

# Level 4 Preparing for Leadership and Management in Health and Social Care

## Task C – Assessment *Sample*

# Instructions to candidates

For this task, you will be required to consider how you promote the voice and control of individuals.

The **topic areas** that this task relates to are:

- Dignity and respect
- Citizenship and inclusion
- Advocacy and co-production

Within this pack you are presented with a scenario that you are to read and consider. You will also read a number of accounts from individuals related to the scenario.

Once you have read the scenario and accounts, you should answer the questions provided.

You have up to **60** minutes to **prepare** your responses to the questions, and will then have up to **30** minutes to give these responses **verbally** to your assessor.

## Questions

- How are the topic areas relevant to the scenario, and why?
- What main conclusions have you come to from reviewing this scenario and considering the topic areas, and why?
- Considering the topic areas, can you describe some other values and communication skills that might have achieved a more positive outcome for the individuals in this scenario?

# Scenario

*“A day youth centre and community centre supports a large number of individuals in a small town. The centre have recently advised that the setting is moving its location imminently. It will move from the centre of town to a nearby village. It has also confirmed that its days and hours of operation will be amended as a result.”*



## IAN– Leader and Manager of the Service

“I had to make the call to move the service. We have received a major cut to our funding, so there was no other option but to move elsewhere. As there was nothing else we could have done, I didn’t see any point in discussing it further.”



### MAIR – Staff member

“I had no idea what was happening. I only found out when one of the parents asked me what was going on as she had received a letter.

How am I supposed to do my job and communicate this change if I don't know what is happening?”



## OSIAN – Individual

“I had got really used to going to this centre. I liked it a lot. I found out today I’m not going there anymore. I apparently have to go somewhere else, but no-one asked me if that is what I wanted.”



## RIHANNON – Parent

“We had absolutely no idea this was happening. We are in such shock. We are devastated because seen how distressed our child is. We are dealing with the fall-out not just from the change of service, but also the impact on our child. What were they thinking?!”