



Arrangements for:

**Professional Development Award
(PDA) in Planning and Implementing
Change**

at SCQF level 10

Group Award Code: G9MF 50

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1 Introduction

This is the Arrangements Document for the PDA in Planning and Implementing Change at SCQF level 10. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

This award is part of a suite of Professional Development Awards (PDAs) in Management at SCQF level 8 to SCQF level 10 which have been developed under the SQA Design Principles for Professional Development Awards. These PDAs have been deliberately designed as short stand-alone awards containing two Units, which will enable candidates to enhance their managerial skills and achieve certification in a relatively short period of time.

All the Units included in these PDAs have been developed by the Management Standards Centre (MSC), the standards setting body for management and leadership throughout the UK. These are the Units which form the basis of the SVQ Management. The PDA awards, therefore, consist of Units which also form part of an SVQ Management at levels 3, 4 or 5.

The PDAs within this suite are designed to meet the needs of those who wish to develop as managers through their own experience in the workplace, ie they are targeted at those who wish to follow a work-based path to management qualifications but do not wish to embark on a full SVQ Management award.

Candidates who achieve one/some of these Management PDAs should, therefore, have enhanced their managerial competences, including their knowledge and understanding, through development within the context of their current managerial work. In this way, they should be able to work more effectively as managers to the benefit of themselves and to the organisations for which they work. They will also have demonstrated that they are able to work in accordance with the national occupational standards for managers.

A Qualifications Design Team (QDT) was established to develop the suite of work-based PDAs in Management from SCQF level 8 to SCQF level 10, which includes the PDA in Planning and Implementing Change at SCQF level 10

These work-based PDAs are a suite of six short stand-alone awards which extend and complement the portfolio of management awards offered by SQA. These PDAs share a number of common aims and characteristics and, as a result, it has been possible to develop them as a cluster of related awards. Each award, however, is a qualification in its own right. A table showing these six PDAs in Management, together with existing PDAs in Management (consisting of HN Units) can be found at Appendix 1.

The Chartered Management Institute (CMI) has agreed to jointly certificate the PDA in Planning and Implementing Change at SCQF level 10 — together with all other Management awards in SQA's portfolio, including SVQs in Management, HNC in Management, PDA Diploma in Management and all other PDAs in Management.

2 Rationale for the development of the Group Award

2.1 Rationale for the development of the PDA in Planning and Implementing Change at SCQF level 10

The PDA in Planning and Implementing Change at SCQF level 10 offers candidates the opportunity to develop their management competence in a specific aspect of managerial work, ie ‘facilitating change’, which is one of the six areas of competence identified by the MSC. Candidates who successfully complete the award will gain a number of benefits, including:

- ◆ the ability to manage a specific change or a programme of change
- ◆ a knowledge and understanding of the principles which underpin change management
- ◆ the capability to develop a strategy for change and prepare a comprehensive plan for the change which takes into account any barriers and risks associated with the change
- ◆ the capability to turn a ‘vision’ for change into a practical reality by putting in place the resources and systems needed to implement change

The above should ensure that candidates possess the skills and competence to manage the planning and implementation stages of the change management cycle. These are the stages which are critical for first line and middle managers. Employers should, therefore, benefit by having managers who are able to ensure that their organisation is able to make change successfully. In today’s dynamic, international economy the ability to change is essential if organisations are to survive and prosper. Managers who have completed this PDA will have proven that they are able to turn change proposals into reality. They should be confident of their ability and this should give the flexibility needed to cope with whatever change is needed in a positive manner.

This PDA is designed to enable managers to develop and achieve competence in change management. The changes envisaged could be a specific change associated with a particular situation or an on-going programme of change which covers a number of different, but inter-related, change events. The award covers the first two stages of what could be described as the change cycle, ie planning a change; implementing the change plan; evaluating the results of change. These fit in with Kurt Lewin’s well-known model of change where change is seen as having 3 steps which he describes as *unfreezing — changing - re-freezing*. Re-freezing includes elements of implementation as well as an overall evaluation of what has taken place.

Change is now ever-present in organisations and it can present an important challenge for organisations and their managers. On the one hand, change is necessary if organisations are to remain successful in a dynamic economy in which international factors play an increasingly important part. On the other, change can disrupt well-established patterns (often ones which have been highly successful in the past) and its uncertain nature can make people worried and fearful as to what it might entail. Continual change can make people ‘punch drunk’ and long for some form of stability. This PDA includes relevant underpinning knowledge and understanding on, eg different models of change, which combined with the practical competences of managing change, should make managers who take the award more able to cope with all the factors that change brings to their role.

The planning and implementing stages are the ones in which first line and middle managers play a key role. For this reason, Units covering these two aspects of change have been brought together in this PDA. Overall, the PDA should enable candidates to demonstrate that they have the competences required to manage change and ensure that the intentions of plans for change are converted into reality.

Both the Units of the PDA are at SCQF level 10, which makes it a demanding PDA for candidates. While this may appear rather daunting, it is worth bearing in mind that both Units in the PDA are optional Units at SVQ Management levels 3, 4 and 5. This reinforces the importance of change management to managers at all levels in an organisation and emphasises that first line managers, as well as middle and senior managers, may have responsibility for planning and implementing change.

The levelling of the Units in the SVQ Management also highlights the fact that eligibility for this PDA, as with all others in the proposed suite of PDAs, is determined by the occupational role filled by potential candidates. It is open to those who are involved with change management. This places a significant onus on managers regardless of whether they are in a first line or more senior management position. The level of the award therefore reflects the degree of importance of the competences involved.

This PDA is very closely linked to another within the suite of PDAs in Management, ie the PDA in Leading Change at SCQF level 10. These two PDAs can, in fact, be seen as complementary. The PDA in Leading Change focuses more on the process of change and how change and innovation within an organisation are closely linked. While this may be something which first line managers do, it is more likely that this is an area more appropriate to the work of middle managers. Candidates who do occupy a suitable managerial role may wish to undertake the PDA in Leading Change once they have achieved this PDA.

After completion of this PDA, candidates should have demonstrated that they are competent in planning and implementing change. They should, as managers, be able to ensure that a specific change or a programme of change leads to its intended Outcome. In this way they can contribute to the realisation of the strategy of their organisation.

In common with other PDAs focusing on areas of MSC competence, the PDA in Planning and Implementing Change at SCQF level 10 is another specific award aimed at building a particular area of managerial competence. It also may be more suitable for managers who have some experience and have already had the opportunity to develop and demonstrate their general competence as managers. As already noted, however, this may well depend on the managerial role which a candidate fulfils and first line managers may have to manage change at a very early stage in their managerial career.

The title of the award has been chosen to reflect the general competences of this particular PDA. Consultation indicated that 91% of respondents felt the title of the award was appropriate.

2.2 Consultation with Stakeholders: Meeting employers' needs

In order to confirm that the PDAs in Management would meet the needs of employers, the QDT made use of information from three main sources. They were:

- ◆ research by SQA on its own awards
- ◆ discussions at the SVQ Management Network meeting in Stirling, March 2009
- ◆ formal consultation with relevant stakeholders on the proposed suite of new awards

Each will now be considered in turn.

