



# HLA HIGHLAND LEARNING ACADEMY

**Scottish Professional and Vocational Qualifications**







## Scottish Professional and Vocational Qualifications

**Learn more, your way**



## Joel Sleet

### **Taylormade Moves – Lettings Department**

Joel has completed the SCQF Level 6 Business Administration qualification and the SCQF Level 7 Management qualification.

“The process has been amazing. It is very clear and structured to suit everyone’s needs, while also providing additional support for anyone who may struggle with a particular unit. The delivery is flexible and the service is flawless. You get monthly catchups and quarterly reviews which keep you on track. The support from the tutors has been outstanding from the start, offering great support throughout. The course has brought me numerous benefits in my career. I’m more confident, more knowledgeable, and it has provided me with a strong foundation for the future. I’m excited to see what I could do next.”

# Contents

6	About us
8	The Team
11	Apprenticeships
12	Foundation Apprenticeships
13	Modern Apprenticeships
15	Qualifications
16	Professional Qualifications
16	Vocational Qualifications
17	Accounting Qualifications
19	Vocational Qualifications
20	Business
24	Digital
30	Finance
34	Hospitality
38	Industry
44	Learning & Development
46	Management & Leadership

# About Us

## Our Mission & Values

**Our mission is to break down the barriers to learning to ensure opportunity for all.**

**Excellence**

**Growth**

**Integrity**

### About Us

The Highland Learning Academy was created in the heart of the Scottish Highlands to help people gain access to learning from their remote locations. Now this highly innovative model helps candidates across Scotland and beyond.

### What We Do

We develop knowledge, skills and competence via our wide range of qualifications, apprenticeships and development programmes for employees and employers.

### How We Do It

Our highly innovative model delivers flexibility to all candidates and employers. Learning can be accessed online or in face to face/online workshops or blended using both.



## Vision

# Driving excellence through innovative and inclusive learning strategies

Not everyone learns in the same way, so why should we all study the same way?

By applying different learning styles, students can learn in their own style with the same outcome.

The key to studying with us is flexibility. If one method does not suit you, you can move from face-to-face to online or vice versa. We understand, as the saying goes, that life happens. People experience many barriers to learning, from geographical limitations to funding and personal or work commitments. Our experienced and determined team will work with you to overcome barriers and create a plan that works for you.

All our programmes are learner-led. This means the needs of the learner come first with all our learning.

Learning content contains a range of resources which include PDFs, eLearning, tools and templates. This helps us meet the needs of all learning styles.

Our programmes are also employer-led. This means they are delivered in a way that suits the needs of the organisation. This could be exclusively online, workshops (face to face or online) or blended using a mixture of learning methods.

**Seeing**



**Hearing**



**Feeling**



**Thinking**



# Our Team



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# Apprenticeships

Get qualified, retrain or learn something new.

Surprisingly apprenticeships are for all ages. At the Highland Learning Academy we deliver two types of apprenticeships:

- Foundation Apprenticeships
- Modern Apprenticeships



## How does my Foundation Apprenticeship work?

### The Pupil

The pupil selects an area of interest for a potential future career.

### The School

Works with the learning provider to ensure progression and pupil safety.

### The Learning Provider

The learning provider provides online learning content and meets virtually with the pupil each week.

### The Employer

The employer provides work based projects for the pupil either in the workplace or remotely.

## Foundation Apprenticeships

A foundation apprenticeship is for school pupils in S5 or S6. It provides them with work experience whilst still at school. Pupils will study online and will attend a workplace or undertake a work project within the school environment. This provides them with a higher-level qualification without the need to sit an exam.

Taken over one or two years by senior phase school pupils alongside Nationals and Highers, completion of a Foundation Apprenticeship leads to a qualification at the same level as a Higher.

Recognised by all Scottish universities and colleges, Foundation Apprenticeships support progression on to a job, Modern or Graduate Apprenticeship, or on to further and higher education.

