Public Services Management by Distance Learning - Level 3 Only

This programme is no longer recruiting.

This programme is only offered at: **In collaboration with Resources Development International Ltd. (RDI)**.

Final award	BA (Hons)
Intermediate awards available	N/A
Mode of Delivery	Distance Learning – Level 3 only
UCAS code	N/A
Details of professional body accreditation	N/A
Relevant QAA Benchmark statements	General Business and Management
Date specification last up-dated	April 2012

Profile

The summary - UCAS programme profile

BANNER BOX:

This programme allows learners who have achieved a HND in Business Management (or have evidence of completing equivalent levels of study) to 'top up' their learning to a BA (Hons) in Public Services Management.

ENTRY REQUIREMENTS

Entry to level 3

1. **Students under the age of 21**
   HND in Business Management or have completed 240 equivalent credits on a recognised BA Business programme. In addition to the above, we require GCSE Maths grade C and English grade C or equivalents, unless competency is part of the qualification gained.
2. **English language requirements**
   All students for whom English is not their first language must have an IELTS score of at least 6.0 or equivalent, with a minimum of 6.0 in both reading & writing (and a minimum of 5.0 in listening & speaking).

Technical Requirements

To participate in the programme you need:

1. Regular access to a PC or Mac capable of running standard MS Office software (or Equivalent) for producing word-processed documents, spreadsheets and presentations.

Your PC must also be capable of running the required plugins for the Virtual Learning Environment (Adobe Flash player, Adobe PDF viewer, Apple Quicktime).

2. Reliable Internet access; at least a 56K modem connection, but broadband is highly recommended. For each module that you take, you will be expected to spend approximately 3-6 hours online per week, participating in discussions and accessing additional resources.
3. The latest version of your chosen Internet browser. We recommend and support Mozilla Firefox 1.5+, Microsoft Internet Explorer 7+ and Apple Safari 3+.
4. A valid and reliable email address.
5. Access to a printer is recommended.

ABOUT THE PROGRAMME

What is Public Services Management

Public services encompass the range of services provided by state institutions including the fields of health, education and social care. The modernisation agenda for the public services has presented state and quasi-state institutions with a complex range of new and continually evolving imperatives and challenges. In order to respond to these public services institutions have realised the need to develop more sophisticated management competences appropriate to the emergent post-bureaucratic modes of organizing and ad hoc and 'networked' decision making.

UEL already offers a successful MBA Public Services for more senior personnel in state bodies.
This programme allows current or aspirant public servants to upgrade their HND or equivalent level of completed study to honours degree level. This programme is, therefore, an important additional learning element for people who wish to pursue a career in public services management.

Public Services Management by distance learning at UEL

Key features of this programme include:

- Facilitates upgrade of HND in business management or equivalent study to achieve an honours degree
- Study at your own pace to develop your knowledge and improve your prospects
- Flexible entry requirements for mature students (over 21) with intakes in October, January, April and July.
- An opportunity to begin your studies at any point during the year
- As there are no classes, students are encouraged to maintain communication electronically with their module tutor
- The freedom to continue working while pursuing your studies
- Academic support from a subject specialist tutor
- Help and guidance from our distance learning advice team
- An opportunity for students from a wide range of locations and varied educational contexts to interact and exchange ideas
- Four assessment points per year (January, April, July and October)
- The flexibility to take and pay for modules individually

Programme structure

The BA Public Services Management programme compromises a prior completed HND in Business management or an equivalent qualification and 6 'top up' 20 point credit modules at level 3:

- Researching in Business and Management
- Employee Relations
- Critical Issues in Public Service Employment
- Corporate Strategy
- Citizen Focused Service Delivery
- Project (Dissertation)

You may take a maximum of 120 credits per year. The programme is designed to be flexible and you can take modules simultaneously according to your individual situation.

Learning Environment

The programme is delivered exclusively through distance learning. Learning will be supported through study guides accompanying a core textbook, and through the use of the RDI online student community virtual learning environment (VLE).

The main purpose of the study guide is to help you to make the most effective use of the core textbook and other resources. It provides clear structuring, routeing and signposting, to establish a context for learning. It highlights key concepts, models and frameworks and it clearly indicates to you the sections of the textbook that you should study.

The study guide encourages deep learning through the use of activities, self-assessment questions and other formative assessments. Self-assessment questions enable you to check your progress - ; by comparing your answers with sample answers; you can assess for yourself how well you have met the learning outcomes for a particular section of the study guide. Coursework is also set for completion; feedback is provided by your academic tutors on an individual basis.

