Support Pack for

HNC/Diploma in Management and Leadership

Tutor Guidance Notes

Publishing information

HN Management and Leadership Support Packs

Notes for tutors

Blended Learning Solution

Introduction

The following notes are intended for tutors who are responsible for supporting candidates working towards their HNC/Diploma in Management and Leadership. Their aim is to introduce the requirements of this blended learning solution and in particular to help ensure a consistent implementation.

This blended learning solution has been created to support the following mandatory Units of the HNC and Diploma:

- Management: Developing Self Management Skills
- Management: Leadership at Work
- Management: Plan, Lead and Implement Change
- Manage Operational Resources
- Creating a Culture of Customer Care
- Managing and Working with People
- Management: Develop Strategic Plans
- Management: Strategic Change
- Management: Organisational Leadership and Development
- Management Research

The Blended Solution

This blended learning solution will give candidates access to the following learning resources:

- Ten open learning workbooks, one for each of the management Units listed above
- Interactive Activities, one for the first nine management Units listed above
- Tutor support via a registered SQA centre

As a blended solution it is important that the workbooks and interactive activities are not seen as the total learning solution. It is assumed that the workbooks and interactive activities will form part of a tutor supported programme, where candidate's learning will be supported and enhanced by further input, support and feedback from their tutor/s. For candidates to get the most out of the development it is important that the learning is related back to the candidate's workplace experiences wherever possible. Tutors can also help candidates to use and apply examples within their own locality and to other life experiences which may be relevant to the HNC/Diploma in Management and Leadership.

Tutors should use the workbooks to provide a basic framework for their candidate's learning. As the candidates work through the workbook they will be pointed towards the interactive activities at appropriate points in their learning to access the electronic learning resources. The interactive activities are seen as a useful learning tool for the candidate's development.

To complete the full blend of learning tutors should, in addition, provide information in terms of examples, case studies, website addresses, etc which they feel are particularly relevant or pertinent to their candidate's situation.

It is essential that tutors are completely familiar with both the workbooks and the interactive activities, and understand both their content and application. This will enable the tutor to ensure an effective application of this blended solution, with their own time being spent on extending the programme to suit the needs of the candidates, going into more detail as required.

About the Workbooks

For this blended solution there are ten workbooks under the headings of:

- Management: Leadership at Work
- Management: Developing Self Management Skills
- Management: Plan, Lead and Implement Change
- Creating a Culture of Customer Care
- Managing and Working with People
- Manage Operational Resources
- Management: Develop Strategic Plans
- Management: Strategic Change
- Management: Organisational Leadership and Development
- Management Research

Each workbook has an introduction which is then followed by a guide to the learning programme. This is to give the candidate information and tips on studying and also how the candidate should use the workbook.

The workbook is broken down into sections which broadly link to the outcomes of each HN Unit. The workbook is designed to provide a framework for the candidate, which should then be supported and supplemented by the tutor. Assessment activities should also be supported by the tutors and guidance given.

Each workbook has sections which contain the following features.

An introduction — At the beginning of each section the candidates are given the overall aims of the section, telling them what they will achieve following their period of study.

Information and discussion — The bulk of this section is made up of relevant information and discussion which relates directly to the content of the HN Unit. The information is broken down into chunks and will be structured to assist learning.

Within this text there will be features which aim to stimulate and give candidates the opportunity for interaction and development of evidence which can be put towards achieving their HN Unit.

Megabyte boxes — Boxes are used within the text to illustrate important information. Each box has 'Megabytes' printed at the top to highlight key learning points associated with the text.

Highlighted text — **Bold** and *Italic* text is also used to highlight important points in the text.

Activities — It is important that the candidates are able to relate learning to their current or future role as a manager. The boxes indicated by '**Activity'** describe things they will need to do to connect their study to their place of work. The activities are designed to help apply the learning. Those undertaking the HNC/Diploma in Management and Leadership may wish to use the information gathered during these activities as evidence towards their final assessment.

Tutors need to review these activities and then match them to the needs of the candidates. Candidates will need help and advice in developing their approach to these activities, to ensure they relate to the Evidence Requirements of the HN Units. It is important that candidates are given advice which will help them put the requirements of an activity into an appropriate context and make it relevant to the opportunities available to the candidate for generating evidence.

