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Pearson

Higher Nationals in

Public Services

SCHEME OF WORK

UNIT: 1 Organisational Structures and Culture

For use with the Higher National Certificate and

Higher National Diploma in Public Services

First teaching from September 2018

Issue 1



Edexcel, BTEC and LCCI qualifications

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All schemes of work can be adapted to suit specific establishment time frames in line with GLH delivery.

Higher National Certificate/Diploma in Public Services

SCHEME OF WORK

Programme Title:	Higher Nationals in Public Services	Level:	4
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Unit Title:	Organisational Structures and Culture	Tutor:	
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Unit Number:	1	Academic Year:	
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Learning Outcomes (LO)	Assessment 1	Assessment 2	Assessment 3	Assessment 4
LO1 Investigate types of public sector organisational structure and culture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO2 Explore the impact of levels of government and monitoring organisations on the public sector	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO3 Investigate approaches to management in the public sector	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO4 Assess the relationship between motivation, organisational behaviour, performance and reflection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sessions	Learning Outcome(s)	Session Activities
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Sessions	Learning Outcome(s)	Session Activities
Session 1	LO1	Topic(s): <ul style="list-style-type: none">• Introduction to unit• Public service organisations Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to present introduction to unit structure, topics and assessments.• Group activity: Group to have discussion to mind map public service organisations and place them into related categories (e.g. emergency services, military, security and welfare, government, supporting agencies).• Individual activity: Individuals to research the role, responsibilities, mission statement and objectives of one public service from each category.
Session 2	LO1	Topic(s): <ul style="list-style-type: none">• Types of organisational structure Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to present types of organisational structure.• Individual activity: Individuals to carry out research to find a public service example of each type.• Group activity: Group to have discussion on the purpose of organisation charts.• Pair activity: Work in pairs to analyse examples of organisation charts provided by tutor to identify the type of structure.
Session 3	LO1	Topic(s): <ul style="list-style-type: none">• Organisational culture Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to give a presentation – What is organisational culture? How is it developed? Explain types of culture.• Pair activity: Work in pairs to research the culture of the police before and after the Macpherson Report following the death of Stephen Lawrence.• Group activity: Group to have discussion on the impact of culture on performance.



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Sessions	Learning Outcome(s)	Session Activities
Session 4	LO1	Topic(s): <ul style="list-style-type: none">Organisational terms Sample activities: <ul style="list-style-type: none">Group activity: Group to have discussion to mind map terms related to organisational structure and culture.Pair activity: Work in pairs to produce a glossary of terms related to organisational structure and culture.Individual activity: Individuals to carry out research to apply the glossary of terms to a public service of choice.
Session 5	LO2	Topic(s): <ul style="list-style-type: none">Role of central government Sample activities: <ul style="list-style-type: none">Tutor activity: Tutor to give presentation on the layers of government, role of central government in public services (e.g. budget, spending review, funding, strategy, legislation, policies, priorities, procurement, impact of leaving the EU).Group activity: Work in small groups to research the role of central government on a public service assigned by tutor, taking into consideration all aspects above. Prepare and give a presentation to the class.Group activity: Group to have discussion to clarify the main points of each presentation.
Session 6	LO2	Topic(s): <ul style="list-style-type: none">Role of local government Sample activities: <ul style="list-style-type: none">Individual activity: Individuals to research the role of local government in the public services with examples (e.g. enforce and develop the laws, policies and strategies on local level, setting and allocating local taxes (e.g. council tax), assess community needs, communicate upwards and downwards).Tutor activity: Tutor to give presentation on organisational politics, differentiation between personal, decisional, structural and organisational change.Pair activity: Work in pairs to analyse case studies provided by tutor on public services changes/policies/actions to assess the influence of organisational politics.



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Sessions	Learning Outcome(s)	Session Activities
Session 7	LO2	<p>Topic(s):</p> <ul style="list-style-type: none"> Public service monitoring and accountability <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to give presentation on how public services are monitored. Individual activity: Individuals to research the monitoring organisations for a range of public services from different categories (refer back to Session 1). Group activity: Group to have discussion on accountability and the role of monitoring organisations in making public services accountable.
Session 8	LO2	<p>Topic(s):</p> <ul style="list-style-type: none"> Analysis of public service monitoring <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to recap public service accountability. Pair activity: Work in pairs to find the most recent monitoring reports for a public service of choice, analyse these to assess performance and identify recommendations. Group activity: Group to discuss feedback from analysis, examining who the public services are accountable to and what is the impact of monitoring reports.
Session 9	LO1 & LO2	<p>Topic(s):</p> <ul style="list-style-type: none"> Recap session <p>Sample activities:</p> <ul style="list-style-type: none"> Group activity: Students to highlight which topics require additional explanation and recap. Individual activity: Individuals to complete LO1 and LO2 key topics quiz. Group activity: Group to have Q&A session/discussion to clarify and consolidate learning.
Session 10	LO1 & LO2	<p>Topic(s):</p> <ul style="list-style-type: none"> Assignment workshop <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to review individual students' drafts for Assignment 2. Tutor activity: Tutor to arrange individual appointments for one-to-one support and to address individual student queries and issues.



