact SQA. Quote your candidate number and college/training centre. Ensure your name has been spelled accurately and that your address is correct as this is where your certificate will have been sent. A replacement certificate will incur a charge (currently £38).

When speaking with SQA, ensure that your records have been attached to the 'group award'. The college/training centre where you were assessed should inform SQA that the collection of results credited to you together make up either the HNC or SVQ.

You may have completed part of the SVQ with another provider. Your new provider needs to use your Scottish Candidate Number (SCN) to ensure that the units you completed with them are linked with your other units in order to make a full award.

What should I do if I have completed my HNC and SVQ but SQA state that I do not have enough credits to make up a full HNC/SVQ?

The most likely explanation is that you have been allocated two different SCN numbers. It is essential that only one number is used for all of your awards. Suppose, for example, you completed the HNC with a college and as part of this award you completed four mandatory units of the SVQ 3. If you then complete the outstanding SVQ units with another provider who gives you a new SCN number, SQA will assume that you are two different people and will not tie the two awards together.

Another explanation is that as part of the HNC course you only completed three out of the four mandatory units of the SVQ. Some colleges operate a system where students undertake an additional HNC unit instead of SVQ Unit 34. If you then complete the optional SVQ units with another provider, you will be missing one credit required to pass (generally Unit 34 of the SVQ). Always be very clear which units in each award you have completed.

I completed some sections of my HNC a year ago but then stopped. Do I need to do the whole award over again?

Find out from your college/training provider if they processed results for you for any units. In order for them to do this you would have to have completed all of the assessments for the unit and have been assessed on all of the learning outcomes. For example, you may have completed everything required for psychology but only submitted one out of three of

the assessments required for sociology. Your provider could return a result for psychology but not sociology.

If you have passed the unit SQA should credit you for this and you would have a record to take to another provider to prove that you would not need to complete this part of the course. But you need to ensure that your new provider runs their course in such a way that units of the HNC are distinct. You may find that courses are integrated in such a way that you could be doing sociology and psychology at the same time and the assessments reflect this. In this case you may need to sit the psychology assessment again as it includes sociology learning outcomes.

I will not complete my qualifications in time for my SSSC registration date.

What will happen?

Theoretically if you do not obtain the qualifications required to work in residential child care you will not be allowed to continue working in this field. The advice from the SSSC is that they look at cases on an individual basis and in some circumstances may grant an extension. Discuss this with your employer and make sure you keep the [SSSC](#) informed of your circumstances.

I have lost my certificate and the SSSC requires it. What can I do?

You can request a replacement certificate from SQA but a charge will be incurred (currently £38). If you have your SCN number obtaining a replacement certificate is a straight forward process.