

A Learner's guide to the
**QNUK Level 3 Award in
Mental Health at Work (RQF)**

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Introduction

This qualification specification outlines key information required by learners to ensure they are able to make an informed decision in regard to the qualifications they are undertaking.

Qualification purpose

This qualification is aimed at employees. With an increase in poor mental health it is important that individuals understand their own mental health and how common mental health concerns can be identified in themselves and others, with strategies to reduce the risk including holding a mental health conversation.

Qualification objective

The objective for the qualification is to give Learners personal growth and engagement in learning.

Qualification structure

| | |
|---|------------|
| Qualification accreditation number | 603/4549/4 |
| Qualification level | 3 |
| Guided learning hours (GLH) | 12 |
| Total Qualification Time (TQT) | 14 |
| Credit value | 2 |
| Validity | Lifetime |

Pre-requisites

This qualification is aimed at those over 18

Due to the language of the assessment, it is recommended that learners have sufficient command of the English language in order to understand the assessment and to undertake the recommended assessment methods.

There are no other pre-requisites for this qualification.

Delivery requirements

This qualification is typically delivered in a face-to-face format over a two-day period.

Learners should complete the qualification within 6 weeks.

Optional and additional units

This two-day programme contains the learning outcomes for the QNUK Level 1 Award in Mental Health Awareness (RQF) and the QNUK Level 2 Award in Mental Health at Work (RQF).

Where combined courses are being delivered, learners completing the longer qualification(s), should NOT undertake the assessment for the shorter qualifications.

Blended learning

Blended learning is not permitted for this qualification.

QNUK Level 3 Award in Mental Health at Work (RQF)

Units of assessment

This qualification is made up of one mandatory unit

| | |
|----------------------------------|--|
| Unit one title | Supporting individuals during a mental health crisis at work |
| Unit one reference number | D/617/6048 |
| Level | 3 |
| Credit | 2 |
| Guided learning hours | 12 |
| Status | Mandatory |

Details on the knowledge and understanding which will be assessed can be found in Appendix 1 and 2 of this document.

Assessment overview

Learners are assessed for this qualification using the following method:

- Written examination
- Practical observation

The assessment will take place under examination conditions; i.e. learners will sit at least 1.25 metres apart and will not be allowed to confer during the examination. No books, including dictionaries, will be permitted during the examination.

Written Examination

Each learner will be assessed for this qualification by the completion of a written examination paper form of both Multiple choice and short answer questions.

Example questions can be found in Appendix 3 of this document

| | |
|-------------------------------|---------------------|
| Method | Written examination |
| Language of assessment | English |
| Grading | Pass/Fail |
| Pass mark | 70% (28/40) |
| Duration | 60 minutes |

Reasonable adjustments

All learners are required to complete the assessment in a manner appropriate to the purpose of the qualification, including achieving the required pass mark.

The prescribed assessment method for this qualification should not unfairly disadvantage learners with special needs who would otherwise be able to demonstrate competence in the assessment, in line with the purpose of the qualification.

If you feel the assessment method indicated above would disadvantage you due to your learning needs, please contact your centre to discuss what reasonable adjustments can be made.

Results

Once you have completed your assessment, the centre is required to submit their results to Qualifications Network for moderation within 10 working days of the date of assessment. We will issue verified results and appropriate certification to the approved centre within 7 working days of receiving those results. Results and/or certificates will then be forwarded to learners by the Centre. Learners should expect to receive all results within 20 working days of the date they take the assessment. If they have not received them within 25 working days, they should contact their centre in the first instance.

Progression routes

Learners undertaking this qualification may wish to progress in to other mental health related qualifications

Acceptable forms of I.D.

All learners must provide suitable identification documentation (I.D.) prior to being allowed to take an assessment for this qualification. This is a regulatory requirement. Centres must ensure that all I.D. is checked and the I.D. type noted on the Cohort Register.

Learners who do not have an acceptable form of I.D. will not be allowed to take the assessment.

The list below outlines acceptable forms of identification for learners undertaking a regulated qualification with Qualifications Network.

Ideally learners should provide at least 1 form of photo I.D. If photo I.D is not available, 2 forms of non-photographic I.D can be accepted.

