PDA in Managing Resources and Quality at SCQF Level 7 (G9CP 47)

Welcome to the Professional Development Award (PDA) in Managing Resources and Quality at SCQF Level 7, which offers you the opportunity to develop the knowledge and skills that you will need to manage operational resources safely and in accordance with quality standards.

The target group for this award is first line managers with responsibility for operations management or related areas such as process management or those aspiring to this type of role.

Typical job roles could include: supervisor or team leader eg in manufacturing sector; production line manager; service manager; process manager

The PDA in Managing Resources and Quality at SCQF Level 7 is made up of two mandatory Units:

♦ Manage Operational Resources (H1F534)
♦ Management of Quality (DW6G34)

The two Units in this PDA enable you to manage operational resources safely and in accordance with relevant quality standards. The Managing Operational Resources Unit covers all the main areas of operational management, eg what operational management involves; using financial data; managing the impact of technology; and introduces quality. This is the springboard for the more in-depth exploration of quality which is covered in the Management of Quality Unit, where you will look at the requirements of total quality systems and examine why organisations need Total Quality Management.

You will develop a number of skills through this PDA including interpreting and preparing budgets and measuring the costs of quality. The PDA enables you to critically assess documents such as Health and Safety procedures and those needed for ISO 9001. It helps you to think about how to deal with issues that are increasingly important in today's dynamic environment, such as the impact of technology on operational activity. Overall, the PDA will help you to become more effective as a manager of operational resources. If you have not yet started on your managerial career, this PDA will help give you the confidence take on a job which has operational management responsibilities.

The Units are likely to be assessed by a combination of methods including reports and a critique of documents such as Health and Safety documents. You are encouraged to make use of information from organisations with which you are familiar, such as the one you work for or one

you have worked for in the past. You may encounter some case studies – on financial information for example.

Support packs have been developed for the Units making up this PDA. Your tutor will be able to provide you with a copy of the support packs. There are also interactive activities available on SQA's website for Manage Operational Resources. These can be found on the HN Management and Leadership subject webpage http://www.sqa.org.uk/sqa/26294.html

The PDA is a qualification in its own right but it will also help you to progress to further management awards such as HNC Management and Leadership.

The PDA is jointly certificated by SQA and The Chartered Management Institute (CMI).