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Sessions	Learning Outcome(s)	Session Activities
Session 11	LO3	<p>Topic(s):</p> <ul style="list-style-type: none"> Approaches to management <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to give presentation on approaches to management (classical, bureaucratic, administrative, scientific, systems, contingency, behavioural, human relations). Individual activity: Individuals to carry out research to find a public service example of each approach to management. Pair activity: Work in pairs to assess the advantages and disadvantages of each approach to management.
Session 12	LO3	<p>Topic(s):</p> <ul style="list-style-type: none"> Styles of management <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to give presentation on styles of management (e.g. directive, authoritative/visionary, affiliative, participative, pace setting, coaching, autocratic, consultative, persuasive, democratic, chaotic, laissez-faire, paternalistic). Individual activity: Individuals to carry out research to find a public service case study (e.g. news article) to illustrate a range of these management styles. Group activity: Group to have discussion, sharing case study examples, to assess the advantages and disadvantages of each style of management.
Session 13	LO3	<p>Topic(s):</p> <ul style="list-style-type: none"> Role and responsibilities of management in public services <p>Sample activities:</p> <ul style="list-style-type: none"> Individual activity: Individuals to research the rank structure of three different uniformed public services. Group activity: Group to discuss the role and responsibility of managers within the public services and mind map key roles. Pair activity: Work in pairs to determine the key role of management from examples of public services management tasks provided by tutor and assess the most appropriate management approach and style for each task.



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Sessions	Learning Outcome(s)	Session Activities
Session 14	LO3	<p>Topic(s):</p> <ul style="list-style-type: none"> • Policies and procedures related to management <p>Sample activities:</p> <ul style="list-style-type: none"> • Group activity: Group to discuss how organisational policies and procedures are related to effective management. • Tutor activity: Tutor to give presentation on the policies and procedures related to management (e.g. safeguarding, code of conduct, performance monitoring, capability and appraisal, data protection, management of information, grievance, disciplinary, dignity at work including harassment and bullying, sickness absence, email and internet use). • Individual activity: Individuals to carry out research to find examples of policies and procedures related to management for a public service of choice.
Session 15	LO4	<p>Topic(s):</p> <ul style="list-style-type: none"> • Organisational behaviour <p>Sample activities:</p> <ul style="list-style-type: none"> • Tutor activity: Tutor to give presentation on organisational behaviour (e.g. organisational psychology, personality and work behaviour, self and self-image, personality traits and types, group dynamics, inter-group behaviour). • Group activity: Work in small groups on jigsaw activity – research theories of personality, team roles, group dynamics etc. and teach peers within group about the theory researched. • Group activity: Group to have discussion on the relationship between organisational behaviour and performance.
Session 16	LO4	<p>Topic(s):</p> <ul style="list-style-type: none"> • Motivation theory <p>Sample activities:</p> <ul style="list-style-type: none"> • Tutor activity: Tutor to give presentation on the definition of motivation, intrinsic and extrinsic, process and content theories. • Group activity: Work in small groups to research a particular motivation theory and prepare a presentation to give to the class. • Pair activity: Work in pairs to assess the advantages and disadvantages, strengths and weaknesses of each theory.



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Sessions	Learning Outcome(s)	Session Activities
Session 17	LO4	Topic(s): <ul style="list-style-type: none">• Application of motivation theory Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor presentation to introduce motivational theories.• Group activity: Group to discuss how motivational theory can be applied to management and leadership within public service organisations.• Pair activity: Work in pairs to apply motivation theories to a chosen public service, research case studies, analyse how motivation theory can improve effectiveness and make recommendations relating to approaches and styles for effective management.
Session 18	LO4	Topic(s): <ul style="list-style-type: none">• Relationship between motivation and performance Sample activities: <ul style="list-style-type: none">• Group activity: Group to discuss the relationship between motivation and performance.• Tutor activity: Tutor to give presentation on methods of performance management and recognition.• Individual activity: Individuals to research the strategies used by a particular public service to manage excellent and poor performance.
Session 19	LO3 & LO4	Topic(s): <ul style="list-style-type: none">• Recap session Sample activities: <ul style="list-style-type: none">• Group activity: Students to highlight which topics require additional explanation and recap.• Individual activity: Individuals to complete LO3 and LO4 key topics quiz.• Group activity: Group to have Q&A session/discussion to clarify and consolidate learning.
Session 20	LO3 & LO4	Topic(s): <ul style="list-style-type: none">• Assignment workshop Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to review individual students' drafts for Assignment 2.• Tutor activity: Tutor to arrange individual appointments for one-to-one support and to address individual student queries and issues.



