



Arrangements for:
PDA in Managing Resources and
Quality at SCQF level 7

Group Award Code: G9CP 47

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Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
02	Amendments in line with revised HNC/Diploma in Management and Leadership and change to Standards Setting Body.	10/12/12

Contents

1	Introduction	1
2	Rationale for the development of the Group Award	2
2.4	Progression routes/further opportunities/relationship with other SQA awards	4
3	Aims of the Group Award	5
3.1	General aims of the Group Award.....	5
3.2	Specific aims of the Group Award	5
3.3	Target groups.....	5
3.4	Employment opportunities	6
4	Access to Group Award.....	6
5	Group Award structure	6
5.1	Framework.....	6
5.2	Mapping information.....	6
5.3	Articulation, professional recognition and credit transfer	7
6	Approaches to delivery and assessment	7
6.1	Approaches to delivery	7
6.2	Approaches to assessment	7
6.3	Support materials.....	8
6.4	Arrangements for open/distance learning	8
6.5	Opportunities for developing Core Skills.....	9
7	General information for centres.....	9
8	General information for candidates	10
9	Appendices	11
Appendix 1	Table of PDAs in Management and Leadership jointly certificated by SQA and CMI.....	12
Appendix 2:	HNC/Diploma in Management and Leadership	13
Appendix 3	Full suite of PDAs in Management and Leadership — relationship to National Occupational Standards (NOS)	17
Appendix 4	PDAs in Management — possible pathways and progression routes	18
Appendix 5	Consultation with stakeholders and generic management research.....	20
Appendix 6	Glossary of terms.....	23

1 Introduction

This is the Arrangements Document for the PDA in Managing Resources and Quality at SCQF level 7 which was validated in May 2009. 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 and Leadership at SCQF level 6 to SCQF level 11 which have been developed under the SQA Design Principles for Professional Development Awards.

The Management and Leadership PDAs are in line with the following the pattern:

- ◆ They all consist of two Units. This means that they retain the above benefits of being short and sharp. However, they move on from basic managerial tools to allow candidates the opportunity to develop more specific managerial skills and capabilities at a higher level
- ◆ The Management and Leadership PDAs are also designed as practical awards in which candidates are encouraged to apply management concepts and approaches to their own work as managers or to managerial work with which they are familiar.

Candidates who achieve one/some of the Management and Leadership PDAs should, therefore, have enhanced their managerial skills and been able to apply them to a situation they know well. In this way, they should be able to carry out managerial work more effectively to the benefit of themselves and to the organisations for which they work now or in the future.

A Qualifications Development Team (QDT) was established to develop the suite of PDAs in Management and Leadership, which includes the PDA in Managing Resources and Quality at SCQF level 7.

These short awards significantly extend the portfolio of management awards offered by SQA. These new 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 the full suite of PDAs can be found at Appendix 1.

The Chartered Management Institute (CMI) has agreed to jointly certificate this PDA in Managing Resources and Quality at SCQF level 7, together with the other Management and Leadership PDAs in SQA's portfolio

SQA has also revised its more traditional management awards such as the HNC in Management and Leadership (SCQF level 7) and PDA Diploma in Management and Leadership (SCQF level 8). The frameworks for these awards can be found at Appendix 2.

2 Rationale for the development of the Group Award

2.1 Rationale for the development of the PDA in Managing Resources and Quality at SCQF level 7

This award focuses primarily on the management of operational activities to relevant quality standards. It has the dual purpose of providing candidates with relevant skills, such as using financial data and developing quality management systems, and enabling them to understand the importance of factors like Total Quality Management and the use of technology to organisations in the 21st century. The award, therefore, will help candidates develop relevant managerial skills but will also increase their awareness of factors which impact on their management role and which they, and their employers, have to take into account. This will help to give them a secure foundation on which to acquire and develop more specific managerial skills as well as enabling them to operate more effectively in key management roles.

A particularly important aspect of this PDA is the inclusion of financial aspects of management. This is an area about which many managers are apprehensive even though organisational survival depends on measuring and recording revenue generation and/or cost control. As a result of this PDA, candidates should be in a strong position to make an effective contribution to the future development and progress of their organisations as the work involved in this award should give them relevant skills and ideas which could yield benefits in their place of work.

The title of the award has been chosen to reflect the competences of this particular PDA. Consultation indicated that 74% of respondents felt the title of the award was appropriate.

The PDA in Managing Resources and Quality at SCQF level 7 offers candidates the opportunity to develop the knowledge and skills that they will need to manage operational resources safely and in accordance with quality standards. Candidates who successfully complete this PDA will benefit by becoming more effective at all aspects of managing operations. They will, for example, have developed specific skills in using financial data including measuring quality as a cost which will help them to operate efficiently and economically in a management role. In addition, they will have recognised the importance of technology and Total Quality Management to organisations. This should help them to make an effective contribution to ensuring that the organisations they work for are able to adopt a pro-active approach to changing technical requirements — as well as changing consumer expectations.