Research — This box indicates that at this point in their study candidates will need to further develop themselves by carrying out additional research using reference materials, via books or websites, or using situations/opportunities at their place of work. As their tutor, you should also give them guidance on books to read and websites to log on to. Also, how they can use their place of work as an example. If the candidate is not in an appropriate work situation then guidance will need to be given, by the tutor, on how this can be overcome.

This research is seen as an essential part of the personal development of the candidate within the programme.

Interactive Activities — This box within the workbook highlights the point at which the candidate needs to refer to the interactive activities for explanations of theory, case studies and activities for them to complete. The candidate will need to work their way through the appropriate section of the interactive activities. The interactive activities can be accessed via SQA's open website. Please click on the following link to access them: http://www.sqa.org.uk/sqa/26294.html.

Assessment on the interactive activities — Another feature of the interactive activities is formative assessment, with candidates being able to go through exercises to test their understanding. These exercises require candidates to complete a range of simple tasks before being given feedback on how they have done. Candidates should be encouraged to complete the activities as they complete the different sections, so that they are able to test their understanding as they progress.

In order to successfully complete each Unit, candidates will need to undertake suitable summative assessment. SQA exemplar assessment packs are available for each of the ten Units. The SQA Co-ordinator at the centre will be able to access these packs through SQA's secure website.

It is very much intended that the programme of study should be supported and supplemented by input from the tutors. The learning resources should be used to bring the theory to life and engage the candidates and give them a framework for independent study. The resources should not be seen as exhaustive, covering every aspect of the HN Units. Where there is seen to be a need for more information or input, this should be provided by the tutor.

About the Interactive Activities

How do candidates access the Interactive Activities?
Access to the interactive activities is easy; simply click on the following link:
http://www.sqa.org.uk/sqa/26294.html and a list of the nine Units and a Help Guide will appear. This gives the candidates instructions on how to navigate and how to interact with the activities. It is recommended that candidates view the Help Guide before looking at the sections which cover the individual Units. Click on the relevant Unit.

What will appear first?
A welcome page will appear. Click on the Enter button to enter the interactive activities. The next page will show the section headings that comprise the HN Unit. Simply click on the section you are undertaking and then click on the activity you intend to look at.

Progressing through the activities
All the activities are presented in the same way with the page numbers easily seen at the bottom of the page. These page numbers act as buttons to allow you to move backwards and forwards through the activity. Please note you are not able to skip pages whilst moving forward through the programme.

Once you have selected a page, the indicator for that page will turn blue to show you that you have been there. Once all the page indicators have turned blue you know that you have viewed all the information in the activity and you are ready to move onto the next activity.

Interacting with the programme
The programme offers the user a number of ways to interact with it.

Type in boxes
There are a number of activities that require you to type an answer to a question and then compare it. To do this you need to click in the area that is provided for your answer and then type your answer using your keyboard. Once you have finished your answer, click on the compare button.

Drag and drop
There are some activities that require you to move text/objects around on the screen. To do this you will need to move the cursor over the text/object and click and hold, this picks up the text. You can then drag it to the required position on the screen.

Interacting with the programme — *Sound*
There are various activities that have sound examples linked to them. The sound examples will either be shown in the form of a MP3 player or a telephone;

The MP3 player
To listen to the MP3 player click on the play button on the MP3 player. Click the stop button to stop the sound. If you need to hear the sound again simply click on the play button.

The telephone
When you see the telephone on the page *(when it's not in an image caption),* read the text and/or instructions on the page and wait for the telephone to ring, when it rings, click once on the telephone to answer the call. To stop the sound, click on the telephone again. To replay the sound, click on the telephone for a third time.

Interacting with the programme — *Video*
In Managing and Working with People you will need to use the video player to view the necessary materials before answering some questions on it. The video will appear in the form of a PDA with a play and stop button. Click on the play button to watch the video clip and stop to stop the clip. You will experience a short delay whilst the video loads due to the file size of the video, so please be patient.

Case studies
Case studies are presented in the form of a book. To turn to the next page, click on the corner and the page will turn over.

Other types of buttons
When you move the cursor over the picture/words in the programme, the appearance of the button will change, this is to indicate that it is a button.

If you read the screen text carefully it will guide you through the programme and the various different activities.

Returning to the section titles page
To return to the section titles page from an activity, click on the X button in the top right hand corner of the text screen.

It is important that as a tutor you familiarise yourself with the content of the interactive activities which should be used alongside the workbooks where specified.