- ◆ ***Research by SQA on its own awards***

Market research was carried out by SQA into part-time provision in the Business area with the Further Education Sector, and the findings were reported in January 2007. The report recommended that shorter, bite-sized qualifications were required by centres and employers. These qualifications would be more accessible to candidates in terms of time, cost and assessment.

In common with the existing PDAs in Management, the proposed suite of PDAs based on SVQ Units is a response to this market research. It will complement current SQA provision in SVQ Management which require a more extended period of learning and development.

- ◆ ***Discussions at the SVQ Management Network meeting in Stirling, March 2009***

This is an annual event for centres delivering the SVQ Management. It was attended by representatives from a majority of the centres approved to offer awards in SVQ Management. The 2009 agenda included a briefing on the existing HN PDAs in Management and also allowed attendees to break into smaller workshop groups to discuss the possibility of PDAs based on SVQ Units. All those attending, therefore, were able to contribute to the discussion.

Delegates were generally very supportive — and some were particularly enthusiastic — about the possible development of PDAs in Management using SVQ Units. There were differences over matters, such as what combination of Units would be appropriate and how many awards there should be etc, but the underlying principle of small, stand alone awards was welcomed. Only a small proportion of centres deliver both SVQ Management and other management awards such as HNC Management or the Diploma in Management. The concept of PDAs was, as a result, new to many centres and most saw them as a way to extend the provision they could offer to potential clients. Delegates also highlighted the attraction of shorter courses to candidates, especially those who might be apprehensive about attempting a full SVQ Management or who had a very specific development need and did not wish to pursue a full SVQ Management.

Centres also recognised the financial implications of shorter awards especially at a time when funding for SVQ Management is being curtailed. Shorter awards could, it was felt, encourage self-funding among employers and, possibly, candidates, particularly if they could be linked to Individual Learning Accounts (ILAs).

PDA in Management based on SVQ Units could also tap into current practice of some centres. For example, offering single Units funded through an ILA, which could be linked into the PDAs.

As noted earlier, the positive response from the Networking Event led SQA to take the proposals forward for full development. Further justification for this decision is provided by anecdotal evidence from centres at external Verifier visits. These provide a chance to discuss current issues with management awards and external Verifier were specifically asked to canvass views on possible PDAs based on SVQ Units. In fact, it turned out that centres which had been represented at the Networking Event were keen to discuss the proposed new PDAs without prompting. Although not entirely representative, this informal consultation provided further confirmation that stakeholders supported the proposed new awards.

◆ ***Formal consultation with relevant stakeholders on the proposed suite of new awards***

This is, perhaps, the most important of the three sources. It provides a more detailed and more structured response than the Networking Event and, unlike the general SQA consultation, pertains directly to the PDAs.

A particular objective of this consultation was to widen the coverage of stakeholders to include those who had been unable to attend the Networking Event. It was also an opportunity to get a more formal response from the centres who had attended.

Questionnaires were distributed by e-mail to employers and to centres currently approved for SVQ Management. Centres were asked to distribute the questionnaire to current candidates. In this way, all three main stakeholder groups were covered. There is some overlap between the three groups in that some employers are also centres and some candidates are in a position to influence decision on whether their organisation makes use of SQA awards as part of their management training and development programmes.

The questionnaires identified seven PDAs (six of which make up the suite; one proposed PDA has since been rejected). These particular awards were the result of extensive discussion among the members of the QDT based on the views expressed at the Networking Event, views expressed by centres at external Verifier visits and their own experience of assessment and verification of SVQ Management.

The responses from the consultation indicate clearly that the proposed suite of PDAs was acceptable to stakeholders and meets their needs. Although not all the PDAs were equally well received and some respondents suggested alternative formats, the overall positive nature of the responses provided justification for moving forward with the original seven proposed PDAs. One conclusion from the consultation is that there may be scope to develop other PDAs using SVQ Units in future. This confirms the validity of short courses based on Units from SVQ Management as well as pointing to ways in which the present proposals could, at a later date, be extended.

A total of 33 responses were received — 11 candidates; 5 employers and 17 centres - which whilst not high, it is an acceptable return in situations such as this. The responses to the questionnaires were very positive. 94% of respondents agreed that there would be demand for the PDAs while 97% of respondents agreed that Professional Body recognition was important. 88% of centres agreed that they would be able to recruit candidates.

The responses from the questionnaire consultation provide specific confirmation of the more general findings from the SQA market research and of the more anecdotal support from the Networking Event and external Verifier visits.

2.3 Specific Occupational Skills

The development of the new awards also took into account more generic information on managers in the UK labour market. The underlying intention of the PDAs in Management parallels that of the SVQ Management as a whole which is to enhance current levels of competence among managers. There has long been a requirement to enhance managerial skills in the UK in general and Scotland in particular. The new awards can be seen as part of developments which began with the Management Charter Initiative (MCI) in the 1980s and have been taking place for some time.

The Management Standards Centre (MSC) is the body currently responsible for NOS in Management and it has been developing the work originally undertaken through the MCI. During 2008–2009, MSC made presentations at events including the SVQ Management Networking event hosted by the SQA at Stirling in March 2009 and referred to earlier. MSC made the following key points [*Pioneering Change: Making UK Management and Leadership Skills World Class by 2020*, www.management-standards.org]:

- ◆ there are 4.2 million manager/leaders in the UK, making up 15% of the total working population [1.75million are employed in SMEs]
- ◆ between now and 2020, there are 890,000 new managers needed
- ◆ less than 20% of managers qualified in management
- ◆ productivity of UK managers lags behind France, Germany and the US

A summary report by the Chartered Management Institute — CMI [*Environmental Scanning: Trends Affecting the World of Work in 2018*, CMI, 2008] confirms the work of the MSC. It points out that employers are ‘already experiencing skills shortages in some areas and this is being exacerbated by the steady ‘brain drain’ of skilled managers and professionals to other countries’ [*Executive Summary page 9*]. The full report [*Management Futures: The World in 2018*, CMI, March 2008] considers likely changes in the world economy in the coming decade and concludes, among other things, that ‘leaders and managers will have the foresight to identify changes in the market... to make important business decisions’ [*page 22*] and that ‘although we cannot determine the future, we can prepare for it’ [*page 24*]. Throughout, the report highlights the role that managers will play in future economic success.

Other research by the MSC in conjunction with the CMI confirms that managers believe qualifications are of value [Wilton, P., Woodman, P. and Essex, R., 'The Value of Management Qualifications: The perspective of UK employers and managers', CMI, September 2007]. Based on responses from over 2,000 UK managers, it found that a clear majority of both employers (64%) and managers (74%) believed that management qualifications would become more important over the next 5 years. The drivers for this were a need for transferable skills, a focus on professional development and employer demand. Respondents also noted the importance of being able to transfer learning to the workplace.

It is clear from this brief snapshot of current research that there is a requirement for well designed awards in management which will contribute to developing the managerial skills needed by the UK. This adds weight to the conclusions from the consultation carried out in connection with the suite of PDAs in Management. Overall, there would seem to be a requirement for focused awards which will enable individuals to develop and enhance their managerial competence.

As explained earlier, information on the relationship of the suite of PDAs in Management to NOS can be found at Appendix 2.

2.4 Progression routes/further opportunities/relationship with other SQA awards

Possible pathways and progression routes, together with additional advice are outlined in Appendix 4.

