

# Public Services Diploma Guide



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## Table of Contents

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### **Introduction**

**02**

---

### **Diploma Structure** **Principal Learning** Principal Learning Level 1

**03**

---

### Principal Learning Level 2 Principal Learning Level 3

**04**

---

### **Generic Learning** Functional Skills Personal, Learning and Thinking Skills Work Experience

**05**

---

### **Additional and Specialist Learning**

**06**

---

### Level 1 ASL

**07**

---

### Level 2 ASL

**08**

---

### Level 3 ASL

**09**

---

### **Project** **Teaching Resource Pack**

**10**

---

## Introduction

The AQA-City & Guilds Diploma in Public Services provides a vibrant and varied applied learning environment for learners to develop an understanding of how public services contribute to the lives of individuals and communities. It will give learners an overview of how the public service sector is designed, delivered and managed for the good of the wider community and how it contributes to businesses. This Diploma combines uniformed and non-uniformed services within a single qualification thereby providing a broader understanding of the entire public services industry enabling learners to make a more informed choice regarding their further education or future employment.

### Why choose AQA-City & Guilds Public Services Principal Learning?

- minimum of two free personal moderator visits per year, involving direct support and advice
- the units allow for teachers to use local contexts and issues to enhance learning
- free teaching materials, resources and training on course planning and moderation to support you with Diploma delivery
- fully embedded Personal, Learning and Thinking Skills (PLTS) within the assessment criteria for you to easily assess when the learners develop these six skills
- clearly signposted Functional Skills to help you assist learners to develop these key employability skills
- opportunities for applied learning, giving you ideas for employer engagement and providing learners with opportunities to gain experience in a work environment
- industry focussed framework developed in close consultation with Lifelong Learning UK, Asset Skills, Management Standards Centre, Skills for Health, SkillsPlus UK, Government Skills, Council for Administration and Skills for Justice to ensure content is relevant to the current industry, and prepares learners for entry into the workplace



## Diploma Structure

Diploma Level	Principal Learning	Generic Learning			Additional and Specialist Learning
	Main Subject (eg PS)	Project	Functional Skills	Work Experience	May include: - GCSEs - AS/A Levels - Vocational Quals
<b>Foundation Diploma</b> (600 GLH)	Practical Assessments + 1 Exam <b>(240 GLH)</b>	Foundation Project <b>(60 GLH)</b>	L1 - English / Maths / ICT <b>(120 GLH)</b>	Minimum 10 days	Qualifications chosen by the learner <b>(120 GLH)</b>
<b>Higher Diploma</b> (800 GLH)	Practical Assessments + 1 Exam <b>(420 GLH)</b>	Higher Project <b>(60 GLH)</b>	L2 - English/ Maths/ICT <b>(80 GLH)</b>	Minimum 10 days	Qualifications chosen by the learner <b>(180 GLH)</b>
<b>Advanced Diploma</b> (1080 GLH)	Practical Assessments + 2-3 Exam <b>(540 GLH)</b>	Extended Project <b>(120 GLH)</b>	L2 - English/ Maths/ICT	Minimum 10 days	Qualifications chosen by the learner <b>(360 GLH)</b>
<b>Progression Diploma</b> (720 GLH)	Practical Assessments + 2-3 Exam <b>(540 GLH)</b>	Extended Project <b>(120 GLH)</b>	L2 - English/ Maths/ICT	Minimum 10 days	Not included

## Principal Learning

All Principal Learning units are compulsory for Diploma learners. Principal Learning includes at least 50% applied learning which consists of knowledge, understanding, skills and attitudes to support progress through a work-related context. Opportunities to develop and apply generic skills are also integrated into Principal Learning.

