Higher National Unit Specification

General information for centres

Unit title: Resource Management

Unit code: DT48 34

Unit purpose: The Unit is designed to enable candidates to recognise the main issues regarding the control and monitoring of physical resources including equipment, materials, services, supplies and energy in order to maximise team performance. They will also develop their skills in the practical application of the principles of resource management in a working environment. The Unit is primarily intended for candidates in the work place.

On completion of the Unit the candidate should be able to:

1   Manage information relating to the use of resources.
2   Contribute to the control of resources.
3   Obtain and store resources to satisfy demands.

Credit points and level: 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.

Recommended prior knowledge and skills: Access to this Unit will be at the discretion of the centre.

Core Skills: There is no automatic certification of Core Skills or Core Skills components although there may be an opportunity to gather evidence towards Core Skills components in Problem Solving, Working with Others and Numeracy.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

Assessment: To achieve this Unit a candidate should create, maintain and present a portfolio of evidence. The activities associated with the Unit should provide opportunities for candidates to generate and gather the required evidence of achievement. Evidence can be presented as statements reporting on the candidate's practical performance and additional questions which test knowledge and understanding.

An appropriate person, such as a line manager, should authenticate the candidate's portfolio.

Higher National Unit specification: statement of standards

Unit title: Resource Management

Unit code: DT48 34

The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Manage information relating to the use of resources

Knowledge and/or skills

♦   Team objectives regarding the use of resources
♦   Organisational policies and procedures regarding the use of resources
♦   Information from a range of sources
♦   Principles underpinning the management of resources
♦   Communication with a range of people
♦   Maintenance of records

Evidence Requirements

Evidence should be presented for all parts of the knowledge/skills section. Candidates should present a portfolio of evidence. The candidate will be required to demonstrate his/her knowledge and/or skills by showing that s/he can:

♦   identify knowledge of team objectives regarding the use of resources
♦   identify organisational policies and procedures regarding the use of resources
♦   accurately interpret information from a range of sources
♦   explain the principles underpinning the effective and efficient management of resources
♦   demonstrate clear and effective communication with the range of people involved
♦   keep accurate records on the use of resources for a period of not less than three months

Practical activities carried out should be evidenced by supporting documentation and be authenticated by an appropriate person.

Assessment guidelines

Where a workplace situation is used, care should be taken to ensure that it would provide candidates with sufficient opportunity to meet the evidence requirements of the unit.

Evidence can be provided by a portfolio which includes a series of statements reporting on the candidate's practical performance (with supporting workplace documentation). Additional questions may be used to demonstrate a candidate's knowledge and understanding of underpinning principles.

Higher National Unit specification: statement of standards (cont)

Unit title: Resource Management

The evidence for the items listed above should be completed in the equivalent of a minimum of 1,000 words and a maximum of 1,500 words.

An appropriate person, for example a line manager should authenticate the evidence provided.

Outcome 2

Contribute to the control of resources

Knowledge and/or skills

♦ Delegate the use of resources
♦ Monitor the use of resources
♦ Control of resources

Evidence Requirements

Evidence should be presented for all parts of the knowledge/skills section. The candidate will be required to demonstrate his/her knowledge and/or skills by showing that s/he can:

♦ delegate the use of resources to others
♦ monitor, in respect of resources under control, the efficient and effective use and the continuous quality of resources for a period of not less than three months
♦ identify problems with resources promptly and make recommendations to take corrective action to the relevant people

Practical activities carried out should be evidenced by supporting documentation and be authenticated by an appropriate person.

Assessment guidelines

Where a workplace situation is used, care should be taken to ensure that it would provide candidates with sufficient opportunity to meet the evidence requirements of the Unit.

Evidence can be provided by a portfolio which could include a series of statements reporting on the candidate's practical performance (with supporting workplace documentation). Additional questions may be used to demonstrate a candidate's knowledge and understanding of underpinning principles.

The evidence for the items listed above should be completed in the equivalent of a minimum of 500 words and a maximum of 1,000 words.

An appropriate person, for example a line manager should authenticate the evidence provided.