Each module is accompanied by a site in the VLE, with discussion facilities that will enable students to discuss and resolve issues related to their studies. In addition, the module tutor will use this facility to address any common academic issues, and to contact students where necessary. It is essential therefore that you have easy and regular access to the Internet and reliable email.

Whilst much of your work will be individual, enabling you to set your own schedule, for some modules you will be expected to participate in group discussions or chat sessions, or to work together with other distance learning students as a group on a project as part of your formative assessment.

Work experience/placement opportunities

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Assessment

The BA (Hons) in Public Services Management places a significant emphasis on coursework assignments as well as formal examinations. There will be 4 assessment points per academic year (in January, April, July and October). Students may take up to three years to study a particular module, but must take all components of the module's assessment for the same assessment point.

Project work

You will receive specific guidance for the project module, so you will be well prepared. Your project may be based on primary data but projects based entirely upon secondary data or published sources will also be acceptable. You will also find that mini-projects or group work exercises feature in some of the modules.

All projects are expected to address a specific research question or else test a hypothesis. You will be allocated a personal tutor with expertise in the subject area, with regular email contact arranged in advance.

Added value

Studying for a degree is not just about acquiring knowledge but is also about developing a range of skills and confidence which are valued by employers. The programme is designed to help you develop knowledge, skills and experience. We will help you to reflect upon this and recognise how you have developed and what the evidence for this is; over the course of the programme you will develop a personal development plan / portfolio. This will help you to present yourself in the best possible light to employers.

BA (Hons) Public Services Management has been designed to be flexible and customisable to suit the busy demands of individual students' lives. Students may study when they wish and decide on how many modules they wish to take at any given time. By successfully completing a distance learning degree programme, you not only display relevant knowledge, skills and understanding to an employer but also that you are able to manage your time effectively, that you are self-motivated and already have a good work ethic - ; all of which will give you the edge you need to find success.

IS THIS THE PROGRAMME FOR ME?

If you are interested in...

- public services organisations and their customers
- core public services business functions provided to customers
- the management of public sector resources
- the impact of external environment on the provision of public services
- how public sector organisations make sure they deliver services effectively
- the right way to manage people
- gaining flexible employment- related skills

If you enjoy...

- the challenge of thinking about many different ways in which public services can be delivered

- the challenge of understanding the links between public sector organisations and the private sector
- thinking about how the modernisation agenda for the public services has presents a number of challenges.
- finding solutions to these challenges
- using a virtual learning environment
- working online with others from different cultures

If you want...

- a degree in public services management
- knowledge and skills that can be used in a wide range of career settings
- to study in a flexible way, deciding when you want to study
- to take control of your career pathway
- to be able to apply for a broad range of management jobs in the public sector
- to prepare for higher academic qualifications (such as the MBA)

Your future career

There is a wide range of careers open to you within public services management including managers working in education, health and many other government departments. Graduates may also progress to study at a higher level, for example the Master of Business Administration, or to take professional qualifications in their chosen fields.

How we support you

During your studies, you will be supported by the RDI Distance Learning Support Co-ordinator (DLSC). The DLSC acts as a first point of contact for you, addressing the majority of student queries and referring only those that relate to academic matters to the module tutor. The DLSC will also contact students who seem to be falling behind and will offer advice and encouragement to them.
For each module you will receive a comprehensive study guide and at least one core textbook, reading pack; study skills handbook; you will also have access to a range of resources on the RDI VLE. On enrolment, you will be provided with introductory materials on the use of the VLE.

We also provide useful advice and information in our Student Handbook and online at www.rdi.co.uk. Our Distance Learning Student Charter sets out our commitments to you and our expectations from you, and is available online at www.uel.ac.uk/dl/students/student_docs.htm.

Outcomes

Programme aims and learning outcomes

What is this programme designed to achieve?

This programme is designed to give you the opportunity to:

This programme is designed to give you the opportunity to:

- develop a clear understanding of future career options
- demonstrate progress towards achieving your goals as a manager within public services.
- develop academically so that you have a detailed knowledge of public services management practices, can critically evaluate that knowledge and apply it in complex situations which may be characterised by contested and contradictory information
- develop relevant transferable and practical skills so that you can manage your own learning and are confident in applying these transferable and practical skills
- learn in a flexible manner; in a timescale and environment in keeping with your preferences and needs

What will you learn?