The PDA in Planning and Implementing Change at SCQF level 10 is not intended solely as a vehicle for progression. However, both Units are optional Units in SVQ Management at levels 3, 4 and 5. Therefore, candidates who complete this PDA could, depending on their experience and level of managerial responsibility, progress to a full SVQ at any one of level 3, 4 or 5. The following table illustrates this.

Unit code	Unit title	SVQ Management level 3		SVQ Management level 4		SCQ Management level 5	
		M	O	M	O	M	O
C5	Plan Change		√		√		√
C6	Implement Change		√		√		√

Candidates who complete this PDA will have gained two of the seven Units of the full SVQ Management at level 3; two of the eight Units in the full SVQ Management at level 4; and two of the seven Units of the full SVQ Management at level 5.

It would be possible for candidates who wish to do so, to undertake other awards in the suite of PDAs particularly ones which concentrate on a specific aspect of management competence such as the PDA in Managing Projects and Business Processes at SCQF level 9. This is the case even though the other awards are at a lower SCQF level. This illustrates that the main driver for attempting one of the PDAs is likely to be to demonstrate particular management competences, which will be determined by a manager's work situation. In this case, the situation is complicated because both Units are optional at SVQ Management at Level 3, the lowest level in the SVQ Management hierarchy (although there is an award in Team Leading at SVQ Level 2). First line managers with a responsibility for managing change may, for example, find that this award fills a development need at a particular point in their managerial career. Subsequently they may wish to return to PDAs such as the PDA in Managing Finances at SCQF level 8.

Nevertheless, while progress to a PDA in Management at a lower level is possible, it seems more likely that progression will be up through the SCQF levels. This would, for instance, allow candidates to prepare themselves for Units at higher SCQF levels. This could mean that candidates intending to attempt more than one PDA in Management could postpone the PDA in Planning and Implementing Change until after they have successfully completed other PDAs. It is important to remember that progression between PDAs in Management is dependent on the managerial position which candidates occupy and this may limit the chances of progression for some candidates.

The PDA in Planning and Implementing Change at SCQF level 10 is very closely linked with the PDA in Leading Change at SCQF level 10, however the emphasis on leadership within the other PDA means that it is more likely to be suitable for middle managers. Candidates may wish to complete both PDAs and prove their competence in all aspects of change management. The nature of the two PDAs means that it is probably beneficial for candidates to attempt this PDA before tackling the PDA in Leading Change at SCQF level 10. This is because the PDA in Planning and Implementing Change at SCQF level 10 focuses on the key stages of planning and implementation in the change cycle — whilst the PDA in Leading Change at SCQF level 10 concentrates more on the specific processes of change and innovation rather than different stages of the change cycle.

The PDA in Planning and Implementing Change at SCQF level 10 is also an award which will fully meet the management education needs of some candidates who would not wish to undertake further awards. It is hoped, however, that the PDA will provide an opening for all successful candidates to enhance their professional development after completing the award.

The Chartered Management Institute will jointly certificate the PDA in Planning and Implementing Change at SCQF level 10 with SQA. This will enable candidates to progress within the CMI framework of qualifications.

The PDAs in Management are designed to both complement and provide an introduction to other SQA awards, ie they consist of Units from the SVQ Management framework.

There also is a parallel suite of PDAs in Management (included in Appendix 1) which link to the more extensive HNC Management and the Diploma in Management. These awards are distinct from SVQ awards in that they do not require that candidates are in a management position. Unlike the SVQ Management, it is not a condition of these awards that candidates provide evidence of their work as managers in order to demonstrate their managerial competence. They are suitable therefore for both practising and aspirant managers. Aspirant managers can include those who hope to take up a management position, as well as those who are currently fulfilling a management role but wish to develop knowledge, skills and understanding which will fit them to take up a more senior position. The HNC Management and similar qualifications may help candidates to meet the knowledge requirements of awards consisting of SVQ Units.

3 Aims of the Group Award

3.1 General aims of the Group Award

Each PDA in Management has its own individual aims but, as a group, they share the following **general** aims:

- 1 enable candidates **to develop and achieve** competence in a specific area of managerial work.
- 2 **provide recognition** for the management competence achieved by candidates in their work as a manager.
- 3 meet the **needs of candidates** with different experience and different managerial responsibilities (by providing awards at SCQF level 8 to SCQF level 10 and covering different areas of managerial competence).
- 4 enable **progression** within the SVQ Management framework and within the SCQF framework of qualifications.
- 5 provide **flexibility** for candidates and centres through **alternative ways** to undertake Units in SVQ Management.
- 6 enable candidates to **acquire underpinning knowledge and understanding** of key management concepts and ideas.
- 7 enable candidates to develop **generic skills** which can apply across the whole range of managerial work.

3.2 Specific aims of the Group Award

The PDA in Planning and Implementing Change at SCQF level 10 has some specific aims. It will:

- 1 enable candidates to develop and achieve the competences, and the underpinning knowledge and understanding, required to manage a specific change or a programme of change.
- 2 enable candidates to develop a strategy to make the change needed which takes note of barriers and risks to the change.
- 3 enable candidates to develop a plan for change which puts into place appropriate monitoring and communication systems.
- 4 enable candidates to implement change by putting in place the necessary resources and supporting systems of the change plan to turn a 'vision' into a practical reality.

3.3 Target groups

The main target groups for the suite of PDAs in Management are people who are currently employed in management posts, predominantly at first line, team leading and middle management level. The PDAs in Management consist of SVQ Units, which are workplace Units. To be eligible for these Units, candidates must have current occupational experience in a management role and be able to generate the relevant Evidence Requirements. These target groups will comprise three different, overlapping categories of people who:

- ◆ have identified a specific need to develop a particular area of their managerial competence
- ◆ wish to gain recognition for competences which they have developed during their managerial career to date and wish to confirm that they operate in accordance with the national standards for management
- ◆ believe that gaining a management award to prove their current competence will help them to advance their career as managers

The target group for the PDA in Planning and Implement Change at SCQF level 10 is wide and covers first line, middle and senior managers. This is because, as already highlighted, responsibility for managing change may be the given to managers at all levels in an organisation.

4 Access to Group Award

As the PDAs in Management are based on SVQ Management Units, they are designed as work-based awards aimed at persons currently fulfilling the occupational role which is the subject of the SVQ. In line with the Assessment Strategy developed for SVQs in Management, access to the PDAs in Management is open only to those who currently occupy a management role which enables them to display competence at the level of the standards which make up the award. The nature and level of the management role may vary depending on the level of PDA involved. More information on the Assessment Strategy can be found later in Section 6 and in Appendix 6.

It is therefore the responsibility of centres to ensure that candidates attempting the PDAs in Management based on SVQ Units are currently engaged in a management role which is appropriate for the PDA they wish to undertake.

Whilst entry to the PDA in Planning and Implementing Change at SCQF level 10 is at the discretion of the centre, eligible managers should have current experience in a managerial role which will enable them to demonstrate the competences of the two Units in this PDA. There should, however, be no artificial barriers to entry and the award should be open to all candidates who are in a suitable managerial post.

Both Units in the PDA in Planning and Implementing Change at SCQF level 10 have been levelled at SCQF level 10. Before commencing the award, candidates should be able to show that they have the requisite background to attempt a Unit at level 10. In particular they should be able to demonstrate appropriate written and oral communications skills for Units at this level and the capacity to be able to grasp the underpinning knowledge and understanding required for a PDA at this SCQF level.