## Foundation Apprenticeships available with us

Creative & Digital Media

Business Skills

Construction

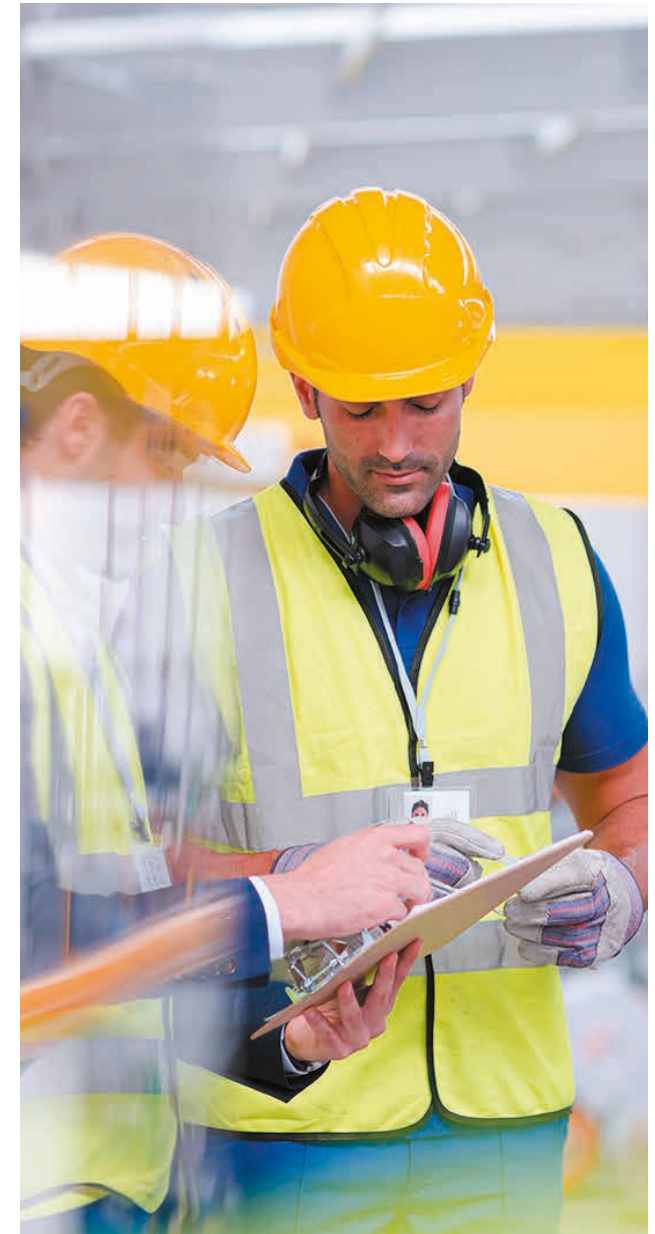
Hospitality

## Modern Apprenticeships

Modern Apprenticeships are for employees of all ages. They provide a work-based qualification relevant to the role you are undertaking. As an apprenticeship, it provides funding for employees to gain the qualification fully supported by the Highland Learning Academy. We can provide apprenticeship qualifications in the following subjects:

Project Management	IT & Telecoms	Information Security
Customer Services	Logistics Operations	Accounting
Data Analytics	Payroll	Hospitality Services
Digital Applications	Management	Facilities Services
Digital Marketing	Professional Cookery	Freight Logistics
Hospitality Management	Occupational Health and Safety	Creative and Digital Media
Facilities Management	Hospitality Supervision	Business Administration

“Apprenticeships include different levels of funding dependent upon age. This allows employees to gain their qualifications fully supported by the Highland Learning Academy”



# Debbie Scott

## **Training, Development & Competence Focal Point, ASCO UK**

"ASCO has worked with the Highland Learning Academy (HLA) for over 4 years as part of our career development programme. HLA has supported us with various Modern Apprenticeship (MA) schemes, and we currently have 13 members of staff enrolled on a HLA-supported MA. Our apprentices are given constant support and encouragement throughout their learning experience and HLA keeps both the Apprentice and Employer up to date the whole way through. The team are always professional to deal with, efficient and reliable. I personally have found working with HLA a pleasure and would highly recommend them to any other business looking for a MA training provider."



# Qualifications

For new and existing  
employees of all ages

At the Highland Learning Academy, we have a wide range of qualifications. We are fully accredited to design, deliver and certificate qualifications with several accrediting bodies.



Our practical qualifications are ideal for managers and leaders at any level.

## Professional Qualifications

Professional qualifications provide the theory to the student's work in practice. Being a professional member of the following institutes and gaining a qualification allows for the employee to access the latest resources and research in their industry.



The Association of Accounting Technicians (AAT) is the UK's leading professional body offering skills-based accountancy and finance qualifications which are universally respected and internationally recognised.

We provide the full range of AAT qualifications for those wishing to start their career in accountancy up to professional accountant status.



The Chartered Management Institute is the only Awarding Body able to award Chartered Manager status - the ultimate management accolade. All these qualifications are highly valued by employers and could boost your career prospects.

## Vocational Qualifications



We provide a wide range of vocational qualifications through our partners Scottish Qualification Authority (SQA), EAL (SENTA) and CMI.