Acceptable forms of photographic I.D (1 required) are:

- Signed UK Photo card driving licence
- Signed passport (any nationality)
- Valid EU Photo identity card
- SIA security licence (with photo)
- Current and valid warrant card issued by HM forces or Police
- Current and valid Prison service card (with photo)
- Proof of age card
- Employee photo identification card
- Student photo identification card for a recognised educational establishment
- Firearms license (with photo)

Acceptable forms of non-photographic I.D (2 required) are:

- Birth certificate
- Marriage/civil partnership certificate
- Bank or building society statement or official letter (issued within last 3 months)
- Credit card statement (issued within last 3 months)
- Utility bill – excluding mobile phone bill (issued within last 3 months)
- Benefit statement e.g. child benefit, pension (issued within last 3 months)

Appendix 1 Learning Outcomes and Assessment criteria

Unit 1 Supporting individuals during a mental health crisis at work

The follow details the Learning Outcomes for this qualification and the assessment criteria referred to within the assessment and used to determine if a learner has met a learning outcome. Further details of how learning outcomes and assessment criteria are covered is included in Appendix 2 Unit 1 Indicative Content.

| | | Assessment Method | |
|----------|---|-------------------|-----|
| | | WE | Obs |
| 1 | Be aware of common mental health disorders, in relation to | | |
| 1.1 | Defining the terms mental health and mental ill health | ✓ | |
| 1.2 | The impacts of poor mental health on an individual | ✓ | |
| 1.3 | Common mental health issues | ✓ | |
| 1.4 | Ways to reduce the stigma associated with mental health issues | ✓ | |
| 2 | Know how to recognise the causes and impact of stress, in relation to | | |
| 2.1 | Defining the term stress | ✓ | |
| 2.2 | Factors that increase the risk of stress in an individual | ✓ | |
| 2.3 | The potential signs of an individual with stress | ✓ | |
| 2.4 | The potential impact of stress on an individual | ✓ | |
| 3 | Know how to recognise the causes and impact of common mental health conditions, in relation to | | |
| 3.1 | Different mental health conditions | ✓ | |
| 3.2 | Factors that increase the risk of mental health conditions in an individual | ✓ | |
| 3.3 | The potential signs of an individual with a mental health condition | ✓ | |
| 3.4 | The potential impact of common mental health conditions on an individual | ✓ | |
| 3.5 | Organisations where individuals with a mental health condition can be referred to | ✓ | |
| 4 | Know how to recognise and support individuals with a personality disorder, in relation to | | |
| 4.1 | Defining the term personality disorder | ✓ | |
| 4.2 | Types of personality disorders | ✓ | |
| 4.3 | Factors that increase the risk of an individual developing a personality disorder | ✓ | |
| 4.4 | Ways to identify an individual who has a personality disorder | ✓ | |
| 4.5 | Organisations where individuals with a personality disorder can be referred to | ✓ | |

| | | | |
|----------|--|--|---|
| 5 | Know how to recognise and support individuals with Psychosis, in relation to | | |
| | 5.1 | Defining the term psychosis | ✓ |
| | 5.2 | Factors that increase the risk of an individual developing psychosis | ✓ |
| | 5.3 | Ways to identify an individual who has psychosis | ✓ |
| | 5.4 | Organisations where individuals with psychosis can be referred to | ✓ |
| 6 | Understand how individuals may use harmful strategies to cope with a mental health disorder, in relation to | | |
| | 6.1 | Identifying common harmful coping strategies | ✓ |
| | 6.2 | How substances are misused | ✓ |
| | 6.3 | Defining the term eating disorder | ✓ |
| | 6.4 | How individuals may self-harm | ✓ |
| | 6.5 | The potential signs of an individual who uses harmful coping strategies. | ✓ |
| | 6.6 | Organisations where individuals who use harmful coping strategies can be referred to | ✓ |
| 7 | Know how to recognise and support an individual in suicidal crisis, in relation to | | |
| | 7.1 | Factors that increase the risk of suicide | ✓ |
| | 7.2 | Warning signs for someone who is suicidal | ✓ |
| | 7.3 | ways to support an individual in suicidal crisis | ✓ |
| 8 | Be able to support an individual with a mental health issue, in relation to | | |
| | 8.1 | Ways to improve mental health and well being | ✓ |
| | 8.2 | Demonstrating an approach to take when supporting individuals with a mental health issue | ✓ |
| | 8.3 | Actively listen to an individual having a mental health conversation | ✓ |
| | 8.4 | Being responsive to an individual following a mental health conversation | ✓ |
| 9 | Know the legal requirements for managing mental health in a workplace, in relation to | | |
| | 9.1 | Impacts of poor mental health on the individual, others and the organisation | ✓ |
| | 9.2 | Key legislation, regulations and codes of practice related to mental health in the workplace | ✓ |
| | 9.3 | Employee’s and employer’s responsibilities in relation to mental health in the workplace | ✓ |
| | 9.4 | Actions an employer can take to improve mental well-being within the workplace | ✓ |

