MA in Health and Social Care Management (part-time)
Diploma in Health and Social Care Management (part-time)
Postgraduate Certificate in Health and Social Care Management (part-time)

Awarding Institution:	The University of Reading
Teaching Institution:	The University of Reading
Programme Length	Flexible 36 to 96 months (MA)
	Flexible: 24 to 72 months (Diploma)
	Flexible: 12 to 36 months (Certificate)
Date of specification:	February 2010
Programme Director:	Georgina Kilner
Board of Studies:	School of Management, Postgraduate, Whiteknights

Summary of Programme Aims

This programme is aimed at working managers with management experience within health and social care, usually, but not always working in the public sector. The programme aims to develop the student's capacity for integrated and critical awareness of organisations and their environments coupled with an understanding of management to enable them to perform and adapt in their chosen professional role more effectively. This includes development of relevant knowledge and skills and their appropriate application using a critical and informed perspective. The final stages of the programme develop student's all round capabilities to examine and address work based challenges, reflecting on how effectively the organisation and they themselves are performing.

The programme aims to develop the student's
- intellectual capacity with regard to techniques specific to management and
- personal and interpersonal skills

In practical terms, the programme provides opportunities for students to investigate organisational and managerial issues and analyse their findings. Using academic learning, students can then evaluate options to address challenges, enhance operations, improve situations or offer solutions to work based issues.

Transferable Skills

The University's Strategy for Teaching and Learning has identified a number of generic transferable intellectual skills that all students are expected to have developed by the end of their programme. In addition, students on this Masters programme will have the opportunity to:
- enhance their general career management skills by improving written and oral presentations, problem solving, team working and managerial effectiveness
- develop their self awareness, become more self directed and enhance their own personal development as they use the knowledge and skills they have acquired to contribute to the success of their organisation.

Management is an inherently practical subject: the programme is intended to have a direct and beneficial impact on the students in their work settings. All the skills covered in this programme are therefore transferable to the workplace.

Programme Content

Compulsory Modules

Mod Code	Module Title	Credits	Level
MMM0FME	Managing Your Enterprise (Compulsory to both Certificate and Diploma)	20	7
MMM0FSB	Managing Services and Budgets (Compulsory to Certificate, Compulsory to Diploma if MMM0FSD not taken)	20	7
MMM0FMF	Managing Finance (Compulsory to Diploma)	20	7
MMM0FBS	Business and Service Planning (Compulsory to Diploma)	20	7
MMM3MPR	Applied Management Project (Compulsory and exclusive to MA)	40	7
MMM3MER	Evaluating and Reflecting on Management Practice (Compulsory and exclusive to MA)	20	7
Either:			
MMM0FPF	Managing People, Performance and Recruitment (Optional to Certificate and Diploma)	10	7
Or:			
MMM0FPT	Managing People: Personal and Team Effectiveness (Optional to Certificate and Diploma)	20	7
Either:			
MMM0FDC	Managing Information: Data and Communications Management (Optional to Certificate and Diploma)	10	7
Or:			
MMM0FDS	Managing Information: Developing Systems, Decisions and Communications (Optional to Certificate and Diploma)	20	7
MMM0FSD	Managing Service Delivery: Systems, Quality and Improvement (Compulsory to Diploma if MMM0FSB not taken)	20	7

Credit Transfer

The transfer of relevant credit (of the equivalent level) gained from another institution may be possible via an APL. Students wishing to seek such a transfer must provide the relevant evidence using the University procedure. Credits under consideration for transfer must be no older than 5 years. Suitable IHM Milestones will be considered under this scheme. For information on current Milestone accreditation possibilities please contact the Programme Director.

Part-time/Modular arrangements

All non MA modules, with the exception of Business and Service Planning, can be taken in any order. This flexibility allows students to design programmes of learning that are appropriate to their professional roles and therefore of maximum benefit to them and to their organisation. The core requirements described below ensure that the essential learning outcomes of the programmes are achieved. The course is delivered by distance learning up to diploma level and thereafter through campus-based workshops.   Business and Service Planning is likely to be more appropriate as a later module within a Diploma however cannot form part of the Certificate qualification.