Higher National Unit specification: statement of standards (cont)

Unit title: Resource Management

Outcome 3

Obtain and store resources to satisfy demands

Knowledge and/or skills

♦   Using resources
♦   Communicate with a range of people
♦   Contingency planning
♦   Storing resources
♦   Legislative requirements
♦   Improving service delivery

Evidence Requirements

Evidence should be presented for all parts of the knowledge/skills section. The candidate will be required to demonstrate his/her knowledge and /or skills by showing that s/he can:

♦   match and use resources to meet organisational demands
♦   communicate clearly and effectively with the range of people involved in the maintenance of internal record systems
♦   identify and initiate appropriate contingency plans
♦   handle, deliver and store resources in a safe and secure manner
♦   describe the relevant individual's duties in terms of current Control of Substances Hazardous to Health (COSHH) regulations
♦   promote practices which improve service delivery

Practical activities carried out should be evidenced by supporting documentation and be authenticated by an appropriate person.

Assessment guidelines

Where a workplace situation is used, care should be taken to ensure that it would provide candidates with sufficient opportunity to meet the evidence requirements of the Unit.

Evidence can be provided by a portfolio which could include a series of statements reporting on the candidate's practical performance (with supporting workplace documentation). Additional questions may be used to demonstrate a candidate's knowledge and understanding of underpinning principles.

The evidence for the items listed above should be completed in the equivalent of a minimum of 1,000 words and a maximum of 1,500 words.

An appropriate person, for example a line manager should authenticate the evidence provided.

Administrative Information

Unit code: DT48 34

Unit title: Resource Management

Superclass category: AK

Date of publication: August 2005

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Source: SQA

Higher National Unit specification: support notes

Unit title: Resource Management

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

The Unit is designed to enable candidates to understand the main issues regarding the control and monitoring of physical resources including equipment, materials, services, supplies and energy in order to maximise team performance. The Unit will prepare candidates for the management of resources by giving them the essential underpinning knowledge and skills.

Outcome 1 looks at managing information which supports recommendations for the use of resources. Candidates should be encouraged to study team objectives, policies and procedures and consider the range of available physical resources such as: stock, fixtures and fittings, equipment, buildings, consumables and energy. Candidates should consider the interpretation of various types of information from internal and external sources and be able to communicate clearly and effectively with the range of people involved. Candidates should study the effective and efficient management of resources. Candidates should understand the importance of keeping accurate records concerning the use of resources and also be able to develop practical skills in the application of the key principles of resource management.

Outcome 2 asks candidates to contribute to the control of resources and to delegate others to take personal responsibility for the effective use of resources/energy. Monitoring of resources could include areas such as: monitoring inventories, monitoring the quality of all resources, maintenance and testing of equipment to ensure operational readiness, and building maintenance and defects. Candidates should study resource control levels such as re-order levels, economic order quantities, maximum and minimum stock levels. Candidates should identify problems with resources and promptly make recommendations to take corrective action to the relevant people. Identifying problems could include faulty equipment and stock defects and candidates should identify the correct channels for reporting defects in an organisation.

Outcome 3 considers the receiving and storing of resources that will satisfy demands. Candidates should consider best practice to match and utilise resources to meet organisational demands and be able to apply this in their working environment. Candidates should develop communication channels which allow clear and effective communication with a range of people, and allow for the maintenance of internal record systems. The identification of appropriate contingency plans and their implementation could include types of corrective action to deal with resource availability, faults and problems such as fuel shortages, stock shortages and building repairs which have to be considered and dealt with in an appropriate manner. Reoccurring faults and defects should also be identified and dealt with in an appropriate manner.

Candidates should develop skills in the handling, delivering and storing of resources in a safe and secure manner including storekeeping principles and the individual's duties in terms of current COSHH (Control of Substances Hazardous to Health) practices.

Higher National Unit specification: support notes (cont)

Unit title: Resource Management

The promotion of practices which improve service delivery may include the identification of potential improvements, recommending change in policies and/or procedures to incorporate improvements and communicating changes/improvements to the relevant people perhaps by forming a report to management.

Guidance on the delivery and assessment of this Unit

It is expected that this Unit will be delivered through lecturer mediated discussion, the provision of appropriate examples and case studies, and by reading appropriate texts.