Appendix 2 Unit 1 Indicative content

1.1 Defining the terms mental health and mental ill health

Mental health (WHO) “a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

Mental ill-health can be defined as “a state where an individual’s thinking, emotions and behaviour disrupt their ability to work productively and fruitfully and reduces their ability to contribute to their community.” This ability may be impaired to a mild, moderate or severe level.

1.2 The impacts of poor mental health on an individual

Difficulty with, focussing, handling conflict, patience, concentrating. Increased risk of misusing substances, possible physical health problems also.

1.3 Common mental health issues

Depression, generalised anxiety disorders, panic disorders, obsessive compulsive disorder, post-traumatic stress disorder (NICE)

1.4 Ways to reduce the stigma associated with mental health issues

Education, be inclusive, treat others with respect and dignity, support open conversations, change the use of negative language, refocus attitudes and thinking.

2.1 Defining the term stress

'the adverse reaction people have to excessive pressures or other types of demand placed on them'

2.2 Factors that increase the risk of stress in an individual

Occupational factors include: Work culture, work rate imposed on an individual, work patterns, workplace environment, risk of violence, lack of job skills/competency. HSE stress management.

2.3 The potential signs of an individual with stress

Increased use of substances, lack of patience, low energy, headaches, insomnia,

2.4 The potential impact of stress on an individual

Increased reliance on substances, loss of social interaction, high blood pressure, increased risk of medical conditions such as heart attack and stroke.

3.1 Different mental health conditions

Depression, generalised anxiety disorders, panic disorders, obsessive compulsive disorder, post-traumatic stress disorder. What each condition is.

3.2 Factors that increase the risk of mental health conditions in an individual

Conditions as 3.1. Typically include genetics, excessive use of substances, brain development.

3.3 The potential signs of an individual with a mental health condition

Conditions as 3.1. Signs related to performance at work, behaviours, interactions with others and any common physical appearance changes.

3.4 The potential impact of common mental health conditions on an individual

Impacts related to physical health, relationships, social interactions, harmful coping strategies

3.5 Organisations where individuals with a mental health condition can be referred to

GP, MIND, Samaritans, specific local organisations and charities

4.1 Defining the term personality disorder

A difficulty in how an individual thinks about themselves, others and the world, to a degree where normal daily life is affected

4.2 Types of personality disorders

- Paranoid personality disorder
- Schizoid personality disorder
- Schizotypal personality disorder
- Antisocial personality disorder
- Borderline personality disorder
- Histrionic personality disorder
- Narcissistic personality disorder
- Avoidant personality disorder
- Dependent personality disorder
- Obsessive compulsive personality disorder

4.3 Factors that increase the risk of an individual developing a personality disorder

Environment, genetics, brain structure, experience or exposure to abuse

4.4 Ways to identify an individual who has a personality disorder

Common recognition features of the personalities outlined in 4.2

4.5 Organisations where individuals with a personality disorder can be referred to

GP, MIND, local support groups

5.1 Defining the term psychosis

A mental health condition where sufferers comprehend or interpret reality differently from those around them.

5.2 Factors that increase the risk of an individual developing psychosis

Existence of other mental health conditions, family history, experiencing a traumatic event.