Summary of teaching and assessment

Each module of the Certificate and Diploma part of the Programme is assessed by a work based assignment. The final year modules are based on a work based project and reflective learning assignments, the split of which is given above in **Programme Content**.

The University's taught postgraduate marks classification is as follows:

<u>Mark</u>   <u>Interpretation</u>

70-100%	Distinction
60-69%	Merit
50-59%	Good standard (Pass)

Failing categories:

40-49%	Work below threshold standard
0-39%	Unsatisfactory work

For Masters Degrees

To qualify for a **MA in Health and Social Care Management,** students must have satisfied the requirements for firstly completing the **Post Graduate Diploma** qualification as defined below and an average for each MA module of at least 50% with no module components achieving less than 40%

Students who gain an average mark of 70% or more overall will be eligible for a Distinction. Those gaining an average mark of 60% or more overall will be eligible for a Merit.

Postgraduate Diploma in Health and Social Care Management

To qualify for the **Postgraduate Diploma in Health and Social Care Management**, students must have achieved a weighted average mark of 50% or more in modules totalling a minimum of 120 credits which fulfil the core requirement outlined above and no mark below 40%

Students who gain an average mark of 70% or more overall will be eligible for a Distinction. Those gaining an average mark of 60% or more overall will be eligible for a Merit.

Postgraduate Certificate in Health and Social Care Management

To qualify at a pass level for the **Postgraduate Certificate in Health and Social Care Management**, students must have achieved a weighted average mark of 50% or more in modules totalling a minimum of 60 credits which fulfil the core requirement outlined above and no mark below 40%

Admission Requirements

Students are expected to be in managerial roles at the time of undertaking the course. They will be of graduate (or equivalent professional) calibre and have already demonstrated their intellectual capabilities. They will have a keen interest in managerial issues, a clear idea of how the programme will help them to develop professionally and personally and be able to indicate how they intend to balance their commitments during the programme.

Admissions tutor: Georgina Kilner

Support for Students and Their Learning

University support for students and their learning falls into two categories. Learning support includes IT Services, which has several hundred computers and the University Library, which across its three sites holds over a million volumes, subscribes to around 4,000 current periodicals, has a range of electronic sources of information and houses the Student Access to Independent Learning (S@IL) computer-based teaching and learning facilities. There are language laboratory facilities both for those students studying on a language degree and for those taking modules offered by the Institution-wide Language Programme.

Student guidance and welfare support is provided by Personal Tutors, School Senior Tutors, the Students' Union, the Medical Practice and the Student Services Centre. The Student Services Centre is housed in the Carrington Building and includes the Careers Advisory Service, the Disability Advisory Service, Accommodation Advisory Team, Student Financial Support, Counselling and Study Advisors. Student Services has a Helpdesk available for enquiries made in person or online

(www.risisweb.reading.ac.uk), or by calling the central enquiry number on (0118) 378 5555. Students can get key information and guidance from the team of Helpdesk Advisers, or make an appointment with a specialist adviser; Student Services also offer drop-in sessions on everything from accommodation to finance. The Carrington Building is open between 8:30 and 17:30 Monday to Thursday (17:00 Friday and during vacation periods). Further information can be found in the Student Diary (given to students at enrolment) or on the Student website (www.reading.ac.uk/student).

Individual support is provided through the Programme Director, specialist staff and/or e-tutors who will discuss general progress and assignments or any matters arising from workshops or learning materials.

Career Prospects

Students are usually already employed in managerial roles but during the course they are educated to think clearly and strategically about a wide range of management issues and concerns. This substantially increases their career prospects within the private, public and voluntary sectors. Graduates of the programmes will find that the qualifications are well recognised and of lasting value.