2.2 Consultation with stakeholders: meeting employers' needs

In order to confirm that the suite of Management and Leadership PDA awards would meet the needs of employers, the QDT made use of information from three main sources, ie:

- 1 Research by the SQA on its own awards
- 2 Consultation with relevant stakeholders on the proposed suite of new awards
- 3 Consultation undertaken for the PDA Management at SCQF level 6

In addition, generic research on managers in the UK labour market was also considered. Details of this research can be found at Appendix 5.

2.3 PDA in Managing Resources and Quality at SCQF level 7 - Relationship to and Alignment with NOS

Managing Resources and Quality at SCQF level 7 covers a number of the functional areas identified by the Skills CFA for National Occupational Standards in Management and illustrated at Appendix 3. The following table gives some indication and examples of how the Units making up this award align with the Management NOS.

Management and Leadership Occupational Standard	SQA Unit	Outcomes
B Providing Direction		
BA9 Develop operational plans	Manage Operational Resources	1
BB4 Ensure compliance with legal, regulatory, ethical and social requirements	Management of Quality	1
D Working with people		
DB4 Manage people's performance at work	Management of Quality	2, 3
E Using resources		
EA4 Manage budgets	Manage Operational Resources	2
EB1 Provide healthy, safe, secure and productive working environments and practices	Manage Operational Resources	1
F Achieving Results		
FA3 Manage business processes	Management of Quality	1, 2, 3, 4, 5

This PDA is seen as a building block in management development. It is primarily aimed at candidates with some management or other relevant work experience who feel that they wish to embark on a development programme and enhance their underpinning line management skills.

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 Managing Resources and Quality at SCQF level 7 is not intended solely as a vehicle for progression. However, the two Units making up the award are part of the HNC in Management and Leadership (and also therefore of the Diploma in Management and Leadership). *Manage Operational Resources* is a mandatory Unit in the HNC Management and Leadership while *Management of Quality* is an optional Unit. The framework of the HNC Management and Leadership requires candidates to complete 3 credits worth of optional Units. Management of Quality would provide two of these credits to meet this condition. Candidates who complete the PDA in Managing Resources and Quality and SCQF level 7 would, therefore, have four credits towards an HNC Management and Leadership. They would need to complete the remaining mandatory Units if they wished to achieve an HNC. The table below illustrates this. The Units from this PDA are highlighted in grey.

HNC Management and Leadership	
Unit Code	Unit Title
H1F1 34	Management: Developing Self Management Skills
H1F4 34	Managing and Working with People
H1F2 34	Management: Leadership at Work
H1F5 34	Manage Operational Resources
H1F0 34	Creating a Culture of Customer Care
H1F3 35	Management: Plan, Lead and Implement Change
H1KT 34	Management and Leadership: Graded Unit 1
DW6G 34	Management of Quality (two optional credits)

The PDA in Managing Resources and Quality at SCQF level 7 also offers progression to the SVQs in Management as the Units making up the award have been aligned to the NOS and therefore provide the underpinning knowledge and skills for particular SVQ Units as shown in the table earlier.

This PDA 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 in Managing Resources and Quality at SCQF level 7 will provide an opening for all successful candidates to enhance their professional development after completing the award.

The Chartered Management Institute jointly certifies this PDA with SQA. This will enable candidates to progress within the CMI framework of qualifications.

3 Aims of the Group Award

3.1 General aims of the Group Award

Each PDA in Management and Leadership has its own individual aims but, as a group, they share some general aims. These are to:

- 1 Enable candidates **to develop** skills and knowledge across a range of management principles and apply them to a relevant work context (either their own or one which they might meet as managers).
- 2 **Provide recognition** for the management skills and achievements of candidates in a relevant work context (either their own or one which they might meet as managers).
- 3 Meet the **needs of candidates** with a different experience and different managerial responsibilities (by providing awards at SCQF level 6 to SCQF level 11).
- 4 Enable **progression** within the SCQF framework of qualifications.
- 5 Provide candidates with an **alternative exit routes**.

3.2 Specific aims of the Group Award

The PDA in Managing Resources and Quality at SCQF level 7 has some specific aims. It will:

- 1 Provide candidates with the skills and knowledge they need to manage operational resources in accordance with relevant quality standards.
- 2 Make candidates aware of the role of management in maintaining a safe working environment.
- 3 Enable candidates to make use of financial information, including measuring quality as a cost.
- 4 Enable candidates to recognise the importance of technology in managing operations to quality standards.
- 5 Enable candidates to identify the requirements of Quality Management Systems
- 6 Enable candidates to recognise the need for quality management and the legal issues it involves.

3.3 Target groups

The target group for the PDA in Managing Resources and Quality at SCQF level 7 is first line managers with responsibility for operations management or related areas such as process management. It is a level 7 award and would also be suitable for managers aspiring to this role. It could be undertaken as a follow-up to the PDA Managing Self and Others at SCQF level 7 and might, therefore, be particularly suitable for managers at an early stage in their managerial careers. As with other PDAs in the suite of Management and Leadership awards, this PDA stands alone and can be completed on this basis. It will be of particular value to candidates who are involved, or hope to be involved, with managing operational processes.