Candidates who have completed other PDAs in the suite such as the PDA in Managing Projects and Business Processes at SCQF level 9 (which includes a Unit at SCQF level 9) should have the requisite background to undertake this PDA, assuming they are in an appropriate managerial post.

5 Group Award structure

5.1 Framework

The PDA in Planning and Implementing Change at SCQF level 10 consists of two Units, both of which are mandatory:

MSC Unit code	Unit title	SCQF credit points	SCQF level
C5	Plan Change	15	10
C6	Implement Change	11	10
Total		26	

The PDA in Planning and Implementing Change at SCQF level 10 will be achieved on successful completion of both mandatory Units. It has been levelled at SCQF level 10 as both Units are at SCQF level 10.

Support for the content of the PDA in Planning and Implementing Change at SCQF level 10 was substantial. 94% respondents 'agreed' or 'strongly agreed' with the content of the award while 91% of respondents also believed there would be a demand for this PDA.

5.2 Mapping information

Each Unit of this PDA aligns to all the general aims of the suite of PDAs given earlier. The following table shows how the **specific** aims of the PDA in Planning and Implementing Change at SCQF level 10 align to the Units within it:

MSC Unit code	Unit title	Aim 1	Aim 2	Aim 3	Aim 4
C5	Plan Change	√	√	√	
C6	Implement Change	√			√

5.3 Articulation, professional recognition and credit transfer

As outlined earlier, the PDA in Planning and Implementing Change at SCQF level 10 is jointly certificated by SQA and CMI. Successful candidates can therefore gain membership of CMI which means that they can become part of the professional community of managers and can benefit from the development opportunities that this can bring.

Candidates who complete this PDA will have gained two of the seven Units of the full SVQ Management at Level 3; two of the eight Units in the full SVQ Management at level 4; and two of the seven Units of the full SVQ Management at level 5.

6 Approaches to delivery and assessment

6.1 Delivery and assessment

The delivery and assessment of the PDA in Planning and Implementing Change at SCQF level 10 is governed by the Assessment Strategy for the SVQ Management. This is based on the principles set out by the MSC and is reproduced in Appendix 6. Centres must abide by the requirements of this Assessment Strategy which, as Appendix 6 shows, has three main sections:

- 1 Assessment Strategy for SVQs in Management
 - ◆ Achieving external quality control of assessment
 - ◆ Assessment through performance at the workplace
 - ◆ Assessment by simulation
 - ◆ Occupational expertise requirements for assessors
 - ◆ Occupational expertise requirements for internal Verifiers
 - ◆ Requirements for competence in undertaking assessment and verification of SVQs
- 2 Evidence Requirements
 - ◆ Types of evidence: observation; personal statement; product; witness testimony; accreditation of prior learning (APL); knowledge specification
- 3 Using the Evidence Requirements in the Management SVQs
 - ◆ Selection of evidence for submission
 - ◆ Presentation of evidence
 - ◆ Access to evidence
 - ◆ Confidentiality

The Assessment Strategy sets the context for most aspects of delivery and assessment for the PDA in Planning and Implementing Change at SCQF level 10. A particularly important part of the Assessment Strategy is that candidates 'have a responsibility to show that they have met the requirements of the standards and to ensure that others can follow the work that they have submitted'. In terms of the PDA in Planning and Implementing Change at SCQF level 10, this means that candidates must demonstrate that they are fully aware of what the competences in the standards entail. In this way, the PDA will be able to meet their aim of enhancing and developing managerial competence.

It is expected that centres will deliver the PDA in Planning and Implementing Change at SCQF level 10 using the methods which they know from past experience comply with the Assessment Strategy. This PDA is a workplace award and candidates will be based at work and complete the Units while carrying out their everyday tasks as a manager.

Predominantly, delivery and assessment in centres is based on a portfolio of evidence gathered by the candidate. This has to be presented in a manner which indicates that the candidate is able, through their work as a manager, to meet the three components of the standards as set out in the SVQ Management Units, ie Outcomes, behaviours and knowledge and understanding. Each Unit specification incorporates a table which give possible examples of evidence that candidates could use to prove that they are competent in terms of the Outcomes, behaviours and knowledge/understanding requirements of the Units.

Candidates are guided through the process of portfolio building by an adviser or mentor who helps them to prepare and implement assessment plans and offers guidance and support. In many centres, the role of adviser and assessor are combined and one person fills both roles. Traditionally, portfolios were paper based but e-portfolios have become common. It is expected that e-portfolios will be widely used for the delivery and assessment of the PDA in Planning and Implementing Change at SCQF level 10.

Some centres cover the knowledge and understanding requirements by using specific questions which candidates have to answer. Others encourage candidates to meet the knowledge and understanding requirements through the personal statements which explain how the evidence submitted demonstrate competence against the Outcomes and behaviours in the SVQ Management Units. Any gaps in the knowledge requirements can be filled by asking the candidate to respond to specific questions.

6.2 Support packs

SQA has developed Candidate Support Packs for the two Units in the PDA in Planning and Implementing Change at SCQF level 10. These support packs, which will be available to download from the SVQ Management page of the SQA website in summer 2010, help candidates to get to grips with the underpinning knowledge and understanding requirements of the Units.

6.3 Arrangements for Open/Distance Learning

It has already been noted that the PDA in Planning and Implementing Change at SCQF level 10 is a workplace award. While most candidates will have face to face contact with advisers and/or assessors through regular meetings, it is also possible for candidates to complete the awards remotely and maintain contact through e-mail or other methods. The use of electronic portfolios greatly facilitates working with remote candidates. Further information on open and distance learning is available at www.sqa.org.uk.

When delivering the PDA in Planning and Implementing Change at SCQF level 10, centres should take account of the additional support needs of individual candidates. Further advice can be found in the SQA document *Introduction to Assessment Arrangements for Schools and Colleges*, which is available at the SQA website at www.sqa.org.uk.

6.4 Opportunities for developing Core Skills

There are no Core Skills embedded in PDA in Planning and Implementing Change at SCQF level 10 but it offers opportunities to develop some Core Skills. The Core Skills signposting is shown in the table below which indicates the Core Skill level for each of the Units in the PDA.

Unit	Core Skill				
	Communi- ation	Numeracy	ICT	Problem Solving	Working with Others
Plan Change	SCQF level 6	SCQF level 6	See Note 1	SCQF level 6	SCQF level 5
Implement Change	SCQF level 6	SCQF level 5	See Note 1	SCQF level 6	SCQF level 6

NOTE 1: Candidates who use an e-portfolio system will also gather evidence which will help them meet the Core Skill of *ICT* at SCQF level 6.