Knowledge

- You will be able to explain and comment critically upon the concepts and techniques in public services management practice.
- You will be able to identify the problem situation for which the relevant concepts and techniques were developed.
- You will be able to apply the relevant concepts and techniques to resolve multi-faceted problems or issues.

Thinking skills

- You will develop an understanding of the theoretical basis of the concepts or techniques drawn from a wide range of public services management practices
- You will be able to critically assess these concepts or techniques.
- You will be able to incorporate the full range of multi-disciplinary approaches, as appropriate to the problem or issue being discussed.

Subject-Based Practical skills

- You will be able to prepare and present solutions to public services management problems or issues.
- You will be able to undertake a major self-managed activity, the project, which will address a topic of your choice relevant to your future career.
- You will have demonstrated competence in using a broad range of Information Technology resources to enhance both your learning and its application to problem resolution

Skills for life and work (general skills)

- You will be able to work effectively meeting deadlines and targets.
- You will have confidence in explaining, defending and summarising your views to your peers on complex issues and problems.
- You will develop high level skills in identifying problem parameters and selecting and implementing solutions.

You will be able to place your Public Sector Management degree from UEL in the context of your life long learning

Structure

The programme structure

Introduction

All programmes are credit-rated to help you to understand the amount and level of study that is needed.

One credit is equal to 10 hours of directed study time (this includes everything you do e.g. lecture, seminar and private study).

Credits are assigned to one of 5 levels:

- 0 equivalent in standard to GCE 'A' level and is intended to prepare students for year one of an undergraduate degree programme
- 1 equivalent in standard to the first year of a full-time undergraduate degree programme
- 2 equivalent in standard to the second year of a full-time undergraduate degree programme
- 3 equivalent in standard to the third year of a full-time undergraduate degree programme
- M equivalent in standard to a Masters degree

Credit rating

The overall credit-rating of this programme is 120 credits.

Typical duration

We expect that you will take at least one year to complete this programme. This would require you to have previously completed an HND or equivalent and then 2 modules for each assessment point over at least one year of study. However, it is likely that many students will vary from this, either by taking fewer modules at a time or by taking breaks between periods of study to accommodate any external factors such as domestic commitments.

The maximum duration for the top up component of this programme is 8 years, and the maximum time for any one module is 3 years. The RDI Distance Learning Student Support Co-ordinator can help you to decide on and plan for an amount of study that suits you.

How the teaching year is divided

There are four intakes (October, January, April and July) and four assessment points (January, April, July and October) each year. The assessment points are when you will be required to submit your coursework or take exams. When you make your decision on which

module(s) you will study, the RDI Distance Learning Student Support Co-ordinator can help you to select the assessment point that you will aim for.

What you will study when

This programme is part of a modular degree scheme. A student registered in a full-time attendance mode will take six 20 credit modules per year, but you may choose to take fewer than this.

Requirements for gaining an award

In order to gain an honours degree you will need to obtain 120 credits at level three. In order to gain an ordinary degree you will need to obtain a minimum of 100 credits at level 3.

Degree Classification

Where a student is eligible for an Honours degree, and has gained a minimum of 120 credits UEL credits at level 3, the award classification is determined by calculating the arithmetic mean of the best 100 credits (5 modules). Applying the mark obtained as a percentage, with all decimal points rounded up to the nearest whole number, the following classification will apply.

70% - 100% First Class Honours
60% - 69%   Second Class Honours, First Division
50% - 59%   Second Class Honours, Second Division
40% - 49%   Third Class Honours
0% - 39%   Not passed

The lowest module mark at level 3 is disregarded in the final degree classification calculations.

Assessment

Teaching, learning and assessment

Teaching and learning

Knowledge is developed through

- A study guide that helps learners to make the most effective use of the core textbook and other resources.
- The study guide provides clear structuring, routeing and signposting, to establish a context for learning.
- The study guide highlights key concepts, models and frameworks and clearly indicates to the student the sections of the textbook that they must study.
- In some areas, the study guide adds extra content, or integrates additional resources (such as journal articles) to support those topics not covered by the core textbook.

- Self-assessment questions enable students to check their progress - ; by comparing their answers with sample answers; they can assess for themselves how well they have met the learning outcomes for a particular section of the study guide.
- Students have access to online journal articles via the Athens access management system.
- The VLE enables electronic contact with the tutor and other students using email, chat and discussion boards.