3.4 Employment opportunities

A range of appropriate of job roles for those achieving the PDA in Managing Resources and Quality at SCQF level 7 was highlighted by stakeholders during the consultation process and include:

- ◆ supervisor or team leader, eg in manufacturing sector
- ◆ production line manager
- ◆ service manager
- ◆ process manager

4 Access to Group Award

Access to this Award will be at the discretion of the centre. There should be no barriers to entry and the award should be open to all candidates who have a reasonable chance of achieving the award.

It would, however, be beneficial if candidates had good written and oral communications skills. Candidates are likely also to have some relevant work experience. They might already have some experience of a management role or have a reasonable expectation of entering a management position.

5 Group Award structure

5.1 Framework

The PDA in Managing Resources and Quality at SCQF level 7 consists of 2 Units, both of which are mandatory:

Unit code	Unit title	SQA credit value	SCQF credit points	SCQF level
H1F5 34	Manage Operational Resources	2	16	7
DW6G 34	Management of Quality	2	16	7
Total			32	

The PDA in Managing Resources and Quality SCQF level 7 will be achieved on successful completion of the two mandatory Units. It has been levelled at SCQF level 7 as the two mandatory Units making up the award are at SCQF level 7.

5.2 Mapping information

Each Unit of the PDA in Managing Resources and Quality at SCQF level 7 aligns to all the general aims of the suite of PDAs. The following table shows how the specific aims of the course align to the Units in the award:

Unit code	Unit title	Aim 1	Aim 2	Aim 3	Aim 4	Aim 5	Aim 6
H1F5 34	Manage Operational Resources	✓	✓	✓	✓		
DW6G 34	Management of Quality	✓		✓	✓	✓	✓

5.3 Articulation, professional recognition and credit transfer

As outlined earlier, the PDA in Managing Resources and Quality at level 7 is jointly certificated by SQA and CMI. Successful candidates are eligible for membership of CMI which means that they can become part of the professional community of managers and can benefit from development opportunities that this can bring.

Candidates who successfully complete this PDA may progress to related PDAs in Management and Leadership or HN Units to build up their qualification(s) towards a full HNC in Management and Leadership or PDA Diploma in Management and Leadership.

6 Approaches to delivery and assessment

6.1 Approaches to delivery

The Units contained in the PDA Managing Resources and Quality at SCQF level 7 may be delivered as standalone qualifications, as part of the HNC/Diploma in Management and Leadership or as part of the PDA. Where they are delivered as the PDA, they provide a coherent, attractive and relevant programme which will equip candidates with the knowledge and skills required for employment in a first line/supervisory management position. The PDA would also be attractive to those already in employment who do not possess a relevant qualification.

Delivery of this award is at the discretion of centres. One possible way to deliver the PDA is sequence it beginning with *Manage Operational Resources*. This will allow candidates to set the whole PDA in the context of the management of operational resources. Outcome 1 of *Manage Operational Resources* covers the role of quality and this can be used as a lead-in to: *Management of Quality*, which can be undertaken once most of *Managing Operational Resources* has been completed. The overlap between the Units and the fact that quality is a key component of effective operational management provides considerable scope for holistic delivery and the generation of evidence for assessment.

6.2 Approaches to assessment

Assessment of this award is at the discretion of the centre, however wherever possible, assessment can focus on the candidate's own organisational experience, as a manager and/or as someone being managed. There are opportunities to make use of company documents such as Health and Safety or ISO 9001 as models and candidates may be able to create their own documents or consider ways to improve existing ones. There are many ways in which candidates can relate theory to practice (eg in Total Quality Management and costs and benefits of technology) and reflect on how this can help them adapt and develop their own approach to management in ways that will make them more efficient and more effective.

Where the candidate may not have access to suitable information, assessment can be based on case studies. This might be, for example, where a candidate may lack access to suitable information (eg where the organisation is not approved for ISO 9001, or where suitable financial data cannot be easily obtained). Candidates could present assessment evidence in the form of reports based on case studies or their own research or as critiques of existing documents or in any other suitable format such as presentation software. They could gather it all together in a portfolio.

6.3 Support materials

The following support materials are available for both Units making up the PDA:

- ◆ Assessment Exemplar
- ◆ Candidate Support Pack

In addition, interactive activities have been developed for Unit: *Manage Operational Resources*. The candidate support packs provide a comprehensive learning package which give assistance particularly if candidates are undertaking the PDA as an open or distance learning student. Each Candidate Support Pack is broken down into sections which link broadly to the relevant Unit and provide a framework for learning, leading the candidate through the development in a logical way. The interactive activities reinforce the learning and provide illustrations of theory, activities and case studies.

The Assessment Exemplars and the Candidate Support packs are available to download from SQA's secure website. The interactive activities can be found on the open site, the HN Management and Leadership subject webpage <http://www.sqa.org.uk/sqa/26294.html>

In addition to the above support materials, candidates registered on the PDA are eligible for 12 months free studying membership of the Chartered Management Institute (CMI). This allows candidates to access a range of management information, tools and materials.