The acquisition of generic management skills are of equal significance to Core Skills as far as managers are concerned. The following table shows the generic skills which, according to the MSC, are developed in each Unit of the PDA:

Generic skill	Unit code	
	C5	C6
Communicating	√	√
Planning	√	√
Analysing	√	
Evaluating	√	
Team building	√	
Decision making	√	
Monitoring	√	√
Information management	√	
Negotiating	√	√
Obtaining feedback	√	
Influencing	√	√
Presenting information	√	
Problem solving	√	√
Risk management	√	
Contingency planning	√	
Delegation		√
Managing conflict		√
Stress management		√
Assessing		√
Decision making		√
Valuing and supporting others		√

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

Welcome to the Professional Development Award (PDA) in Planning and Implementing Change at SCQF level 10. You have just made a vitally important decision for your work as a manager and we are delighted that you have decided to study for your PDA in Planning and Implementing Change at SCQF level 10. We hope that this is an enjoyable and stimulating learning experience for you

The award has been developed through rigorous research involving employers, centres, and potential candidates of the qualification. The award makes use of the National Occupational Standards (NOS) for management as specified by the Management Standards Centre. They are at the forefront of current management practices within leading organisations.

It means that by doing the award you will be able to demonstrate that, in your work as a manager, you are able to operate in accordance with these national standards. Success in the award will mean that you will have proof that your work is up to the national standards. In this way you can contribute to your own future and to that of the organisation you work for.

The PDA in Planning and Implementing Change at SCQF level 10 is made up of two mandatory Units:

- ◆ Plan Change [C5]
- ◆ Implement Change [C6]

Each Unit contains Outcomes, behaviours and underpinning knowledge and understanding and each will enable you to develop different management competences. Each Unit, therefore, contains aspects of the management standards. In other words, if you meet the requirements of the Unit, you will be managing in accordance with the national standards.

The Unit 'Plan Change' will help you to develop a strategy to successfully introduce a change at work. It will help you to take into account the barriers to the change and the risks involved as well as the need to communicate the change to others and to monitor the progress of your plan.

The Unit 'Implement Change' follows on from 'Plan Change'. It will enable you to put into practice your change plan by ensuring that you have the necessary resources and support systems which will enable you to turn the vision of the change into a reality.

The two Units are closely linked to each other and they cover a specific change or putting into practice a programme of change. Both are part of the 'Facilitating Change' area of competence identified by the Management Standards Centre. Together, they should help you, as a manager, to demonstrate that you have the competence to manage change in your organisation.

You will be guided through the Units by an adviser/assessor who will help you plan for assessment and advise and help you on how to prove that you can meet the standards in the Units.

You will prove that you can meet the standards by gathering evidence from your place of work of the things that you have done, and are doing, as a manager. You will be expected to explain to your assessor, in writing or by discussion, exactly how the evidence that you have shows that you meet the standards set out in the requirements of the Units. You will gather your evidence together in a portfolio which you will be able to use to prove that you are a competent manager in terms of those parts of the national standards covered by the PDA.

The PDA is a qualification in its own right but it will also help you to progress to further management awards such as the full SVQ Management at level 3, 4 or 5, depending on the management position you occupy and your experience as a manager. There is a related PDA to this one, PDA in Leading Change at SCQF level 10. It focuses on the vision for change and innovation in the organisation. It complements this PDA and you may wish to consider attempting both of them if you have a suitable management role in your organisation.

The PDA is jointly certificated by SQA and The Chartered Management Institute. If you are successful you will be able to become part of the professional community of managers and benefit from the development opportunities that this can bring.

Good luck with your studies.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

SCQF levels: The SCQF covers 12 levels of learning.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the HNC/HND from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

10 Appendices

Appendix 1: Full list of PDAs in Management

Appendix 2: Suite of PDAs in Management: Relationship to National Occupational Standards (NOS)

Appendix 3: SVQs in Management: Mandatory and Optional Units

Appendix 4: SVQs in Management: SCQF credit and leveling of Units

Appendix 5: Possible pathways and progression routes

Appendix 6: Assessment Strategy

Appendix 1: PDAs in Management — consisting of SVQ Units

Title of PDA	Units making up the PDA	SCQF level	SCQF credits points
PDA in Managing Self and the Work of Others at SCQF level 8 (G9N5 48)	A2 (DR67 04) Manage Your Own Resources and Professional Development (level 7; credits 8) D6 (DR3Y 04) Allocate and Monitor Progress and Quality in Your Area of Responsibility (level 8; credits 14)	8	22
PDA in Leadership at SCQF level 8 (G9MN 48)	B6 (DR75 04) Provide Leadership in Your Area of Responsibility (level 8; credits 9) B1 (DR47 04) Develop and Implement Operational Plans for Your Area of Responsibility (level 8; credits 11)	8	20
PDA in Managing Finances at SCQF level 8 (G9N2 48)	E1 (DR5F 04) Manage a Budget (level 7; credits 11) E2 (DR5T 04) Manage Finance in Your Area of Responsibility (level 8; credits 14)	8	25
PDA in Managing Projects and Business Processes at SCQF level 9 (G9N3 49)	F1 (DR5J 04) Manage a Project (level 8; credits 11) F3 (DR5M 04) Manage Business Processes (level 9; credits 15)	9	26
PDA in Planning and Implementing Change at SCQF level 10 (G9MF 50)	C6 (DR57 04) Implement Change (level 10; credits 11) C5 (DR6J 04) Plan Change (level 10; credits 15)	10	26
PDA in Leading Change at SCQF level 10 (G9N1 50)	C4 (DR56 04) Lead Change (level 10; credits 15) C2 (DR4N 04) Encourage Innovation in your area of responsibility (level 9; credits 12)	10	27

PDA in Management — consisting of HN Units

Title of PDA	Units making up the PDA	SCQF level	SCQF credit points
PDA in Management at SCQF level 6 (G972 46)	<ul style="list-style-type: none"> ◆ Managing Self and Resources (F3XP 33); SCQF level 6, SCQF credit points 8 ◆ Working in a Team (F3XR 33); SCQF level 6, SCQF credit points 8 	6	16
PDA in Managing Self and Others at SCQF level 7 (G9CR 47)	<ul style="list-style-type: none"> ◆ Management: Developing Self Management Skills (DV86 34); SCQF level 7; SCQF credit points 8 ◆ Managing and Working with People (DV82 34); SCQF level 7; SCQF credit points 16 	7	24
PDA in Managing Self and Others at SCQF level 8 (G9CT 48)	<ul style="list-style-type: none"> ◆ Develop Skills for Personal Effectiveness (DF4F 35) SCQF level 8; SCQF credit points 8 ◆ Managing People (F5GF 35) SCQF level 8; SCQF credit points 16 	8	24
PDA in Managing Resources and Quality at SCQF level 7 (G9CP 47)	<ul style="list-style-type: none"> ◆ Manage Operational Resources (DV7X 34) SCQF level 7; SCQF credit points 16 ◆ Management of Quality (DW6G 34) SCQF level 7; SCQF credit points 16 	7	32
PDA in Project Management at SCQF level 8 (G9CK 48) NB – This replaces the earlier PDA in Project Management (G873 16) which lapsed on 31/07/09	<ul style="list-style-type: none"> ◆ Project Management: Managing the implementation of a project (DV5J 35) SCQF level 8; SCQF credit points 16 ◆ Project Management: Project justification and planning (DV5H 35); SCQF level 7; SCQF credit points 8 <p>Additional Unit:</p> <ul style="list-style-type: none"> ◆ Project Management: Managing Multiple Projects (F1F1 36) SCQF level 9; SCQF credit points 8 	8	24
PDA in Leadership and Change at SCQF level 8 (G9CN 48)	<ul style="list-style-type: none"> ◆ Management: Leadership at Work (DV88 34); SCQF level 7; SCQF credit points 8 ◆ Management: Plan, Lead and Implement Change (DV8C 35); SCQF level 8; SCQF credit points 8 	8	16
PDA in Organisational Leadership at SCQF level 9 (G9CV 49)	<ul style="list-style-type: none"> ◆ Management: Organisational Leadership and Development (DV8A 36) SCQF level 9; SCQF credit points 8 ◆ Leadership for Managers (F5GH 36); SCQF level 9; SCQF credits 16 	9	24
PDA in Strategic Management at SCQF level 9 (G9CL 49)	<ul style="list-style-type: none"> ◆ Management: Strategic Change (DV7W 36) SCQF level 9; SCQF credit points 8 ◆ Management: Develop Strategic Plans (DV87 36) SCQF level 9; SCQF credit points 8 	9	16

