



**GRADUATE CERTIFICATE in Consolidation
of Social Work Practice
LEVEL 6 - 60 Credits
BMPF6044**

**LEARNER PORTFOLIO
(PORTH AGORED and UNIVERSITY OF WALES
TRINITY SAINT DAVID)**

Learner's name: Karen Lander

Email address: karen.lander@swansea.gov.uk

Learner's University Registration Number: 2320475

Cohort: 21 onwards

Reference List

Information about referencing in written assignments and how to avoid plagiarism can be found on Moodle. It is important that you are aware of the importance of ensuring that the work submitted is your original work.

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Detail of Workshops Attended

Please record in the table below the dates of each consolidation programme workshop you attended.

Consolidation workshop	Date Attended
1	14/11/2023
2	21/02/2024
3	23/04/2024
4	16/07/2024

Notes; Induction attended on 10/10/2023

Mentor's report

With reference to the 3 learning outcomes please comment fully on the learner's development over the duration of the whole programme. Reflect on information provided by the learner at the outset of the programme in Task 1 (Part a) and the later perspective given in Task 1 (Part b). Where you have seen or discussed feedback from individuals in need of care and support and/or their carers with whom the learner has worked, you are encouraged to comment on this with regard to the learner's development and their future development.

The following learning outcomes were identified for the Social Worker -

1. Time management – meeting deadlines, being more organised & working in a fast-paced role
 2. Develop professional and personal judgement - addressing biases and practising equality.
 3. Learning how to communicate the same information in a variety of ways - having more experience working with people living with ill mental health & cognitive impairment.
-
1. Time management – During the duration of the programme the SW has faced some difficulties in meeting deadlines. This was due to a number of factors e.g. Illness, personal circumstances and workload pressures. However, in general there has been some good improvement in this area. The SW has taken it upon herself to discuss the issue with her peers as well as seek advice and support from managers. Working in a fast-paced hospital environment with constant demands and expectations has also been a contributory factor. The main issue has been the prioritising of face-to-face work over paperwork duties. Although such interactions are fundamental to go SW practice, the administrative duties are just as important to ensure that services can be provided in a timely manner and there is a continuity in the ongoing support given by the local authority. Despite the excellent progress made, this will be an ongoing learning need
 2. Prior to joining the team, the SW had worked in another Local Authority and had little experience in dealing with people who had disabilities (physical and cognitive). As such she felt that she may have had some level of bias as a result of this. The hospital environment requires her to work with very vulnerable people who are in crisis as a result of acute illness, physical trauma or cognitive

impairment. Being exposed to such situations on a regular basis allowed her to see past her previous limitations and presumptions. She has always treated each patient as an individual, understanding their situation and needs and working towards achieving their desired outcomes. I have not witnessed any bias towards service users, and she has always demonstrated a strong ethical approach to her work and consistently uses core social work qualities and adheres to legislation. She will always put the needs of the person first. I feel that this learning outcome has been achieved. The necessary skills and ability were clearly always there, it was just the lack of exposure and experience that I believe led the SW to feel the way that she did.

3. Communication and information sharing is a key skill for all social workers. Within the hospital setting Multi-Disciplinary Team working is essential to achieving a successful outcome. The SW has demonstrated a variety of different communication and information sharing methods. She has considered age, identity, vulnerability, cognitive ability and use of appropriate language (e.g. nationality, cognition, sensory needs, use of jargon). This has been adjusted accordingly when dealing with service users, families and professionals. The gaining of such experience, peer support and training courses has allowed her to develop a wide range of communication techniques (verbal and non-verbal). As above I feel that this learning outcome has been achieved. However, due to the nature of the service area and the complications she will encounter, her communication and information sharing skills will continue to change and develop.

The SW is a highly motivated and dedicated member of the team. Since becoming a full-time member of staff, the SW has used her previous experience (from other LA's and whilst an agency SW with the team) to her advantage. Feedback received from service users, families and other professionals has all been positive and highlights excellent practice. She is a respected and valued member of the team, and we are lucky to have her.

Note for Mentor – Please ensure that you provide a signature of verification of this report in the section titled 'Signatures and Line Manager Verification'

Learner Details

Learner details, Signatures and Line manager verification.

It is the learner's responsibility to ensure that their university learner number is correctly inserted wherever requested within the portfolio.

Learner Details

(**NB** it is essential that you inform your Workforce Development/Training Unit **and** the University of Wales Trinity Saint David if your name or your address for correspondence changes).