6.4 Arrangements for open/distance learning

This PDA is ideally suited to candidates wishing to study on a part-time basis or, open/distance learning as both Units could be delivered in an open, distance or mixed-mode learning basis, especially where the candidate is in employment. However they are primarily practical awards and any open, distance or mixed-mode learning arrangements should be firmly grounded in the candidate's own particular situation. Appropriate arrangements would need to be made by centres for assessment and quality assurance. Full information on these can be found in the SQA website www.sqa.org.uk.

Authentication is not an issue that relates solely to open or distance learning. However, the fewer the opportunities for assessors and candidates to meet face-to-face, the greater the need to build authentication strategies into the awards. Centres are responsible for the authentication of their open, distance or mixed-mode programmes through their quality assurance processes and must be confident that:

- ◆ candidates entered for a qualification are who they say they are
- ◆ evidence submitted for assessment by candidates can be authenticated as their own work

SQA recommend that a mix of authentication tools be used to ensure the above including:

- ◆ questioning — personal, telephone or online interview
- ◆ written questioning
- ◆ ICT — on-line conferences, email discussions, password controlled systems, handwriting recognition, computer scanning of facial features, voice prints, finger prints, hand patterns and recognition of key board use
- ◆ personal logs and personal statements
- ◆ witness testimony
- ◆ summative assessment under supervision
- ◆ audio or video taped evidence
- ◆ signing and counter-signing of candidates work
- ◆ assessment supervisors — authenticators, invigilators and mentors

6.5 Opportunities for developing Core Skills

There are no Core Skills embedded in this PDA but it offers opportunities to develop some Core Skills. These are shown in the following table:

Unit	Core Skill				
	Communication	Numeracy	ICT	Problem Solving	Working with Others
Manage Operational Resources	SCQF 6	SCQF 6	SCQF 6	SCQF 6	
Management of Quality	SCQF 6	SCQF 5	SCQF 5		

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 and Quality Assurance for Colleges of Further Education* (www.sqa.org.uk).

8 General information for candidates

PDA in Managing Resources and Quality at SCQF level 7 (G9CP 47)

Welcome to the Professional Development Award (PDA) in Managing Resources and Quality at SCQF level 7, which offers you the opportunity to develop the knowledge and skills that you will need to manage operational resources safely and in accordance with quality standards.

The target group for this award is first line managers with responsibility for operations management or related areas such as process management or those aspiring to this type of role.

Typical job roles could include: supervisor or team leader eg in manufacturing sector; production line manager; service manager; process manager.

The PDA in Managing Resources and Quality at SCQF level 7 is made up of two mandatory Units:

- ◆ Manage Operational Resources
- ◆ Management of Quality

The two Units in this PDA enable you to manage operational resources safely and in accordance with relevant quality standards. The *Managing Operational Resources* Unit covers all the main areas of operational management, eg what operational management involves; using financial data; managing the impact of technology; and introduces quality. This is the springboard for the more in-depth exploration of quality which is covered in the *Management of Quality* Unit, where you will look at the requirements of total quality systems and examine why organisations need Total Quality Management.

You will develop a number of skills through this PDA including interpreting and preparing budgets and measuring the costs of quality. The PDA enables you to critically assess documents such as Health and Safety procedures and those needed for ISO 9001. It helps you to think about how to deal with issues that are increasingly important in today's dynamic environment, such as the impact of technology on operational activity. Overall, the PDA will help you to become more effective as a manager of operational resources. If you have not yet started on your managerial career, this PDA will help give you the confidence to take on a job which has operational management responsibilities.

The Units are likely to be assessed by a combination of methods including reports and a critique of documents such as Health and Safety documents. You are encouraged to make use of information from organisations with which you are familiar, such as the one you work for or one you have worked for in the past. You may encounter some case studies — on financial information for example.

Support packs have been developed for the Units making up this PDA. Your tutor will be able to provide you with a copy of the support pack.

The PDA is a qualification in its own right but it will also help you to progress to further management awards such as HNC Management and Leadership.

The PDA is jointly certificated by SQA and The Chartered Management Institute (CMI). Once you are registered on the PDA, you will be eligible for 12 months free studying membership of CMI which allows you access to a range of management information, tools and support materials.