5.3 Ways to identify an individual who has psychosis

Hallucinations, delusions, confused and disturbed thoughts, difficulty in differentiating between reality and hallucinations/delusions; often causing fear and distress. Possible signs of self-harm or awareness of uncompleted suicide. Previous medical diagnosis

5.4 Organisations where individuals with psychosis can be referred to

GP, Crisis team, MIND

6.1 Identifying common harmful coping strategies

Harmful coping strategies include: substance misuse, eating disorders, self-harm

6.2 How substances are misused

Alcohol: Increasing tolerance requiring increasing amounts to achieve the desired effect. Short term overuse of alcohol; binge drinking. Long term overuse of alcohol e.g bottle of wine every night. Alcohol dependence; requires alcohol to function on day to day activities

Use of “recreational” illegal drugs. Overuse of prescription medication; codeine, diazepam, Morphine, Xanax

6.3 Defining the term eating disorder

An unhealthy attitude to food which can take over one’s life and make one ill.

6.4 How individuals may self-harm

Examples include; Cutting. Scratching, burning, self-hitting, head banging, self-poisoning

6.5 The potential signs of an individual who uses harmful coping strategies.

Self-harm; unexplained cuts, bruises, hairpulling and burns. Keeping covered; even in warm weather. Possible changes in behaviour, e.g. being withdrawn, self-loathing and low self-esteem.

Eating disorders: Loss of weight, hiding food, bingeing, over exercising

Drugs and alcohol; sudden mood changes, loss of motivation, poor work performance, secretive behaviour (nursing times)

6.6 Organisations where individuals who use harmful coping strategies can be referred to

Drug misuse: GP, local drug services, TalkToFrank.com

Alcohol misuse: GP, NHS Choices Alcohol support

Self harm; GP, Young Minds, Harmless

7.1 Factors that increase the risk of suicide

Family history, males between the age of 40-44. Other mental health conditions and abuse of substances.

7.2 Warning signs for someone who is suicidal

Examples include, openly talking about suicide, self-harm or substance abuse, signs of depression, getting affairs in order.

7.3 Ways to support an individual in suicidal crisis

Ensure immediate safety, hold a conversation, Referral to organisations such as Samaritans, seek emergency help ASAP.

8.1 Ways to improve mental health and well being

Exercise, reduce use of alcohol and substances, practice mindfulness, reduce loneliness.

8.2 Demonstrating an approach to take when supporting individuals with a mental health issue

Environment, Effective communication, Empathy, Engage assistance

8.3 Actively listen to an individual having a mental health conversation

Demonstrate active listening skills in a mental health conversations

8.4 Being responsive to an individual following a mental health conversation

Recognise feelings and empathise, signpost to suitable individuals and organisations.

9.1 Impacts of poor mental health on the individual, others and the organisation

Individual; withdrawn, poor mental and physical health, increased risk or the use of harmful coping strategies.
Others, concern over colleagues wellbeing, increased workload, demotivation, increased stress level and risk to own mental health
Organisation; increased sickness absence, demotivated workforce, poor productivity, increased costs.

9.2 Key legislation, regulations and codes of practice related to mental health in the workplace

Equality act, Health and Safety at Work Act, Management of Health and Safety Regulations

9.3 Employee's and employer's responsibilities in relation to mental health in the workplace

Employer: protect the health and safety of employees.
Employees; protect their own health and safety and those that are affected by their actions and to report and concerns.

9.4 Actions an employer can take to improve mental well-being within the workplace

Provide mental health awareness training for all staff, risk assess for stress, provide signposting to mental health support, encourage social activities

Appendix 3 Specimen assessment material

1 Which of the following is the definition of mental health?

- A** A state of being where an individual's mind is negatively affected
- B** A state of being where an individual is free of stress
- C** A state of well-being in which every individual realizes his or her own potential
- D** A condition where an individual should seek attention from their GP

2 Which of the following are common mental health conditions?

- A** Depression and anxiety
- B** Bipolar disorder and Schizophrenia
- C** Smoking and self-harm
- D** Suicide and stress

3 Post-traumatic stress disorder

- A** Only occurs in ex-military personnel
- B** Only affects adults
- C** Occurs when an individual is exposed to a traumatic event
- D** Is not a diagnosable condition