1. Name of Learner: Karen Lander

2. Learner's University Number: 2320475

Address for Correspondence:

29 Lougher Gardens
Porthcawl
CF36 3BJ

Telephone Number: 07376 169901

E-mail address: karen.lander@swansea.gov.uk

Date of Professional Qualification:

Date of registration with Social Care Wales: 09/02/2024

3. Name of Learner's Agency – Swansea Home First Team

Agency Contact details: 01792 703181

Name: Amanda George

Address: Morriston Hospital, Heol Maes Eglwys, Morriston, Cwmrhydyceirw, Swansea SA6 6NL

Telephone Number: 01792 703181 (ex34002) / 07557 197210

E-Mail address: Amanda.george@swansea.gov.uk

4. The evidence I have provided within this portfolio is in:

Welsh only ☐

Welsh and English ☐

English only ☒

Mentor's details

5. Mentor's details

Name: Robert Burnard

Address: Home First Social Work Team, Morriston Hospital, Heol Maes Eglwys, Morriston, Cwmrhydyceirw, Swansea SA6 6NL

Telephone Number: 01792 703171 / 07929756624

E-Mail address: Rob.burnard@swansea.gov.uk

6. Observer details

Name: Robert Burnard

Work Address: Home First Social Work Team, Morriston Hospital, Heol Maes Eglwys, Morriston, Cwmrhydyceirw, Swansea SA6 6NL

Professional Qualification and date of qualification: BA (Hons) Social Work (Wales) 2013

Telephone number: 01792 703171 / 07929756624

Email address: Rob.burnard@swansea.gov.uk

Signatures and Line Manager Verification

CONFIDENTIALITY and PLAGIARISM – to be completed by the learner.

All information provided in this portfolio complies with guidance on confidentiality. I confirm that all work apart from comments by others (e.g. mentor, individuals in need of care and support and/or their carers) is all my original work and has not been copied. I understand that plagiarism is taken very seriously by the University and the programme.

Signed: *R. Landw* (Learner)

Date: 30/09/2024

Feedback and comments from an individual using services, their family and/or carers (Task 2) - to be completed by the Observer.

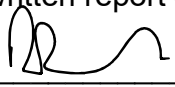
I confirm that I am a registered social worker with knowledge of the learner's area of practice and that the observation summary and the comments above from the individual in need of care and support and/or their carers are about the same piece of practice that I observed on the date given.

Signed:  (Observer)

Date: 30/7/24

Mentors Report (to be completed by the mentor)

I can confirm that I am a registered social worker and that in my role as mentor I have provided a written report of the learner's progress over the duration of the programme.

Signed  (Mentor)

Date 30/7/24

Line manager verification.

Guidance: This section must be completed and signed by the learner's line manager and/or senior practitioner. Where the line manager is not a registered social worker, verification must also be provided by a social work practitioner in a senior position (this could be the mentor) who is familiar with the learner's work and can verify that the learner has been involved with the safeguarding case evidenced in Task 3 of the portfolio and that the learner has met all the required criteria listed below.

In this section, please confirm that you have seen sufficient evidence of the learner's work during the period they have been undertaking the Consolidation programme. If necessary, please consult with other managers who the learner has worked with. In signing this section, you are confirming that you are content with the:

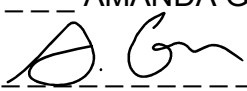
- level of supervision and mentoring support received by the learner;

- learning and development undertaken;
- reading and personal research undertaken;
- level of knowledge and skills demonstrated;
- understanding shown of the Code of Professional Practice and National Occupational Standards;
- core values of the learner;
- work and commentary referred to within the portfolio, that it is the learner's own work and based on current practice;
- completion of accurate, cogent, coherent and analytical recording skills;
- Line manager to verify the learner has been involved with safeguarding.
- Mentor's report, and that it provides evidence of observations of Professional Practice that has been undertaken over the duration of the Graduate Certificate in the Consolidation of Social Work practice pathway (work-based practice which is equivalent to 7,000 words).

I confirm that this learner has achieved an appropriate level of professional practice.

LINE MANAGER VERIFICATION:

NAME OF LINE MANAGER: _____ AMANDA GEORGE _____

SIGNATURE OF LINE MANAGER:  _____

DATE: _____ 30/09/2024 _____

REGISTERED SOCIAL WORKER'S VERIFICATION (WHERE THE LINE MANAGER IS NOT A REGISTERED SOCIAL WORKER, THIS CAN BE THE MENTOR).

NAME OF SOCIAL WORKER:

LOB BURNARD

SIGNATURE OF SOCIAL WORKER:

[Signature]

POSITION:

SENIOR PRACTITIONER

DATE:

30/9/24

Learning Agreement

PORTH AGORED AND UNIVERSITY OF WALES TRINITY SAINT DAVID

GRADUATE CERTIFICATE IN CONSOLIDATION OF SOCIAL WORK PRACTICE

LEARNER AND EMPLOYER'S LEARNING AGREEMENT

Name of Learner	Karen Lander
Name of Team/Agency	Swansea Council – Home First Team
Name of Mentor	Rob Burnard
Name of Line Manager	Amanda George

Study Duty

The learner will undertake all elements of the Graduate Certificate programme diligently, including mandatory attendance at induction, four Consolidation Workshops, and participation in an evaluation survey or focus group on completion of the programme.

The learner's full and effective participation on the Graduate Certificate is mandatory given that Social Care Wales has made completion of the programme a requirement within the first (three-year) period of registration as a Social Worker. This applies to social workers who qualified after April 2016.