### Level 1

#### Level 1 Principal Learning covers the following:

Unit	GLH	Assessment Method
1 Introduction to public services	30	External
2 Public services in local communities	60	Internal
3 Health and wellbeing public services in local communities	30	Internal
4 Public services that protect local communities	60	Internal
5 Developing skills to work in public services	60	Internal

For example, in unit 1 the learner will:

- know the role of public services
- know career opportunities in local public services
- be able to use information to identify the role of public services

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## Level 2

### Level 2 Principal Learning covers the following:

Unit		GLH	Assessment Method
1	Exploring public services	60	External
2	Public service funding	60	Internal
3	Government, legislation and people's rights in public services	60	Internal
4	Providing public services for different communities	60	Internal
5	Promoting and influencing public services	60	Internal
6	Public service health and wellbeing programmes	30	Internal
7	Public service operations to protect society	60	Internal
8	Working in public services	30	Internal

For example, in unit 1 the learner will:

- know the importance of public services to the UK
- understand how different public services in the UK compare
- know career progression opportunities in public services
- be able to use information to identify the roles of different public service organisations

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## Level 3

### Level 3 Principal Learning covers the following:

Unit		GLH	Assessment Method
1	Public services and the importance of collaborative working	90	External
2	Community engagement and partnership working in public services	60	Internal
3	Accountability and public service funding	90	Internal
4	Leading effective public services	90	External
5	People management and public service values	90	Internal
6	Project management in public services	60	Internal
7	Marketing and public relations in public services	60	Internal

For example, in unit 1 the learner will:

- understand the role of public services within the UK and the EU
- know how public services are formed within the UK
- understand the need for public services to work collaboratively
- be able to support cases for working collaboratively to provide effective public services

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## Generic Learning

Generic Learning provides skills relevant to learning, training and working in all lines of learning across all sectors. It includes Functional Skills and Personal, Learning and Thinking Skills (PLTS) which are embedded in and assessed through the Principal Learning component.

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## Functional Skills

We offer Functional Skills qualifications built around developing practical skills in English, Mathematics and Information and Communication Technology (ICT). Functional Skills has been identified as being vital for building confidence and gaining the most out of work, education and everyday life.

Both AQA and City & Guilds are offering Functional Skills independently and are both suitable for Diplomas.

For further information visit:  
[www.aqa.co.uk/qual/gcse/functional\\_skills.php](http://www.aqa.co.uk/qual/gcse/functional_skills.php)  
[www.cityandguilds.com/19824.html](http://www.cityandguilds.com/19824.html)  
[www.qcda.gov.uk/6062.aspx](http://www.qcda.gov.uk/6062.aspx)

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## Personal, Learning and Thinking Skills

As a learner progresses, they will acquire work-relevant skills through activities they undertake. Personal, Learning and Thinking Skills are embedded in the Principal Learning and help learners to develop their potential as:

- Team workers
- Independent enquirers
- Creative thinkers
- Self managers
- Effective participators
- Reflective learners

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## Work Experience

This component is usually linked to the Diploma subject that is being studied but does not always have to be the case. This element is usually taken over 10 days to help learners gain an insight into practical skills, values and attitudes needed in the workplace.



## Additional and Specialist Learning

Additional and Specialist Learning (ASL) provides learners with greater breadth (Additional Learning) and depth (Specialist Learning) of study and enables them to tailor their personal programmes to their own interests and ambitions.

ASL can be taken at the chosen Diploma level through learners selecting a single qualification or a combination of qualifications to meet the required Guided Learning Hours. Learners will select from qualifications at the same level as the Diploma that they are taking, or one higher eg the Foundation Diploma can have ASL at Level 1 or 2. ASL forms part of the Diploma and fits into the overall structure as follows:

	Guided Learning Hours (GLH) Foundation	Guided Learning Hours (GLH) Higher	Guided Learning Hours (GLH) Advanced
Principal Learning	240	420	540
Generic Learning	240	200	180
Additional and Specialist Learning*	120	180	360
10 days work experience			
<b>Total</b>	<b>600</b>	<b>800</b>	<b>1080</b>

\* For ASL the GLH indicated is a minimum requirement for each level.