9 Appendices

- Appendix 1: Table of PDAs in Management and Leadership jointly certificated by SQA and CMI
- Appendix 2: Framework of HNC in Management and Leadership and Framework of PDA Diploma in Management and Leadership
- Appendix 3: Full suite of PDAs in Management and Leadership — relationship to National Occupational Standards (NOS)
- Appendix 4: PDAs in Management and Leadership — Possible Pathways and Progression Routes
- Appendix 5: Consultation with stakeholders and generic management research
- Appendix 6: Glossary of Terms

Appendix 1 Table of PDAs in Management and Leadership jointly certificated by SQA and CMI

Titles of PDA	Units making up the PDA	SCQF level	SCQF credit points
PDA in Management at SCQF level 6 (G972 46)	Managing Self and Resources (F3XP 33) Working in a Team (F3XR 33)	6	16
PDA in Managing Self and Others at SCQF level 7 (G9CR 47)	Management: Developing Self Management Skills (H1F1 34) Managing and Working with People (H1F4 34)	7	24
PDA in Managing Self and Others at SCQF level 8 (G9CT 48)	Develop Skills for Personal Effectiveness (DF4F 35) Managing People (F5GF 35)	8	24
PDA in Managing Resources and Quality at SCQF level 7 (G9CP 47)	Manage Operational Resources (H1F5 34) Management of Quality (DW6G 34)	7	32
PDA in Leadership and Change at SCQF level 8 (G9CN 48)	Management: Leadership at Work (H1F2 34) Management: Plan, Lead and Implement Change (H1F3 35)	8	16
PDA in Project Management at SCQF level 8 (G9CK 48)	Project Management: Project Justification and Planning (DV5H 35) Project Management: Managing the Implementation of a Project (DV5J 35)	8	24
PDA in Strategic Management at SCQF level 8 (GF93 48)	Management: Strategic Change (H1S6 35) Management: Develop Strategic Plans (H1S7 35)	8	16
PDA in Organisational Leadership at SCQF level 9 (G9CV 49)	Management: Organisational Leadership and Development (H1S8 35) Leadership for Managers (F5GH 36)	9	24
PDA in Decision Making and Innovation at SCQF level 9 (G9CM 49)	Decision Making for Managers (F5GG 36) Management: Organisational Innovation (DV80 36)	9	24
PDA in Organisational Ethics and Decision Making SCQF level 11 (G9M9 51)	Organisational Ethics (F8K9 39) Organisational Decision Making (F8KA 39)	11	32

Appendix 2: HNC/Diploma in Management and Leadership

HNC Management and Leadership (GF5V 15)

Mandatory Units — 9 credits required	Unit code	SCQF credit points	SCQF level	Credit value
Management: Developing Self Management Skills	H1F1 34	8	7	1
Management: Leadership at Work	H1F2 34	8	7	1
Management: Plan, Lead and Implement Change	H1F3 35	8	8	1
Managing and Working with People	H1F4 34	16	7	2
Manage Operational Resources	H1F5 34	16	7	2
Creating a Culture of Customer Care	H1F0 34	8	7	1
Management and Leadership: Graded Unit 1	H1KT 34	8	7	1

Optional Units — 3 credits required	Unit code	SCQF credit points	SCQF level	Credit value
Workplace Communication in English	DE1K 33	8	6	1
Business Law: An Introduction	F84P 34	8	7	1
Individual Employment Relations: Law	DN75 34	8	7	1
Managing Knowledge	DV85 34	8	7	1
Management: Managing Financial Resources	DV89 34	8	7	1
Supply Chain Management: An Introduction	DL5G 34	8	7	1
Health and Safety Legislation: An Introduction	DF87 34	8	7	1
Managing Information	DV84 34	8	7	1
Marketing: An Introduction	F7BX 34	8	7	1
Human Resource Management: Introduction	H1KP 34	8	7	1
Economic Issues: An Introduction	F7J8 34	8	7	1
Management of Quality	DW6G 34	16	7	2
Public Sector: An Introduction	F3HN 34	8	7	1
Public Sector Financial Management	F3HL 34	16	7	2
Management and Leadership in the Public Sector	FHM 35	8	8	1
Preparing Financial Forecasts	F84R 35	8	8	1
Project Management: Project Justification and Planning	DV5H 35	8	8	1
Project Management: Managing the Implementation of a Project	DV5J 35	16	8	2
Project Management: Managing Multiple Projects	F1F1 36	8	9	1
Statistics for Business	F84K 35	8	8	1
Marketing Planning for a Domestic Market	DG6P 35	16	8	2

Optional Units — 3 credits required	Unit code	SCQF credit points	SCQF level	Credit value
Supply Chain Management: Tactics and Techniques	DL5M 36	8	9	1
Organisational Management	F0EG 35	24	8	3
Leadership for Managers	F5GH 36	16	9	2
Decision Making for Managers	F5GG 36	16	9	2

Total credits required for the HNC in Management and Leadership — 12

Diploma in Management and Leadership (GF6G 48)

Mandatory Units — 13 credits required	Unit code	SCQF credit points	SCQF level	Credit value
Management: Developing Self Management Skills	H1F1 34	8	7	1
Management: Leadership at Work	H1F2 34	8	7	1
Management: Plan, Lead and Implement Change	H1F3 35	8	8	1
Managing and Working with People	H1F4 34	16	7	2
Manage Operational Resources	H1F5 34	16	7	2
Creating a Culture of Customer Care	H1F0 34	8	7	1
Management and Leadership: Graded Unit 1	H1KT 34	8	7	1
Management: Organisational Leadership and Development	H1S8 35	8	8	1
Management: Develop Strategic Plans	H1S7 35	8	8	1
Management: Strategic Change	H1S6 35	8	8	1
Management Research	H1S9 35	8	8	1