Opportunities for study abroad or for placements

None applicable

Programme Outcomes

A. Knowledge and understanding of:	Teaching/learning methods and strategies
Students will gain knowledge and understanding of the theories, models and tools that relate to key areas of management and especially those of key relevance to the health and social care sector: • Managing people • Managing services • Managing information • Managing finance	Students will **learn** by : • Work based application of the tools and techniques taught in their learning. • Discussing and evaluating topics, issues and examples in group discussions in person or an an e-enabled learning environment • Being challenged to develop skills of critical evaluation in group and personal study • Applying research and analysis skills appropriately • Communicating the results of their work in writing and/or orally • Being encouraged to reflect on their work and professional environments • Considering and assessing contemporary or pervasive issues and challenges that arise during the course. **Assessment** Each assignment is structured so as to demand investigation, analysis and recommendations in

	the professional context of the student's workplace capitalising on academic learning and applying it in practice.

B. Intellectual skills – able to:	Teaching/learning methods and strategies →
- Critically analyse information in complex and unpredictable situations, often in the absence of complete (but in the presence of contradictory) data - Identify the key information and critical issues in management situations - Develop investigative and analytical skills, applying appropriate quantitative and qualitative research methods and systematically extract information from data - Synthesise information effectively applying academic knowledge innovatively to organise and evaluate options - Make, implement and review decisions based on sound judgement and recursive critical reflection - Consistently apply knowledge, subject specific and wider intellectual skills - Engage in constructive critical self awareness and self reflection in developing as a manager and understanding the impact on others - Embrace the importance of a sustained approach to continuous professional and personal development - Recognise and address ethical professional dilemmas from personal to organisational level	Through specific focus on topics, issues and texts in group discussion and/or guided personal study, students are enabled to develop critical modes of enquiry about the selection and treatment of material. The research and analytical skills needed for problem-solving and for the accurate and reliable communication of the results of their work, are practised in assignments and presentations, as is the ability to synthesise and sift information in order to create a structured and coherent argument. **Assessment** Assignments test all aspects of intellectual skills.

C. Practical skills – able to:	Teaching/learning methods and strategies →
- Communicate effectively in writing and/or orally regardless of the complexity of the ideas and arguments and using appropriate media in diverse situations - Manage information using appropriate IT skills - Participate effectively in groups and teams engaging in the processes of negotiation and persuasion, working collaboratively and managing conflict - Manage performance by recognising different leadership styles are required in objective setting, motivating, monitoring,	All of the practical skills are developed in each module through the production of assignments and discussion board activities. They are also developed through the information gathering, reading and problem-solving which is needed to support these activities. **Assessment** Students' knowledge and understanding are assessed by the module assignments and the

coaching and mentoring
   • Work autonomously and deliver to deadlines
   • Manage their career development
 	
Individual module specifications associated with this programme contain the subject specific skills students have the opportunity to develop. They should be used in conjunction with this programme specification.
	formative exercises/activities.

D. Transferable skills – able to:	Teaching/learning methods and strategies
• exercise initiative and personal responsibility • critically analyse information and make decisions in complex and unpredictable situations • seek well researched and developed solutions when confronted by options • identify key information and critical issues in professional situations • apply appropriate quantitative and qualitative research skills in professional situations • make informed professional decisions • learn independently • acquire the skills and aptitudes necessary for a lifetime of effective independent learning and recognise the need for continuous professional development • communicate cogently, coherently and effectively • participate in groups and teams engaging in the processes of negotiation and persuasion, working collaboratively and managing conflict • Work autonomously and successfully deliver to pre determined deadlines • Critically reflect on their own career and personal development	Management is an inherently practical subject, and this programme is intended to have a direct, beneficial impact on the students in their work settings. All the skills are therefore potentially transferable to the workplace. The specific transferable skills listed in this section will be introduced in the individual modules The self-managed learning guided by the learning pathway enables students to follow a sequence of discussions and exercises which focus on the material of the modules. Students receive tutorial support to guide them through the duration of the programme. **Assessment** Students' knowledge and understanding are assessed in the module assignments and the formative exercises/activities

Please note - **This specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if he/she takes full advantage of the learning opportunities that are provided. More detailed information on the learning outcomes, content and teaching, learning and assessment methods of each module can be found in the module description and in the programme handbook. The University reserves the right to modify this specification in unforeseen circumstances, or where the process of academic development and feedback from students, quality assurance processes or external sources, such as professional bodies, requires a change to be made. In such circumstances, a revised specification will be issued.**