Pearson Higher Nationals in Public Services

SCHEME OF WORK

UNIT: 2 Mental Health and Wellbeing

For use with the Higher National Certificate and
Higher National Diploma in Public Services
First teaching from September 2018

Issue 1



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Higher National Certificate/Diploma in Public Services

SCHEME OF WORK

Programme Title:	Higher Nationals in Public Services	Level:	4
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Unit Title:	Mental Health and Wellbeing	Tutor:	
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Unit Number:	2	Academic Year:	
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Learning Outcomes (LO)	Assessment 1	Assessment 2	Assessment 3	Assessment 4
LO1 Review the factors that influence mental health and wellbeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO2 Identify the value of early intervention in promoting positive mental health within public services employment and the general population	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO3 Assess strategies to promote mental wellbeing in the workplace	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO4 Review the measures that public service employees can take to promote their own mental health and resilience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sessions	Learning Outcome(s)	Session Activities
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Sessions	Learning Outcome(s)	Session Activities
Session 1	LO1	Topic(s): <ul style="list-style-type: none">• Definitions Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to introduce students to unit and assessments.• Tutor activity: Tutor to give presentation on health and mental health.• Group activity: Work in small groups to write definitions of 'mental health' and 'wellbeing' and explore as whole group.
Session 2	LO1	Topic(s): <p>Mental health as a continuum</p> Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to give presentation on mental health.• Group activity: Group to discuss the statement 'Mental health is not simply the absence of mental illness'.• Individual activity: Individuals to work on self-reflection.
Session 3	LO1	Topic(s): <ul style="list-style-type: none">• Exploration of definitions and treatment over time 1 Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to introduce students to definitions.• Group activity: Work in small groups on selected different periods of time, research over two sessions and present back.
Session 4	LO1	Topic(s): <ul style="list-style-type: none">• Exploration of definitions and treatment over time 2 Sample activities: <ul style="list-style-type: none">• Group activity: Work in small groups to complete research and present to whole group.• Tutor activity: Tutor to lead Q&A session on different definitions.



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Sessions	Learning Outcome(s)	Session Activities
Session 5	LO1	<p>Topic(s):</p> <ul style="list-style-type: none"> Physical, social and psychological factors that affect mental health and wellbeing <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to deliver lecture and analysis of physical, social and psychological factors. Group activity: Work in groups to research case studies of personalities, identifying physical, social and psychological factors. Tutor activity: Tutor to lead discussion of group findings and reflection of how important these are.
Session 6	LO1	<p>Topic(s):</p> <ul style="list-style-type: none"> Mental health and wellbeing as a national issue <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor to give presentation to introduce students to topic. Group activity: Work in a group to look at case studies on media response and the drive for policy change. Individual activity: Individuals to research and collect further case studies exploring the topic.
Session 7	LO2	<p>Topic(s):</p> <ul style="list-style-type: none"> Mental health as a continuum <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor presentation to introduce topic. Group activity: Group to have discussion on childhood experiences that can help/hinder life-long development and possible effects on employment. Pair activity: Work in pairs to create a poster on how childhood experiences can affect life-long development and future employment.
Session 8	LO2	<p>Topic(s):</p> <ul style="list-style-type: none"> Mental health and wellbeing in the emergency services <p>Sample activities:</p> <ul style="list-style-type: none"> Tutor activity: Tutor presentation to introduce topic. Group activity: Work in a group to identify risk factors and link to scenario/case study. Group activity: Group to visit emergency service workplace where they can listen to guest lecture about mental health in the workplace.