Optional Units Group ‘A’ — candidates can select a maximum of 1 credits from this group	Unit code	SCQF credit points	SCQF level	Credit value
Workplace Communication in English	DE1K 33	8	6	1
Business Law: An Introduction	F84P 34	8	7	1
Individual Employment Relations: Law	DN75 34	8	7	1
Managing Knowledge	DV85 34	8	7	1
Management: Managing Financial Resources	DV89 34	8	7	1
Supply Chain Management: An Introduction	DL5G 34	8	7	1
Health and Safety Legislation: An Introduction	DF87 34	8	7	1
Managing Information	DV84 34	8	7	1
Marketing: An Introduction	F7BX 34	8	7	1
Human Resource Management: Introduction	H1KP 34	8	7	1
Economic Issues: An Introduction	F7J8 34	8	7	1
Management of Quality	DW6G 34	16	7	2
Public Sector: An Introduction	F3HN 34	8	7	1
Public Sector Financial Management	F3HL 34	16	7	2

Optional Units Group ‘B’ — candidates must select a minimum of 4 credits from this group	Unit code	SCQF credit points	SCQF level	Credit value
Human Resource Management: Employee Relationship Management	DN7E 35	8	8	1
Collective Employment Relations: Practice	DN7C 35	16	8	2
Preparing Financial Forecasts	F84R 35	8	8	1
Project Management: Project Justification and Planning	DV5H 35	8	8	1
Project Management: Managing the Implementation of a Project	DV5J 35	16	8	2
Project Management: Managing Multiple Projects	F1F1 36	8	9	1
Statistics for Business	F84K 35	8	8	1
Marketing Planning for a Domestic Market	DG6P 35	16	8	2
Human Resource Management: Performance Management	H1XR 35	8	8	1
Managing Organisational Risks	DV7Y 36	8	9	1
Managing in a Global Environment	DV83 36	8	9	1
Management: Organisational Innovation	DV80 36	8	9	1
Supply Chain Management: Tactics and Techniques	DL5M 36	8	9	1
Organisational Management	F0EG 35	24	8	3
Management and Leadership in the Public Sector	F3HM 36	8	9	1
Leadership for Managers	F5GH 36	16	9	2
Decision Making for Managers	F5GG 36	16	9	2

Total credits required for the Diploma in Management and Leadership — 18

To achieve the Diploma Management and Leadership award candidates must select no more than one optional Credits from the Group ‘A’ Units (SCQF level 6 and 7) and a minimum of 4 credits from the Group ‘B’ Units (SCQF level 8 and 9).



The shaded boxes show the mandatory Units that are common to the HNC in Management and Leadership.

Appendix 3 Full suite of PDAs in Management and Leadership — 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 Skills CFA. 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.

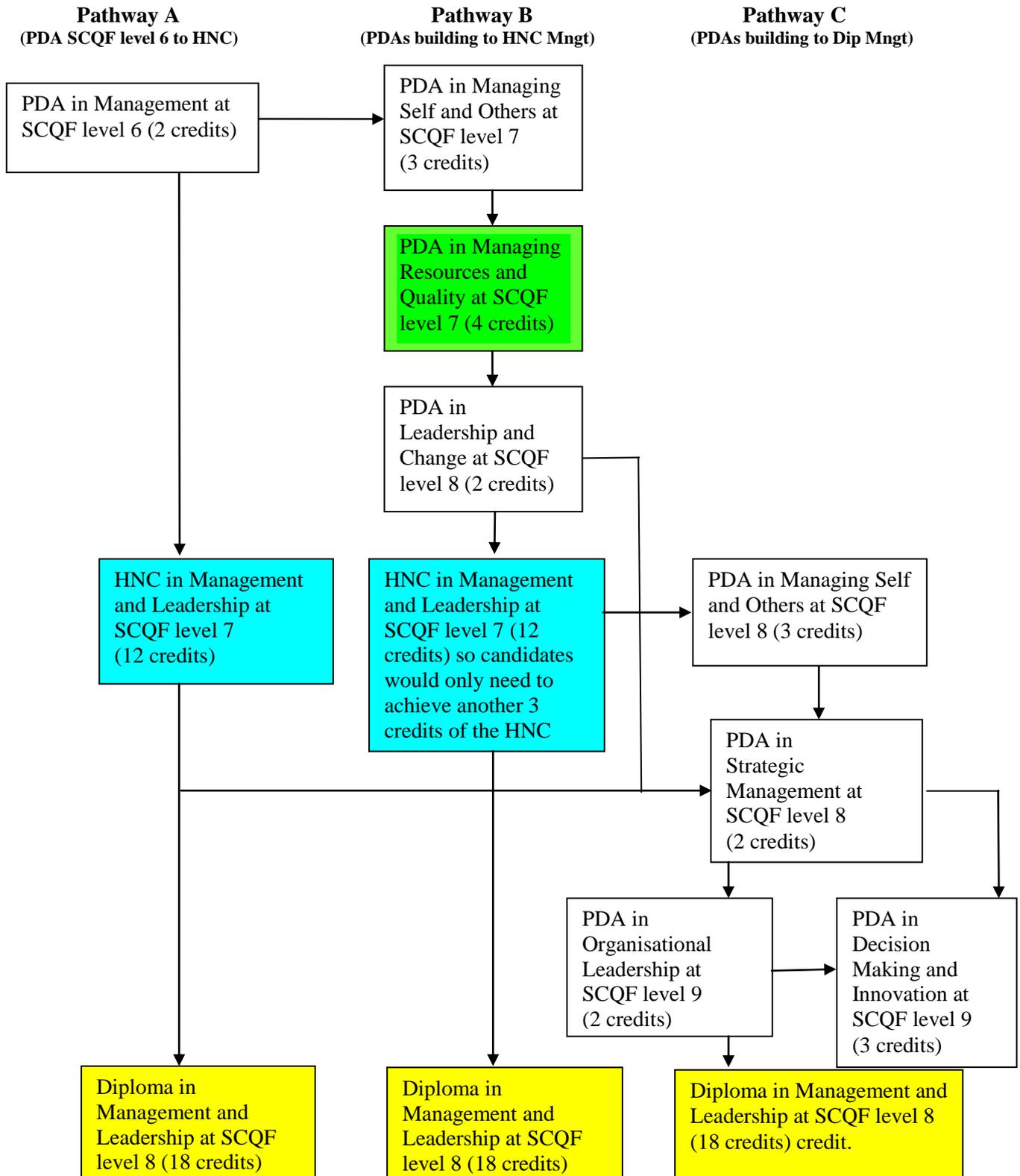
The NOS highlight six functional areas of management and leadership. The Skills CFA has developed, and continues to develop, Units of competence within each of these functional areas.