Thinking skills are developed through

- The study guide, which uses a variety of activities, self assessment questions and other formative assessments.
- The activities help learners to understand or master a new topic or skill. They generally require students to engage with the topic in some way. Some examples of types of activities are those which require students to:
    1. apply concepts or frameworks to their own situations
    2. apply concepts in solving problems or evaluating scenarios
    3. reflect on or analyse topics
    4. carry out further research related to topics of study

- Feedback will be provided for all activities. This may take the form of:
    1. identifying a right or wrong answer
    2. giving examples, alerting students to key points

Practical skills are developed through

- Activities relevant to business and management - ; examples, activities and self-assessment questions that will help to build students' practical skills.
- The use of Information Technology
- Completion of individual / group assignments

Skills for life and work (general skills) are developed through

- The skills curriculum, which is embedded in core modules at levels 1, 2 and 3.
- The use of an online community, which will help develop skills in communication and in cooperative tasks. Dedicated distance learning student support co-ordinators are available.
- Presenting ideas or arguments in a clearly structured manner
- Being able to produce clearly argued solutions when problem solving

Assessment

Knowledge is assessed by

- Coursework
- Examinations

Thinking skills are assessed by

- Coursework

- Examinations
- Project work

Practical skills are assessed by

- Practical reports
- Case study exercises
- Project work

Skills for life and work (general skills) are assessed by

- Project work
- IT exercises
- Personal development planning

Quality

How we assure the quality of this programme

Before this programme started

Before this programme started, we checked that:

- there would be enough qualified staff to teach the programme;
- adequate resources would be in place;
- the overall aims and objectives were appropriate;
- the content of the programme met national benchmark requirements;
- the programme met any professional/statutory body requirements;
- the proposal met other internal quality criteria covering a range of issues such as admissions policy, teaching, learning and assessment strategy and student support mechanisms.

This is done through a process of programme approval which involves convening a panel of academic experts including some subject specialists from other institutions. Each panel member scrutinises key documents and talks to the staff who will deliver the programme before deciding whether it should be approved.

How we monitor the quality of this programme

The quality of this programme is monitored each year through evaluating:

- external examiner reports (considering quality and standards);
- statistical information (considering issues such as the pass rate);
- student feedback.

Drawing on this and other information, programme teams undertake the annual Review and Enhancement Process which is co-ordinated at School level and includes student participation. The process is monitored by our University's Quality and Standards Committee.

Once every six years we undertake an in-depth review of the whole field. This is undertaken by a panel that includes at least two external subject specialists. The panel considers documents, looks at student work, speaks to current and former students and speaks to staff before drawing its conclusions. The result is a report highlighting good practice and identifying areas where action is needed.

The role of the programme committee

This programme has a programme committee comprising all relevant teaching staff, student representatives and others who make a contribution towards the effective operation of the programme (e.g. library/technician staff). The committee has responsibilities for the quality of the programme. It provides input into the operation of the Review and Enhancement Process and proposes changes to improve quality. The programme committee plays a critical role in the quality assurance procedures.

The role of external examiners

The standard of this programme is monitored by at least one external examiner. External examiners have two primary responsibilities:

- To ensure the standard of the programme;
- To ensure that justice is done to individual students.

External examiners fulfil these responsibilities in a variety of ways including:

- Approving exam papers/assignments;
- Attending assessment boards;
- Reviewing samples of student work and moderating marks;
- Ensuring that regulations are followed;
- Providing feedback to through an annual report that enables us to make improvements for the future.

Listening to the views of students

The following methods for gaining student feedback are used on this programme:

- Module evaluations
- Programme evaluations
- Polls and surveys online
- Student representation on programme committees

Students are notified of the action taken through:

- Individual responses to students as required
- Announcements and discussion board postings on the VLE

Listening to the views of others

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Further Information

Alternative locations for studying this programme

Location	Which elements?	Taught by UEL staff	Taught by local staff	Method of Delivery
-	-	-	-	-

Where you can find further information

Further information about this programme is available from:

- The Student Handbook
- UEL Manual of General Regulations and Quality Manual http://www.uel.ac.uk/qa
- Regulations for the Academic Framework http://www.uel.ac.uk/academicframework
- The RDI web pages http://www.rdi.co.uk
- The Business School web pages http://www.uel.ac.uk/business/index.htm
- The School of Distance and E-Learning web pages http://www.uel.ac.uk/sdel/index.htm