

DEFINITIVE COURSE RECORD

Course Title	HNC Public Services
Awarding Bodies	Pearson
Level of Award ¹	FHEQ Level 4
Professional, Statutory and Regulatory Bodies Recognition	None
Credit Structure ²	120 Credits Level 4: 120 Credits
Mode of Attendance	Full-time
Standard Length of Course ³	1 year full-time
Intended Award	HNC Public Services
Named Exit Awards	None
Entry Requirements ⁴	60 UCAS tariff points or above (or the equivalent)
Delivering Institution(s)	East Coast College (Lowestoft campus)
UCAS Code	L900

This definitive record sets out the essential features and characteristics of the Higher National Certificate in Public Services course. The information provided is accurate for students entering level 4 in the 2021-22 academic year⁵.

Course Summary

The HNC in Public Services is for those seeking to pursue and advance a career in the public services through applied learning, bringing together the knowledge, skills and understanding that underpin the discipline. The pathway ensures a broad range of study via a core of learning while allowing for development of the civil protection specialism, which will prepare the student for further study, training or employment within a programme designed in collaboration with a range of sector specialist organisations.

Course Aims

- Demonstrate a sound knowledge of the basic concepts of public services
- Communicate accurately and appropriately in a range of formats
- Develop the skills necessary for employment, requiring some degree of personal responsibility
- Develop transferable skills including effective team working, implementation of personal initiatives, demonstrating organisational competence and problem-solving strategies
- Demonstrate adaptability and flexibility in approaches to the public services

¹ For an explanation of the levels of higher education study, see the [QAA Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies \(2014\)](#)

² All academic credit awarded as a result of study at the University adheres to the [Higher education credit framework for England](#).

³ Where the course is delivered both full-time and part-time, the standard length of course is provided for the full-time mode of attendance only. The length of the part-time course is variable and dependent upon the intensity of study.

⁴ Details of standard entry requirements can be found in the [Admissions Policy](#) and further details about Disclosure and Barring Checks (DBS) can be found on the [University's DBS webpage](#).

⁵ The University reserves the right to make changes to course content, structure, teaching and assessment as outlined in the [Admissions Policy](#).

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- Demonstrate a degree of resilience under pressure and to meet challenging targets within a given resource

Course Learning Outcomes

The following statements define what students graduating from the Higher National Certificate in Public Services (Civil Protection) course will have been judged to have demonstrated in order to achieve the award. These statements, known as learning outcomes, have been formally approved as aligned with the generic qualification descriptor for level 4 awards as set out by the UK Quality Assurance Agency (QAA)⁶.

1. To equip students with the specific knowledge and understanding required for success in the global public services environment
2. To undertake the education and training necessary for employment in the public services
3. To demonstrate insight and understanding of the diversity of roles within public services, recognising the importance of collaboration throughout the sector
4. To demonstrate knowledge and understanding of culturally diverse organisations, cross-cultural issues, diversity and values
5. To develop the skills, knowledge and personal attributes required for entry into employment, or for further study
6. To demonstrate an understanding of public services in a local, regional and international context
7. To develop an awareness of the contemporary, sustainability and environmental issues and the role the public services can play in addressing these issues
8. To develop personal career pathways and identify how career intentions can be achieved
9. To demonstrate flexibility of approach in order to meet local, or specialist needs
10. To demonstrate an awareness of professional ethics within the public services and their relationship with personal, professional and/or statutory responsibilities

Course Design

The design of this course has been guided by the following QAA Benchmarks:

- QAA Subject Benchmark Statement for Social Policy (2019)
- QAA Subject Benchmark Statement for Criminology (2019)
- QAA Framework for UK Higher Education Qualifications (FHEQ) (2014)

Course Structure

The Higher National Certificate in Public Services comprises units at levels 4.

Specifications for each of these units is included within the course handbook, available to students on-line at the beginning of each academic year.

	Unit	Credits	Unit Type ⁷
Level 4			
4	Organisational Structures and Culture	15	Core

⁶ As set out in the [QAA Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies \(2014\)](#)

⁷ Units designated as mandatory core (MC) must be taken and passed in order to achieve the award. For further information, see the [Framework and Regulations for Higher National Awards](#)

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4	Mental Health and Wellbeing	15	Core
4	Equality, Diversity and Fair Treatment	15	Core
4	Public Services in Contemporary Society (Pearson-set)	15	Core
4	Integrated Emergency Management	15	Specialist
4	Modern Warfare and Conflict	15	Optional
4	Personal and Professional Development	15	Optional
4	Technology in the Public Services	15	Optional

Awards

On successful completion of the course, students will be awarded a Higher National Certificate in Public Services.

Course Delivery

The course is delivered at Lowestoft campus as part of the University of Suffolk at East Coast College. Students studying full-time on Higher National Certificate in Public Services are likely to have approximately 12 contact hours per week. The year is divided into two 15 week semesters, of which 12 are teaching weeks, with 3 per semester devoted to assessment activities and preparation for Assessment Boards. The contact hours will be a mix of class sessions (lecture, seminar), practical activities, developmental workshop sessions and tutorials. Students will normally be expected to undertake a minimum of a further 20 hours of independent study in an average week, but should be prepared for this to vary based on assignment deadlines and class exercises.

Course Assessment

A variety of assessments will be used on the course to enable students to experience and adapt to different assessment styles. The assessment methods used will be appropriate to assess each module's intended learning outcomes. Assessment on the course overall will be approximately 80% coursework (including essays, reports, presentations, group work and research projects), and 20% practical assessments.

Course Team

The academic staff delivering this course are drawn from a team that includes teaching specialists and current practitioners. All staff are qualified in their subjects with their own specialist knowledge to contribute.

Course Costs

Students undertaking Higher National Certificate in Public Services will be charged tuition fees as detailed below.

Student Group	Tuition Fees
Full-time UK	£6,168 per year
Part-time UK	Not applicable
Full-time EU/International	£6,570 per year
Part-time EU/International	Not applicable

Payment of tuition fees is due at the time of enrolment and is managed in accordance with the Tuition Fee Policy.

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Students are likely to incur some other costs associated with visits to professional environments and will be informed of plans for the year and any associated costs prior to the commencement of the relevant academic year.

Academic Framework and Regulations

This course is delivered according to the Framework and Regulations for Higher National Awards and other academic policies and procedures of the University and published on the [website](#).