The six areas of competence apply to the work of managers as a whole. The table below summarises the links between each PDA in Management and Leadership and the functional areas.

PDA title	Functional area
PDA in Management at SCQF level 6 (G972 46)	Managing Self; Providing Direction; Working with People
PDA in Managing Self and Others at SCQF level 7 (G9CR 47)	Managing Self; Providing Direction; Working with People
PDA in Managing Self and Others at SCQF level 8 (G9CT 48)	Managing Self; Providing Direction; Working with People
PDA in Managing Resources and Quality at SCQF level 7 (G9CP 47)	Providing Direction; Working with People; Using Resources; Achieving Results
PDA in Leadership and Change at SCQF level 8 (G9CN 48)	Managing Self; Providing Direction; Facilitating Innovation and Change; Working with People; Using Resources; Achieving Results
PDA in Project Management at SCQF level 8 (G9CK 48)	Achieving Results
PDA in Strategic Management at SCQF level 8 (GF93 48)	Providing Direction; Facilitating Innovation and Change; Achieving Results
PDA in Organisational Leadership at SCQF level 9 (G9CV 49)	Providing Direction; Facilitating Innovation and Change; Working with People; Achieving Results
PDA in Decision Making and Innovation at SCQF level 9 (G9CM 49)	Providing Direction; Facilitating Innovation and Change; Working with People; Using Resources; Achieving Results
PDA in Organisational Ethics and Decision Making at SCQF level 11 (G9M9 51)	All six functional areas are covered in this PDA

Appendix 4 PDAs in Management — possible pathways and progression routes

As already noted the PDAs in Management and Leadership are not intended solely as a vehicle for progression. However, this diagram illustrates possible pathways and progression routes



This diagram illustrates possible linkages between the Management and Leadership PDAs and the SQA awards HNC Management and Leadership and Diploma in Management and Leadership. The HNC Management and Leadership is, in fact, a sub-set of the Diploma in Management and Leadership. See Appendix 2 for the structure of the HNC Management and Leadership and the Diploma in Management and Leadership respectively.

The diagram also shows that there is some progression between the various PDAs in the suite of Management and Leadership awards, including the PDA in Managing Resources and Quality at SCQF level 7. This is a deliberate aspect of the design of the suite as this enables it to cater for the development needs of managers at different stages of their managerial careers. However, providing a structured progression route through the PDAs is not the main purpose of the suite — rather each individual PDA is intended to meet a particular management development need and is, therefore, valid in its own right.

Nevertheless, if a candidate wished to do so it would be possible to structure an individual management development programme by progressing from one PDA to another. Some PDAs, especially those at SCQF level 9, recommend that candidates have studied topics which appear in Units in other PDAs. For example, the Unit: *Management: Plan, Lead and Implement Change* (at SCQF level 8) which is part of the PDA Leadership and Change at SCQF level 8 is suggested as a suitable background for entry into both the Units which make up the PDA in Decision Making and Innovation at SCQF level 9.

