

Module Code:	SOC446
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Module Title:	Introduction to the Public Services Sector
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Level:	4	Credit Value:	20
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Cost Centre(s):	GAPL	JACS3 code:	L231
		HECoS code:	100091

Faculty:	Social & Life Sciences	Module Leader:	Nina Ruddle
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Scheduled learning and teaching hours	36 hrs
Guided independent study	164 hrs
Placement	0 hrs
Module duration (total hours)	200 hrs

Programme(s) in which to be offered (not including exit awards)	Core	Option
BA (Hons) Public Service Leadership	✓	<input type="checkbox"/>
Standalone module aligned to BA (Hons) Public Service Leadership		✓

Pre-requisites
None

Office use only

Initial approval: 26/07/2018

Version no: 1

With effect from: 01/01/2019

Date and details of revision:

Version no:

Module Aims

To introduce students to the range of public service and organisations and the contemporary challenges they face

Intended Learning Outcomes

Key skills for employability

KS1	Written, oral and media communication skills
KS2	Leadership, team working and networking skills
KS3	Opportunity, creativity and problem solving skills
KS4	Information technology skills and digital literacy
KS5	Information management skills
KS6	Research skills
KS7	Intercultural and sustainability skills
KS8	Career management skills
KS9	Learning to learn (managing personal and professional development, self-management)
KS10	Numeracy

At the end of this module, students will be able to

Key Skills

1	Define the roles, responsibilities and operational structures guiding the work of the main health, social care, education, police, housing, criminal justice, youth justice, youth service agencies in the statutory, voluntary and private sector	KS1	KS8
		KS6	KS5
2	Identify and describe the 'service user' experience of receiving services from the above agencies.	KS1	KS7
		KS6	
3	Identify the contemporary challenges faced by agencies in delivering on desired outcomes and how they assess the needs of assessment	KS1	KS6
		KS3	

Transferable skills and other attributes

Organising.
Working to deadlines.
Research skills.

Derogations

None

Assessment:

Indicative Assessment Tasks:

1. Students will be required to write an independent report on a health and well-being plan taken from an agency of their choice from across Wales. They will be required to investigate the impact this plan has on its citizens (service users), and identify ways in which the service can be improved.
2. Students will be required to write a briefing paper (no more than 500 words) detailing their findings and recommendations and present to committee.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)	Duration	Word count (or equivalent if appropriate)
1	1-2	Report	75%		1,500
2	3	Presentation	25%	15 minutes	500

Learning and Teaching Strategies:

Face to face lectures
 Online VLE based support and discussions
 Activity based session to provide real world practical examples. Group discussions/ workshop critically evaluating led by lecturer the policy context in the UK.
 Self-directed study and further research to acquire additional perspectives of implementation and challenges.

Syllabus outline:

Structures and remit, including organisation of health, social care, education, housing, criminal justice, youth justice, youth service agencies in the statutory, voluntary and private sector

Indicative Bibliography:

Essential reading

Denhardt, J. (2015) *The New Public Service: Serving not Steering*, (4th edn), London, Routledge

The Wellbeing of Future Generations (Wales) Act 2015, [https://www.wcva.org.uk/what-we-do/the-future-generations-\(wales\)-act-all-you-need-to-know](https://www.wcva.org.uk/what-we-do/the-future-generations-(wales)-act-all-you-need-to-know)

Other indicative reading

Barker C. & Ward, E. (2014) *Level 1 Introduction to Health and Social Care and Children and Young People's Setting*, (1st edn), Oxon, Hodder and Saughton

Hardie, J. et al (2014) *An Introduction to Criminal Justice*, (1st edn), London, Sage

Lishman, J. et al (2018) *Social Work: An Introduction* (2nd edn), London, Sage

Lund, B (2017) *Understanding Housing Policy* (3rd edn), Bristol, Policy Press