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Sessions	Learning Outcome(s)	Session Activities
Session 9	LO2	Topic(s): <ul style="list-style-type: none">Risks in post-employment Sample activities: <ul style="list-style-type: none">Tutor activity: Tutor to give presentation to introduce the risks in post-employment.Group activity: Work in a group to identify factors and carry out research to provide recommendations for scenarios created by tutor.Group activity: Students to feedback of findings to the rest of the group.
Session 10	LO2	Topic(s): <ul style="list-style-type: none">Identifying signs of mental stress Sample activities: <ul style="list-style-type: none">Tutor activity: Tutor to give presentation on how to identify the signs of mental stress.Individual activity: Individuals to carry out self-reflection and independent research, based on chosen career path – What are specific services doing to support?
Session 11	LO2	Topic(s): <ul style="list-style-type: none">Overview of LO2 – Assessment 1 launch Sample activities: <ul style="list-style-type: none">Tutor activity: Tutor to give review and introduction to Assessment 1.Group activity: Group to have discussion and Q&A with tutor on Assessment 1.Individual activity: Individuals to start work on Assessment 1.
Session 12	LO3	Topic(s): <ul style="list-style-type: none">Promotion of mental health and wellbeing in the workplace Sample activities: <ul style="list-style-type: none">Tutor activity: Tutor to give presentation introducing definitions and concepts of mental health and wellbeing promotion.Group activity: Work in groups of three to research a specific service and what is done to promote mental health and wellbeing.Group activity: Groups to design their own mental health and wellbeing promotion campaign.



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Sessions	Learning Outcome(s)	Session Activities
Session 13	LO3	<p>Topic(s):</p> <ul style="list-style-type: none">• Promotion of mental health and wellbeing in the workplace• Building resilience• Strategies to cope with stress• Physical activity <p>Sample activities:</p> <ul style="list-style-type: none">• Tutor activity: Tutor to give presentation to introduce work-related mental health problems, national strategies to promote mental health and wellbeing, building resilience, etc.• Group activity: Tutor to arrange guest speaker to deliver presentation on how they promote mental health and wellbeing in their workplace and explain work-related mental health problems.• Pair activity: Work in pairs to produce posters illustrating strategies to cope with stress (i.e. relaxation, physical activity, mindfulness and complementary therapies) that can be displayed in workplaces.
Session 14	LO3	<p>Topic(s):</p> <ul style="list-style-type: none">• Social media <p>Sample activities:</p> <ul style="list-style-type: none">• Individual activity: Individuals to investigate how social media is being utilised to promote mental health and wellbeing and evaluate its use.• Group activity: Work in a group to design a mental health and wellbeing promotion social media campaign.• Group activity: Group to prepare and hold debate event – 'This house believes that the negatives of social media on mental health far outweigh the positives'.



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Sessions	Learning Outcome(s)	Session Activities
Session 15	LO4	Topic(s): <ul style="list-style-type: none">• Impact of mental ill-health in the workplace Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to lead discussion on codes of practice.• Group activity: Work in small groups to look through case studies of impact of mental health on:<ul style="list-style-type: none">○ A worker○ Colleague(s)○ Services○ People receiving support.• Group activity: Groups to feedback on their findings to the rest of the class.
Session 16	LO4	Topic(s): <ul style="list-style-type: none">• Political and legal support Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to give presentation to introduce legislation and policy that supports mental health in the workplace.• Pair activity: Work in pairs to analyse relevant legislation through the use of case studies.• Pair activity: Pairs to research other workplace policies that promote health and wellbeing (e.g. flexible working, training for managers, etc.).
Session 17	LO4	Topic(s): <ul style="list-style-type: none">• Sources of stress in the emergency services Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to introduce students to sources of stress via a case study.• Group activity: Work in small groups to Identify possible sources of stress as an employee of the emergency services using case studies.• Group activity: Groups to feedback on their findings to the rest of the class.



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Sessions	Learning Outcome(s)	Session Activities
Session 18	LO4	Topic(s): <ul style="list-style-type: none">• Personal planning Sample activities: <ul style="list-style-type: none">• Individual or pair activity: Work as individuals or in pairs to perform an assessment of own strategies.• Individual or pair activity: Work as individuals or in pairs to identify risk and protective factors.• Individual activity: Individuals to produce a plan to enhance own mental health and wellbeing.
Session 19	LO3 & LO4	Topic(s): <ul style="list-style-type: none">• Recap session Sample activities: <ul style="list-style-type: none">• Individual activity: Individuals to highlight which topics require additional explanation and recap.• Pair activity: Work in pairs to complete LO3 & LO4 key topics quiz.• Group activity: Group to have a Q&A session/discussion to clarify and consolidate learning.
Session 20	LO3 & LO4	Topic(s): <ul style="list-style-type: none">• Assignment draft review workshop Sample activities: <ul style="list-style-type: none">• Tutor activity: Tutor to arrange one-to-one feed-forward.• Individual activity: Individuals to complete assignment.