Such a development route may not necessarily involve all PDAs particularly since it should be aligned as closely as possible to the candidate's own development needs as a manager. Candidates who have completed the PDA Managing Self and Others at SCQF level 7 may find that their development needs mean that they would not benefit substantially by undertaking the PDA Managing Self and Others at SCQF level 8. For other candidates, the PDA Managing Self and Others at SCQF level 8 may be the starting point for a development programme involving PDAs at SCQF levels 8 and 9.

Please note that one drawback of the diagram is that it tends to give the impression that candidates who do wish to undertake a number of PDAs should do so in a particular order. **This is not the case.** While there are some good reasons (such as recommended prior knowledge and understanding as noted above) why it may be beneficial to undertake one PDA before another, this does not apply to all PDAs. In any case, recommended entry requirements are for guidance and the test should be whether candidates will benefit as managers from whichever PDA they decide to attempt. The PDAs at SCQF level 9, for example, are linked to each other but candidates wishing to undertake them all could do so in any order which suited them. The major determining factor in deciding which PDA to undertake, and which order to take more than one, should be the candidate's development needs.

Appendix 5 Consultation with stakeholders and generic management research

1 Consultation with Stakeholders: Meeting Employers' Needs

In order to confirm that the suite of Management and Leadership PDA awards would meet the needs of employers, the QDT made use of information from three main sources, ie:

- 1 Research by the SQA on its own awards.
- 2 Consultation with relevant stakeholders on the proposed suite of new awards.
- 3 Consultation undertaken for the PDA Management at SCQF level 6.

Each are now considered in turn.

1 Research by the 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.

This suite of PDAs in Management and Leadership was a response to this market research. These PDAs complement other SQA provision such as the HNC Management and Leadership which take a more traditional format and require a more extended period of learning and study.

2 Consultation with relevant stakeholders on the proposed suite of new awards

This is, perhaps, the most important of the three sources since it pertains directly to the research on the Management and Leadership PDAs. There was considerable consultation to examine the validity of the awards which took two main forms:

Meetings and discussions with representatives from nine centres offering SQA awards in management (particularly HNC and PDA Diploma in Management and Leadership) and who were also involved in the design, development and/or validation of the PDA in Management at SCQF level 6.

Distribution of questionnaires to employers, to candidates currently undertaking SQA awards in Management and to centres. To an extent the employer and candidate groups overlap, in that many of the latter are both in employment and in a position to influence decision on whether organisations make use of SQA awards as part of their management training and development programmes.

The agreed structures of the awards stem largely from the discussions among centre representatives. This, together with responses in the questionnaires from 7 centres, provided evidence of centre commitment and indicated that the proposals would meet the requirements of centres.

A total of 39 responses were received — 18 candidates; 14 employers and 7 centres. The responses to the questionnaires were very positive — 95% of all respondents agreed that there would be demand for the PDAs. 92% of respondents agreed that Professional Body recognition was important.

Centres and Employers were asked to respond on the need for the PDAs to link to the National Occupational Standards (NOS) for Management. 95% of the respondents agreed that it was quite important/very important that there were links to the NOS. Links to the NOS for the PDAs was therefore undertaken for each PDA.

The responses from the consultation provided specific confirmation of the more general findings from the SQA market research. They also provided pointers to the design of the new awards. For this reason, professional body recognition has been agreed and the structures of the new awards have been aligned to NOS.

3 Consultation undertaken for the PDA Management at SCQF level 6

This involved a questionnaire which was returned by 39 candidates and 25 employers, almost all of whom agreed that there would be a demand for the PDA in Management at SCQF level 6 and that it would meet a management training and development need. The results of the consultation reinforced the conclusion that there was a need for smaller awards which meet specific management training and development requirements.

Overall, therefore, the suite of PDAs in Management and Leadership has support from employers, potential candidates and from centres.

2 Generic Management Research

In developing the full suite of PDAs in Management and Leadership, attention was also paid to generic information on managers in the UK labour market. For the target groups, whether currently in management roles or aspiring to them, the PDAs in Management and Leadership will help to enhance current management skill levels. There has long been a requirement to enhance managerial skills in the UK in general and Scotland in particular. This PDA in Strategic Management at SCQF level 9 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 Skills CFA is now the body responsible for NOS in Management and it has been developing the work originally undertaken through the MCI and CFA's predecessor body MSC (Management Standards Centre). During 2008–9, MSC made presentations at events including the SVQ Management Networking event hosted by SQA. MSC make the following key points:

- ◆ 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, 890,000 new managers are needed
- ◆ less than 20% of managers are qualified in management
- ◆ productivity of UK managers lags behind France, Germany and the US

Pioneering Change: Making UK Management and Leadership Skills World Class by 2020, www.management-standards.org

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 five 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 and Leadership. Overall, there would seem to be a requirement for focused awards which enables individuals to develop and enhance their managerial skills and capabilities.

Information on the relationship of the full suite of PDAs in Management and Leadership to NOS can be found at Appendix 3.

Appendix 6 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. HN Units will normally be at levels 6–9. Graded Units will be at level 7 and 8.

Subject Unit: Subject Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

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.