PDA in Management — consisting of HN Units

Title of PDA	Units making up the PDA	SCQF level	SCQF credit points
PDA in Decision Making and Innovation at SCQF level 9 (G9CM 49)	<ul style="list-style-type: none"> ◆ Decision Making for Managers (F5GG 36) SCQF level 9; SCQF credit points 16 ◆ Management: Organisational Innovation (DV80 36) SCQF level 9; SCQF credit points 8 	9	24

Appendix 2: Suite of PDAs in Management: Relationship to National Occupational Standards (NOS)

There have been National Occupational Standards in management and leadership for some time. Current responsibility for the maintenance and development of these NOS lies with the Management Standards Centre (MSC). The standards were completely revised in 2005 and are now subject to a process of regular incremental review. This has led to the development and introduction of standards in additional aspects of management in 2007 and 2008.

The NOS highlight six functional areas of management and leadership. In line with the consultation and review just mentioned, the MSC has developed, and continues to develop, Units of competence within each of these functional areas.

The following diagram (from the MSC) illustrates these six areas of competence. They apply to the work of managers as a whole and provide, therefore, an indicator of potential management development needs. The new PDAs have been mapped against these 6 areas of competence and the table which follows the diagram summarises the links between each proposed PDA and the MSC functional areas.



SVQ PDA	Functional area
PDA in Managing Self and the Work of Others at SCQF level 8	Managing Self and Personal Skills; Working with People
PDA in Leadership at SCQF level 8	Providing Direction
PDA in Managing Finances at SCQF level 8	Using Resources
PDA in Managing Projects and Business Processes at SCQF level 9	Achieving Results
PDA in Planning and Implementing Change at SCQF level 10	Facilitating Change
PDA in Leading Change at SCQF level 10	Facilitating Change

It is apparent that the awards meet each of the six areas of competence. The first two straddle more than one area but the remaining PDAs, all at SCQF level 8 or above, are intended to enable managers to develop a specific area of their competence. The new awards, therefore map into the key areas of managerial competence identified by the MSC.

Appendix 3: SVQs in Management: Mandatory and Optional

Unit title	Level 3 G81T 23	Level 4 G81R 24	Level 5 G8220 25
A1 Manage your own resources (DR64 04)			
A2 Manage your own resources and professional development (DR67 04)	M	O	O
A3 Develop your personal networks (DR4L 04)		O	O
B1 Develop and implement operational plans for your area of responsibility (DR47 04)		M	
B2 Map the environment in which your organisation operates (DR69 04)			O
B3 Develop a strategic business plan for your organisation (DR45 04)			O
B4 Put the strategic business plan into action (DR7G 04)			O
B5 Provide leadership for your team (DR73 04)			
B6 Provide leadership in your area of responsibility (DR75 04)	M	O	
B7 Provide leadership for your organisation (DR70 04)			M
B8 Ensure compliance with legal, regulatory, ethical and social requirements (DR50 04)		O	O
B9 Develop the culture of your organisation (DR4J 04)			O
B10 Manage risk (DR5X 04)			O
B11 Promote equality of opportunity and diversity in your area of responsibility (DR6P 04)	O	O	
B12 Promote equality of opportunity and diversity in your organisation (DR6T 04)			O
C1 Encourage innovation in your team (DR4T 04)			
C2 Encourage innovation in your area of responsibility (DR4N 04)	O	M	
C3 Encourage innovation in your organisation (DR4R 04)			M
C4 Lead change (DR5C 04)		O	O
C5 Plan change (DR6J04)	O	O	O
C6 Implement change (DR57 04)	O	O	O
D1 Develop productive working relationships with colleagues (DR4A 04)	O		
D2 Develop productive working relationships with colleagues and stakeholders(DR4F 04)		M	O
D3 Recruit, select and keep colleagues (DR7K 04)	O	O	
D4 Plan the workforce (DR6M 04)			O
D5 Allocate and check work in your team (DR3W 04)			
D6 Allocate and monitor the progress and quality of work in your area of responsibility (DR3Y 04)	M	O	
D7 Provide learning opportunities for colleagues (DR7C 04)	O	O	O
D8 Help team members address problems affecting their performance (F2GX 04)	O		
D9 Build and manage teams (F2H0 04)	O		
D10 Reduce and manage conflict in your team (F2H6 04)		O	
D11 Lead meetings (F2H2 04)	O	O	
D12 Participate in meetings (F2GY 04)	O		
E1 Manage a budget (DR5F 04)	O		
E2 Manage finance for your area of responsibility(DR5T 04)		O	
E3 Obtain additional finance for the organisation (DR6E 04)			O
E4 Promote the use of technology within your organisation (DR6W 04)			O
E5 Ensure your own actions reduce risks to health and safety(DR55 04)			
E6 Ensure health and safety requirements are met in your area of responsibility (DR52 04)	M	M	
E7 Ensure an effective organisational approach to health and safety (DR4X 04)			M
E8 Manage physical resources (F2H7 04)		O	
E9 Manage the environmental impact of your work (F2H3 04)	O	O	
E10 Take effective decisions (F2H4 04)	O	O	
E11 Communicate information and knowledge (F2H5 04)	O		
F1 Manage a project (DR5J 04)	O	O	
F2 Manage a programme of complementary projects (DT4K 04)		O	O
F3 Manage business processes (DR5M 04)		M	

Unit title	Level 3	Level 4	Level 5
	G81T 23	G81R 24	G8220 25
F4 Develop and review a framework for marketing (DR48 04)			O
F5 Resolve customer service problems (DV02 04)			
F6 Monitor and solve customer service problems (DR6C 04)	O		
F7 Support customer service improvements (DR7T 04)			
F8 Work with others to improve customer service (DR7X 04)	O	O	
F9 Build your organisation's understanding of its market and customers (DR41 04)		O	O
F10 Develop a customer focussed organisation (DR43 04)			O
F11 Manage the achievement of customer satisfaction (DR61 04)		O	
F12 Improve organisational performance (DR58 04)			M