Study Leave

The employer undertakes to support the learner by providing time within their normal contract of employment to attend all agreed mandatory elements of the programme which include; induction day and four Consolidation Workshops. Additional time may be provided for programme evaluation meetings and any training agreed as a requirement of the programme.

Three further study days will be provided by the employer as a contribution towards the time involved in personal research and developing the portfolio for submission. The study days can be taken on any week-day (or combination of days) as long this is (i) appropriate to the stage of portfolio preparation at the time, and (ii) agreed with the Team Manager who will take into account team and service needs. Where the learner works less than 37 hours a week, mandatory days and study leave will be approved in accordance with the employer's local policies.

Resources

Learners are able to access learning and library materials from their employer's existing resources or as described in the Programme Handbook, from the University. The employer understands that the Graduate Certificate is to be completed by newly qualified Social Workers in their first period of registration and will support this timescale. There is also an expectation that as it is a professional development programme, learners will take responsibility for their own learning and will also use their own time for personal study and portfolio preparation.

The employer's training department agrees to:

- arrange for eligible staff to join the programme;
- pay course fees directly to the University;
- pay Porth Agored partnership fees for each learner;
- provide additional guidance and support by:
 - a) facilitating access to existing learning materials or library resources;
 - b) providing appropriate training opportunities from existing internal training programmes as agreed with the learner and mentor;
 - c) providing programme induction and Consolidation Workshops;
 - d) providing learners with guidance and support about programme requirements and portfolio completion;
 - e) helping to resolve any programme difficulties encountered by the learner, mentor or service managers.

The learner agrees to:

- work actively towards completing the qualification within the agreed timescale of 12 months from the date of registration on the programme;
- identify with manager/mentor appropriate internal training and arrange to attend these courses;
- identify with manager/mentor and Training Coordinator/Manager any special requirements e.g. dyslexia and contact the University's Student Services office directly about additional support that may be required;
- attend induction and four Consolidation Workshops. These are mandatory components of the programme;
- produce work and evidence appropriate to the portfolio and learning outcomes within agreed timescales;
- make and keep agreed appointments with mentor/line manager;
- ensure they are prepared adequately and obtain all necessary consent for observed practice;
- inform mentor/line manager and training department immediately of any problems or changes in circumstances while undertaking the programme, especially where this may affect completion of the programme by the agreed deadline or ability to attend a mandatory workshop;

- liaise with their line manager/mentor to confirm study days and use their own time in addition for self-directed study, research and portfolio preparation;
- take personal responsibility for preparing and completing all work necessary to submit their portfolio;
- act at all times in accordance with the Code of Professional Practice and the employer's and University's policies, procedures and processes;
- ensure that they understand the need to complete the programme within the first (three year) period of registration with Social Care Wales. (Qualifying after April 2016).

Line Manager/Mentor agrees to:

Line-manager/mentor can be one in the same person or the role can be undertaken by two separate people. The mentor must be a registered SW with a minimum of 3 years post qualifying experience.

- attend an induction meeting to become familiar with the requirements of the programme;
- provide or arrange to provide sufficient assessment opportunities in order for the learner to evidence competency and undertake required observations. Where opportunities may not be immediately available within the team arrange to provide these elsewhere within the Service;
- guide and support the learner for the duration of the programme;
- release the learner for the programme induction and the four Consolidation Workshops, and any internal training courses agreed as being appropriate to meet agreed learning needs;
- agree with the learner, use of up to 3 additional study days over the whole duration of the programme, as an employer contribution towards time needed for personal study, research or portfolio development;
- ensure that regular formal supervision is provided to the learner by their line manager in line with organisational policy (line-manager);
- ensure that mentoring sessions are provided in line with Social Care Wales First 3 Three Years in Practice guidelines. Mentoring sessions, where possible, should be arranged as a separate event from supervision. A full record of when mentoring sessions are undertaken must be kept.

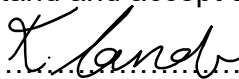
Completion and submission of portfolio

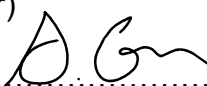
Learners are expected to complete the Graduate Certificate and will normally submit their portfolio within 12 months of attending induction to the programme. Any learner anticipating any difficulty in meeting this requirement should immediately discuss the matter with their Training Manager/Co-ordinator. It is the learner's responsibility to inform the university if they are not going to meet the submission deadlines.

The portfolio submission process and dates for each programme cohort will be published on Moodle. Once registered on a programme, **learners CANNOT change the due submission date without gaining agreement from the employer and University.**

Pressure of work is not regarded as a reason for non-attendance at any Consolidation Workshop.

I understand and accept the terms and conditions of this learning agreement as stated above.

Signed:  Print Name: ...KAREN LANDER..... Date: ...30/09/2024
(Learner)

Signed:  Print Name: ...AMANDA GEORGE....Date: ...30/09/2024.....
(Line Manager/Mentor)

Signed:  Print Name: ...Ros BYRWARD.....Date: 30/9/24
(Mentor, if different to above)

PLEASE PLACE THE SIGNED COPY OF THIS LEARNING AGREEMENT IN THE PORTFOLIO.