Assessment for this Unit should be by candidates creating, maintaining and presenting a portfolio of evidence. All evidence should be authenticated by an appropriate other in the workplace.

Additional questions may be used to demonstrate a candidate's knowledge and understanding of underpinning principles of good resource management.

Opportunities for developing Core Skills

The delivery and assessment of this Unit may contribute towards the component "Planning and Organising" of the Core Skill Problem Solving at Higher because of the requirement to plan, control and monitor physical resources. The general skill for this component is "Plan and Organise a complex task".

In both formative and summative assessment the candidate should be encouraged to take account all possible variables such as the range of resources required and the links to team objectives, policies and procedures. Candidates should be encouraged to seek the resources from a wide range of familiar and unfamiliar sources possibly involving a search. Within a work based context candidates must also decide how the task will be managed and carry it out — this could include the allocation of tasks in a group context such as delegating responsibility for the effective use of a particular type of resource.

The Component 'Using Number' of the Core Skill of Numeracy at Intermediate 2 could be developed within the teaching and learning contributing to Outcome 2. The specific skills required for the component at Intermediate 2 include: working confidently with a numerical concept; deciding on the numerical operations to be carried out and carrying out complex calculations or a number of sustained calculations. This is likely to fit into the study of resource control levels where candidates are required to calculate re-order levels, economic order quantities and minimum and maximum stock levels. This Core Skill could be developed here without formal certification.

The Core Skill of Working with Others at Higher could also be developed within this Unit particularly in relation to Outcomes 2 and 3. Working with Others involves the ability to work with others to plan, agree and take responsibility for tasks, to support co-operative working in appropriate ways, and to review the effectiveness of one's own contribution. This would fit with a group task to obtain, store and control a particular type of resource. The general skill at Higher level is 'Work with others in a group to analyse, plan and complete a complex activity'. Candidates should be encouraged to analyse the task and negotiate goals, roles and responsibilities, anticipating and responding to needs of others, supporting cooperative working and evaluating and drawing conclusions from the effectiveness of one's own contribution. This Core Skill could be developed without formal certification.

Higher National Unit specification: support notes (cont)

Unit title: Resource Management

Open learning

All Outcomes are appropriate to Open and Flexible Learning approaches with Tutor support at all stages. Delivering centres will be responsible for ensuring authenticity of candidate's work. For further information and advice please refer to Assessment and Quality Assurance for Open and Distance Learning (SQA, February 2001 — publication code A1030).

Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs,* which is available on the SQA website **www.sqa.org.uk.**

General information for candidates

Unit title: Resource Management

This Unit introduces you to the management of resources.

It can be studied as a stand alone unit if you wish to gain knowledge/skills in the area.

In Outcome 1 you will look at the management of information to support recommendations for the use of resources. You will consider team objectives and organisational policies regarding the use of resources, and the range of available physical resources. You will learn about the interpretation of different types of information from both internal and external sources and gain an appreciation of how to communicate clearly and effectively with a range of people. You will look at the efficient and effective management of resources and develop an understanding of the importance of keeping accurate records of resources.

In Outcome 2 you will look at your contribution to the control of resources. You will learn about delegating others to contribute to the effective use of resources. You will look at the monitoring of resources and learn about resource control levels. You will gain an appreciation of the importance of identifying problems with resources promptly and the reporting procedures that should be followed to allow corrective action to be taken.

In Outcome 3 you will look at obtaining and storing resources to ensure that demand can be met. You will learn about matching and utilising resources that will satisfy the demands of an organisation. You will consider channels of communication with a range of people that will allow clear and effective communication and gain an appreciation of the importance of the maintenance of internal record systems. You will learn about the identification and implementation of contingency plans which include corrective action to deal with resource problems. You will look at procedures and principles for the handling, delivering and storing of resources which will include legislative requirements. You will consider the promotion of practices which improve service delivery.

The formal assessment requirements of the Unit will be met by you building up a portfolio of evidence which will demonstrate your practical competence in the 3 Outcomes. In addition you may be given additional questions to answer which demonstrate your knowledge and understanding of the underpinning principles. The evidence in your portfolio must be authenticated by an appropriate person, for example your line manager.