Appendix 4: SVQs in Management: SCQF credit and levelling of Units

SSB/SSC	SVQ title	SVQ level					
MSC	Management	3					
	Unit title		Mandatory Unit	Optional Unit	SCQF level	SCQF credit	Imported Unit
	Manage Your Own Resources and Professional Development		M		7	8	
	Provide Leadership in your Own Area of Responsibility		M		8	9	
	Allocate and Monitor the Progress and Quality of Work in Your Area of Responsibility		M		8	14	
	Ensure Health and Safety Requirements are Met in Your Area of Responsibility		M		7	11	
	Promote Equality of Opportunity and Diversity in Your Area of Responsibility			O	8	10	
	Encourage Innovation in Your Area of Responsibility			O	9	12	
	Plan Change			O	10	15	
	Implement Change			O	10	11	
	Develop Productive Working Relationships with Colleagues			O	5	9	
	Recruit, Select and Keep Colleagues			O	9	12	
	Provide Learning Opportunities for Colleagues			O	8	11	
	Manage a Budget			O	7	11	
	Manage a Project			O	8	11	
	Monitor and Solve Customer Service Problems			O	6	12	Institute of Customer Service
	Work with Others to Improve Customer Service			O	5	10	Institute of Customer Service

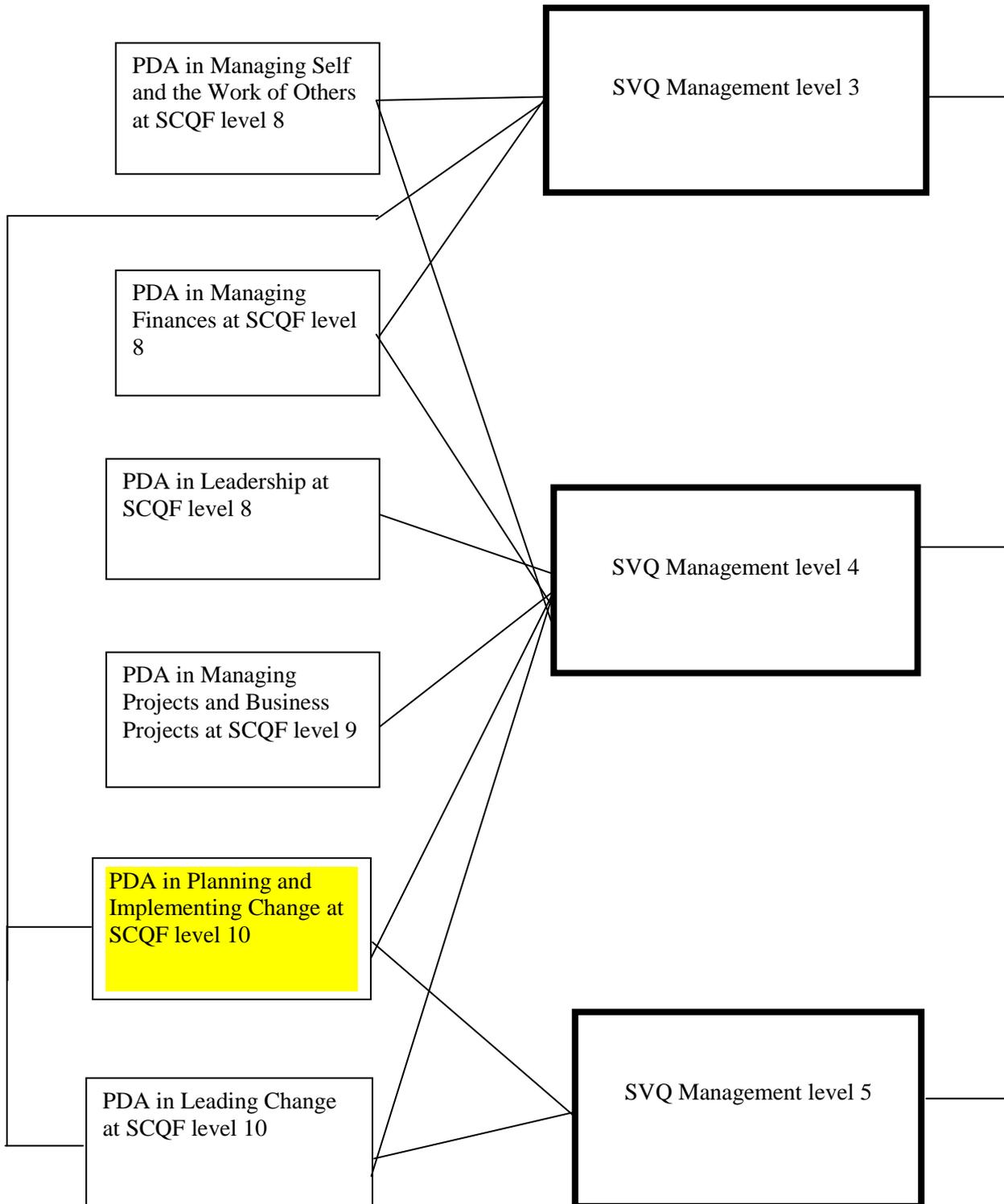
SCQF credit rating and levelling of SVQs 2005–2006							
SSB/SSC	SVQ title	SVQ level					
MSC	Management	4					
	Unit title		Mandatory Unit	Optional Unit	SCQF level	SCQF credit	Imported Unit
	Develop and Implement Operational Plans for Your Area of Responsibility		M		8	11	
	Encourage Innovation in Your Area of Responsibility		M		9	12	
	Develop Productive Working Relationships with Colleagues and Stakeholders		M		10	12	
	Ensure Health and Safety Requirements are Met in Your Area of Responsibility		M		7	11	
	Manage Business Processes		M		9	15	
	Manage Your Own Resources and Professional Development			O	7	8	
	Develop Your Personal Networks			O	11	10	
	Provide Leadership in Your Area of Responsibility			O	8	9	
	Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements			O	10	12	
	Promote Equality of Opportunity and Diversity in Your Area of Responsibility			O	8	10	
	Lead Change			O	10	15	
	Plan Change			O	10	15	
	Implement Change			O	10	11	
	Recruit, Select and Keep Colleagues			O	9	13	
	Allocate and Monitor the Progress and Quality of Work in Your Area of Responsibility			O	8	14	
	Provide Learning Opportunities for Colleagues			O	8	11	
	Manage Finance for Your Area of Responsibility			O	8	14	
	Manage a Project			O	8	11	
	Manage a Programme of Complementary Projects			O	10	12	
	Work with Others to Improve Customer Service			O	5	10	
	Build Your Organisation's Understanding of its Market and Customers			O	9	12	
	Manage the Achievement of Customer Satisfaction			O	9	9	

SCQF credit rating and levelling of SVQs 2005–2006							
SSB/SSC	SVQ title	SVQ level					
MSC	Management	5					
	Unit title		Mandatory Unit	Optional Unit	SCQF level	SCQF credit	Imported Unit
	Provide Leadership for Your Organisation		M		11	13	
	Encourage Innovation in Your Organisation		M		11	16	
	Ensure an Effective Organisational Approach to Health and Safety		M		11	12	
	Improve Organisational Performance		M		11	11	
	Manage Your Own Resources and Professional Development			O	7	8	
	Develop Your Personal Networks			O	11	10	
	Map the Environment in which your Organisation Operates			O	11	14	
	Develop a Strategic Business Plan into Action			O	11	14	
	Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements			O	10	12	
	Develop the Culture of Your Organisation			O	11	13	
	Manage Risk			O	11	12	
	Promote Equality of Opportunity and Diversity in Your Organisation			O	11	12	
	Lead Change			O	10	15	
	Plan Change			O	10	15	
	Implement Change			O	10	11	
	Develop Productive Working Relationships with Colleagues and Stakeholders			O	10	12	
	Plan the Workforce			O	11	12	
	Provide Learning Opportunities for Colleagues			O	8	11	
	Obtain Additional Finance for the Organisation			O	9	18	
	Promote the Use of Technology Within Your Organisation			O	11	12	
	Manage a Programme of Complementary Projects			O	10	12	
	Develop and Review a Framework for Marketing			O	10	12	
	Build Your Organisation's Understanding of its Market and Customers			O	9	12	
	Develop a Customer Focussed Organisation			O	11	12	
	Put the strategic business plan into action			O	10	9	