The National Database of Accredited Qualifications (NDAQ) has a Diploma catalogue that lists all the ASL qualifications for each line of learning.

Visit [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)

QCDA Diploma Validator is a useful tool to help curriculum planners check that every Diploma is following a valid programme of study.

Visit <http://diplomavalidator.qcda.gov.uk>



## Level 1

Below are 6 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Stewarding pathway	Humanities pathway	Law pathway	Government Statistician pathway	Business pathway	Contact Centre pathway



### Qualification

<b>City &amp; Guilds</b> Level 2 Progression Award in Health and Safety in the Workplace (A) <b>120 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 2 Certificate in Conflict Management (S) <b>10 GLH</b>	<b>AQA</b> GCSE short course in Geography (S) <b>60 GLH</b>  <i>and</i> <b>AQA</b> GCSE short course in History (S) <b>60 GLH</b>  <i>or</i> <b>AQA</b> GCSE short course in Sociology (S) <b>60 GLH</b>	<b>City &amp; Guilds</b> Level 2 Certificate in Legal Studies (S) <b>140 GLH</b>  <i>or</i> <b>AQA</b> GCSE in Law (A) <b>120 GLH</b>	<b>AQA</b> GCSE in Statistics (S) <b>120 GLH</b>	<b>AQA</b> GCSE short course in Business Studies (A) <b>60 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 1 Award in Business and Finance (A) <b>30 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 1 Award in Computerised Accounts (A) <b>30 GLH</b>	<b>City &amp; Guilds</b> Level 1 Certificate for Introduction to the Contact Centre Industry (S) <b>140 GLH</b>
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### GLH requirement for Diploma Level 1

120	120	120	120	120	120
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(A)- Additional  
(S) - Specialist



## Level 2

Below are 6 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Medical Secretary pathway	Humanities pathway	Law pathway	Government Statistician pathway	Business pathway	Language pathway



### Qualification

<b>City &amp; Guilds</b> Level 2 Certificate in Medical Administration (S) <b>245 GLH</b>  <i>and</i>  <b>City &amp; Guilds</b> Level 2 Certificate in Conflict Management (S) <b>10 GLH</b>	<b>AQA</b> GCSE in Geography (S) <b>120 GLH</b>  <i>and</i>  <b>AQA</b> GCSE in History (S) <b>120 GLH</b>  <i>or</i>  <b>AQA</b> GCSE in Sociology (S) <b>120 GLH</b>	<b>City &amp; Guilds</b> Level 2 Diploma in Legal Studies (S) <b>260 GLH</b>	<b>AQA</b> GCSE in Statistics (S) <b>120 GLH</b>  <i>and</i>  <b>AQA</b> GCSE in Information Technology (A) <b>120 GLH</b>	<b>AQA</b> GCSE in Business Studies (A) <b>120 GLH</b>  <i>and</i>  <b>City &amp; Guilds</b> Level 2 Award in Business and Finance (S) <b>30 GLH</b>  <i>and</i>  <b>City &amp; Guilds</b> Level 2 Award in Book Keeping and Accounts (S) <b>30 GLH</b>	<b>AQA</b> GCSE in French (A) <b>120 GLH</b>  <i>and</i>  <b>AQA</b> GCSE in Italian (A) <b>120 GLH</b>
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### GLH requirement for Diploma Level 2

180	180	180	180	180	180
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(A) - Additional  
(S) - Specialist



## Level 3

Below are 7 examples of potential routes a learner might take and what qualification/s they could choose as part of their Additional and Specialist Learning.

Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Option 7
Medical Secretary pathway	Psychology pathway	Business pathway	Justice pathway	Humanities pathway	Government Statistician pathway	Politics pathway



### Qualification

<b>City &amp; Guilds</b> Level 3 Diploma for Medical Secretaries (S) <b>390 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 3 Certificate in Medical Terminology (S) <b>60 GLH</b>	<b>AQA</b> A Level in Psychology (S) <b>360 GLH</b>	<b>AQA</b> A Level in Business Studies (S) <b>360 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 3 Award in Business and Finance (S) <b>60 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 3 Award in Book Keeping and Accounts (S) <b>60 GLH</b>	<b>City &amp; Guilds</b> Level 3 Diploma for Legal Secretaries (S) <b>360 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 3 Certificate in Community Justice (S) <b>60 GLH</b>  <i>and</i> <b>City &amp; Guilds</b> Level 3 Award in Proof Reading in the Legal Environment (S) <b>20 GLH</b>	<b>AQA</b> A Level in Geography (S) <b>360 GLH</b>  <i>or</i> <b>AQA</b> A Level in Sociology (S) <b>360 GLH</b>  <i>or</i> <b>AQA</b> A Level in History (S) <b>360 GLH</b>	<b>AQA</b> A Level in Statistics (S) <b>360 GLH</b>  <i>and</i> <b>AQA</b> Advanced Level Free-Standing Mathematics Qualification: Using and applying statistics (S) <b>60 GLH</b>	<b>AQA</b> A Level in Government and Politics (S) <b>360 GLH</b>
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### GLH requirement for Diploma Level 3

360	360	360	360	360	360	360
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(A)- Additional (S) - Specialist

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## Project

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A Project chosen by each individual learner is taught at each level, requiring them to show their ability to plan, deliver and present a piece of work. It offers learners an opportunity to produce an extended piece of work, either in an area that they are studying, or in which they have a particular interest.

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## Teaching Resource Pack

Benefit from our free of charge Diploma Teaching Resource Pack. These resources will support you on your journey through teaching, planning and delivery. You can get:

### Teaching Materials

- Easy to follow **Principal Learning Specifications** written by practicing teachers and lecturers which include fully embedded Personal, Learning and Thinking Skills within the assessments and clearly signposted Functional Skills
- **Sample External Assessment Materials** for externally assessed units
- **Sample Internal Assessment Materials** a minimum of one unit per level
- **Schemes of Work** giving you examples for teaching delivery that can be used at any level
- **Resource lists** with references and links to a wide range of helpful teaching resources

### Online

- Visit [www.diplomainfo.org.uk](http://www.diplomainfo.org.uk) our dedicated Diploma website
- **Enhanced Results Analysis (ERA)** an online tool giving you at-a-glance analysis of exam results by candidate and giving cohort to cohort comparisons for your own and peer centres
- **Links to other Diploma components** including Functional Skills, Project, Additional and Specialist Learning
- Additional and Specialist Learning and **career pathway information**
- **Diploma Talk Online Forums** provide tutors with a **24/7 online discussion facility** to interact with fellow **tutors** or **subject experts**
- Past **question papers** and **mark schemes** available at a small cost (free through e-AQA)

### Dedicated personal support and events

- Minimum two free **moderator visits** per consortium in your first year
- Direct access to **Subject Support Staff** for advice and guidance
- **Regional Teacher Support Events** led by Subject Experts, Examiners or Moderators
- **Bespoke practitioner workshops** held at a centre within your consortium to address the delivery requirements specific to your needs

Visit [www.diplomainfo.org.uk/PS-Teaching-Resource-Zone.asp](http://www.diplomainfo.org.uk/PS-Teaching-Resource-Zone.asp)

# Require further information?

AQA-City & Guilds will do our best to help answer any questions that you may have about the Diplomas. We have a dedicated **Diploma Support team** who are here to support you. If you would like to speak to a member of the team or secure a visit please email: **[diplomadvisors@cityandguilds.com](mailto:diplomadvisors@cityandguilds.com)**

Visit:  
**[www.diplomainfo.org.uk](http://www.diplomainfo.org.uk)**

Telephone:  
**08700 242466**