

### Qualification

On successful completion of the programme you will be awarded a BA (Hons) Public Services Management.

### Awarding Body

University of East London

### Course Description

The University of East London BA (Hons) in Public Services Management is designed as a top-up for holders of the BTEC HND Business (Management), or equivalent, to progress to full undergraduate honours. You will develop your commercial and managerial skills and knowledge to enable you to pursue a career in public services management.

### Mode

Text-based distance learning

### Course Content (Modules)

Comprises an induction and six modules:

#### 1. Researching in Business & Management

This module will enable you to plan a challenging personal project for the Project module and formulate a feasible research proposal. You will evaluate and select information and research methods to achieve particular objectives, critically evaluate literature in the public domain and develop a personal development plan and Curriculum Vitae relevant to the final stage of the degree.

#### 2. Employee Relations

This module will provide you with understanding and knowledge, from both an academic and a practitioner perspective, of the issues and processes involved in managing the relationship between employers and employees in both unionised and non-unionised contexts. You will also develop skills in diagnosing and resolving tensions between the parties through effective negotiation, consultation, participation and communication.

#### 3. Critical Issues in Public Service Employment

This module will provide you with knowledge, skills and competence in the area of organisational theory and people management in public services.

#### 4. Corporate Strategy

This module will provide you with an understanding of the nature and importance of strategy development and management. It will also enable you to critically appraise the process of building, implementing and monitoring corporate and business strategies.

#### 5. Citizen Focused Service Delivery

This module will enable you to understand critically the stages in the design of services and delivery processes and evaluate the roles and influence of the various stakeholders involved. You will be able to apply critical evaluation of various methods and models of citizen interaction and service delivery.

#### 6. Project (Dissertation)

In this module you will have the opportunity to demonstrate a capacity for sustained, independent work at a high level, drawing upon, applying and extending work done elsewhere on the programme. You will produce a dissertation that demonstrates effective research, analysis and communication skills and an ability to work independently.

#### Assessment

A combination of reports, assignments and examinations. You will also complete a 10,000 word dissertation.

#### Duration of Programme

This programme can be studied over a minimum of 12 months, this may be extended to suit your individual needs for up to a maximum of three years.

#### Entry Requirements

- HND in Business (Management) or equivalent
- English ability equivalent to an IELTS score of 6.0

#### What's Included

RDI's Online University **ilearn** is used to deliver all resources for this course including:

- **Study materials** - Access electronic copies of your learning materials and important information, such as assessment instructions, whenever and wherever you are.
- **Tutor support** - Tutors use live chats and forums to stimulate discussions, request input and highlight external sources.
- **External resources** - Links to external sources can include key journal articles, your university's online library, sites of topical

interest, etc.

- **Discussion with other students** - Forums allow students to come together, share thoughts and ideas and you can initiate topics that you want to discuss with your fellow students.

#### Workload

We recommend an average of 12 hours study time per week for this programme.

#### Exemptions

For this qualification we may allow you to count credit for relevant study you have already done elsewhere. Exemptions are considered on an individual basis when you submit an application form. Please note that we cannot consider work experience for exemptions.

#### How to Apply

In addition to the completed application form:

- Original or certified copies of your degree certificate and/or transcripts
- Copy of your CV detailing your work history (covering the last five years)

#### Apply online

Visit our website [www.rdi.co.uk](http://www.rdi.co.uk)

#### Email us

Email [applications@rdi.co.uk](mailto:applications@rdi.co.uk)

#### Call us

Contact us today on **FREEphone**  
**0800 COURSES / 0800 268 7737**

#### What You Could Study Next

Successful completion of the programme may allow you entry to:

University of Bradford MBA  
University of Bradford MSc Marketing & Management  
University of Sunderland MBA  
University of Wales MBA  
BTEC Diploma in Management Studies (DMS)



Surface  
sphere =

$$4\pi r^2 h$$

$$x =$$