Appendix 5: Possible pathways and progression routes

PDA in Management

SVQs in Management



There are opportunities for progression for candidates who have completed the entire SVQ Management award. The diagram shows that candidates may progress from SVQ level 3 to level 4 and on to level 5. The work based nature of SVQ Management, however, means that progression from one SVQ level to another is conditional on candidates occupying a managerial role with a suitable level of responsibility. Progression from one SVQ level to another does not depend entirely on the wishes of the candidate. It depends on she/he obtaining an appropriate management position where relevant evidence can be generated.

Candidates with an SVQ Management may, however, progress into more traditional management education. The possibilities for this depend very much on the institutions involved and are thus not shown on the diagram. Candidates with SVQ Management level 5, for example, are accepted by some HE institutions on courses which lead to an MBA; also candidates who achieve the SVQ Management at level 4 are accepted by Napier University for their BA in Business and Enterprise. Candidates who complete an SVQ Management at any level will, of course, accumulate SCQF credit points and these will help them to gain entry into courses such as diploma and degree programmes offered by further and higher education establishments. Centres have developed links with other institutions which facilitate progression of candidates into awards offered by these institutions.

It is worth emphasising that the PDAs in Management are awards which will fully meet the management development needs of some candidates who would not wish to undertake further awards. For candidates in this situation, an important progression from the PDAs in Management is the opening they provide for candidates to enhance their professional development after successfully completing an award.

The awards are recognised by CMI and successful candidates can begin the process of becoming part of the professional community of managers and benefit from the development opportunities that this can bring.

Appendix 6: Assessment Strategy

This is the final Assessment Strategy developed by the MSC and provides information on the requirements of the Assessment Strategy for centres. The full Assessment Strategy document is available to view on and download from the MSC website (www.management-standards.org).

1 Achieving external quality control of assessment

The following measures are required in terms of achieving external quality control of assessment:

- ◆ Assessment of SVQs in Management and Leadership will be based on a number of **key principles**, as follows:
 - There must be valid evidence from those who report to the candidate **and** from those to whom the candidate reports (except in cases where the candidate does not report to anyone — for example, they own the organisation).
 - There must be some assessor observation of the candidate's performance. Assessors will be expected to be familiar with how the candidate operates as a manager. This could come from observation of the candidate's work as a manager, eg team briefings, meetings or other day to day managerial activities. Assessors should be aware that their presence may affect the behaviour of the candidates being observed and observations should, therefore, be treated sensitively.
 - Prior to achievement of the full SVQ, there must be an interview between the assessor and the candidate which provides an opportunity to discuss performance and evidence across the suite of completed or soon-to-be completed Units. This need not be a face-to-face interview, ie it could be done over the phone or electronically. Key points from the interview will need to be recorded by the assessor for verification purposes.

The overall package of evidence which a candidate puts forward for the full SVQ must satisfy the above principles.

- ◆ The MSC website will be expanded to include designated pages and information for staff from approved centres and awarding bodies, including external Verifiers. The information will include, for example:
 - definitions of items within the NOS for management and leadership which have been found, from practice, to require clarification
 - answers to Frequently Asked Questions (FAQs) in relation to assessment and quality assurance of NVQs and SVQs in Management and Leadership
 - information, including solutions agreed at the Management Awarding Body Forum, to commonly occurring assessment and quality assurance issues as identified by approved centres and external Verifiers
 - examples of good practice in the assessment and quality assurance of NVQs and SVQs in Management and Leadership

2 Assessment through performance in the workplace

The SVQs in management are intended to be assessed using evidence from the workplace, ie observable performance, physical products of work (such as reports, plans, correspondence etc), witness testimony etc. Such evidence, together with information gained from discussion with and questioning by the assessor, should enable candidates to show that they:

- have achieved all the stated Outcomes of effective performance
- have demonstrated all the behaviours which underpin effective performance
- possess and are capable of applying all the required items of knowledge and understanding

3 Assessment by simulation

Simulation is not allowed. If there are exceptional circumstances which prevent a candidate from achieving the full SVQ please discuss these with SQA's Qualifications Manager.

4 Occupational expertise requirements for assessors

In order to be appointed **and** retained as an assessor for the SVQs in Management and Leadership, individuals must demonstrate that they:

- ◆ have credible expertise in management and leadership relevant to the level(s) of the SVQs they are seeking to assess
- ◆ keep themselves up-to-date with developments in management and leadership practice
- ◆ have a thorough understanding of the NOS for management and leadership at the level(s) of the SVQs they are seeking to assess

Approved centres may find the following questions useful in appointing **and** retaining individuals as assessors:

- (a) What management and leadership posts has the individual held, particularly during the past five years?
- (b) Have the posts been at or above the 'level' of the SVQs the individual is seeking to assess?
- (c) What relevant formal qualifications does the individual possess and how recently were they achieved?
- (d) How do the individual's qualifications relate to the 'level' of the SVQs they are seeking to assess?
- (e) How has the individual kept themselves up-to-date with developments in management and leadership practice?
- (f) Is the individual familiar with the NOS for management and leadership at the 'level' of the SVQs they are seeking to assess?

5 Occupational expertise requirements for internal Verifiers

In order to be appointed **and** retained as an internal Verifier for the SVQs in Management and Leadership, individuals must demonstrate that they:

- ◆ have credible expertise in management and leadership relevant to the level(s) of the SVQs they are seeking to internally verify
- ◆ keep themselves up-to-date with developments in management and leadership practice
- ◆ have a thorough understanding of the NOS for management and leadership at the level(s) of the SVQs they are seeking to internally verify

Approved centres may find the following questions useful in appointing **and** retaining individuals as internal Verifiers:

- (a) What management and leadership posts has the individual held, particularly during the past five years?
- (b) Have the posts been at or above the 'level' of the SVQs the individual is seeking to internally verify?
- (c) What relevant formal qualifications does the individual possess and how recently were they achieved?
- (d) How do the individual's qualifications relate to the 'level' of the SVQs they are seeking to internally verify?
- (e) How has the individual kept themselves up-to-date with developments in management and leadership practice?
- (f) Is the individual familiar with the NOS for management and leadership at the 'level' of the SVQs they are seeking to internally verify?

6 Requirements for competence in undertaking assessment and verification of SVQs

In addition to the occupational expertise requirements noted above, assessors and internal Verifiers will also need to meet the requirements for competence in undertaking assessment and verification of SVQs as laid down by the regulatory authorities. Assessors must hold or be working towards the Assessor Unit A1 *Assess Candidates Using a Range of Methods* or be in possession of D32 and D33. Internal Verifiers must hold or be working towards the Verifier Unit V1 *Conduct Internal Quality Assurance of the Assessment Process* or be in possession of D34.