# Accounting Qualifications

These professional qualifications are available at three levels

## Certificate in Accounting

The Certificate in Accounting is the introductory level of the AAT suite of qualifications. You will develop skills in finance administration: double-entry bookkeeping, basic costing and purchase, sales, and general ledgers.

## Diploma in Accounting

The Diploma in Accounting is the intermediate level of the AAT Accounting Qualifications. It introduces more complex accounting tasks, such as maintaining cost accounting records and the preparation of reports and returns.

## Professional Diploma in Accounting

The Professional Diploma in Accounting is ideal for anyone wishing to progress their career in finance. By studying for this qualification students will acquire professional accountancy and finance skills.



### Undertaking a Professional Qualification

A professional qualification requires membership of the accrediting body, in this case the AAT. This allows you to work towards having post nominals and the benefits of belonging to a professional institution.

You will be provided with learning packs for each module for self-study. A learning consultant will be available to support you through the programme. At the end of each module you are required to sit an assessment. We will identify and organise the assessment centre closest to you.



### Available as a Modern Apprenticeship

The AAT Level 2 and 4 are available as a Modern Apprenticeship.

This means you can access funding or part funding from Skills Development Scotland with the HLA if you are employed in a role relevant to the qualification being undertaken.

It can also be made available to new employees and advertised as an Apprenticeship in Accounting. We will work with the candidate and employer to deliver the programme.







# Vocational Qualifications

We provide a wide range of vocational qualifications through our partners Scottish Qualification Authority (SQA), EAL (SEMTA) and CMI.

## How do I gain this qualification?

Our highly innovative model delivers flexibility to all candidates and employers. Learning can be accessed online or in face to face/online workshops or blended using both.

# Business Administration

SCQF level 5



## About this Qualification

Scottish Vocational Qualifications (SVQs) in Business and Administration are designed to equip those working in business and administration with the skills and knowledge they need to demonstrate competence in their job role. Level 5 involves a range of activities with some degree of complexity and limited autonomy.

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Business and Administration at SCQF level 5 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

SVQs in Business and Administration are designed for people at various levels within business organisations and are therefore appropriate to many job roles, from junior administrators to office managers. Entry is at the discretion of the centre. This is a work-based qualification, so candidates should be in a job role which allows them to provide the required evidence in a working environment.



## Vocational Qualification

### It covers areas such as:

- Undertaking allocated work.
- Communication.
- Managing own performance in a business environment
- There is a wide range of optional units including document production, supporting events, meetings and diaries and customer service.



## Vocational Qualification

### It covers areas such as:

- Managing workload.
- Communicating and planning.
- Improving own performance in a business environment.
- There is a wide range of optional units including work responsibilities, document production and design, managing events, customer service, managing business resources, and managing information and data.

# Business Administration

SCQF level 6 

### About this Qualification

Scottish Vocational Qualifications (SVQs) in Business and Administration are designed to equip those working in business and administration with the skills and knowledge they need to demonstrate competence in their job role.

At SCQF level 6, candidates have a broad range of activities with significant complexity, responsibility and autonomy, often in a supervisory or team-leading role.

### Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Business and Administration at SCQF level 6 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Who is this qualification suitable for?

SVQs in Business and Administration are designed for people at various levels within business organisations and are therefore appropriate to many job roles, from junior administrators to office managers. Entry is at the discretion of the centre. This is a work-based qualification, so candidates should be in a job role which allows them to provide the required evidence in a working environment.

# Business Administration

SCQF level 8



## About this Qualification

Scottish Vocational Qualifications (SVQs) in Business and Administration are designed to equip those working in business and administration with the skills and knowledge they need to demonstrate competence in their job role.

SCQF level 8 candidates will normally be managers with responsibility for staff and/or financial or other resources.

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Business and Administration at SCQF level 8 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

SVQs in Business and Administration are designed for people at various levels within business organisations and are therefore appropriate to many job roles, from junior administrators to office managers. Entry is at the discretion of the centre. This is a work-based qualification, so candidates should be in a job role which allows them to provide the required evidence in a working environment.

## Vocational Qualification

### It covers areas such as:

- Managing and being accountable for own performance.
- Managing work and communication in a business environment.
- Optional units include business support services, project management, managing business resources, innovation and change, managing Information and data, customer service and communication.

## Vocational Qualification

### It covers areas such as:

- Understand customer service principles.
- Understand rules that impact improvements in customer service.
- Optional units include dealing with customers in writing or electronically, monitoring and solving customer service problems and managing customer service performance.

# Customer Service

SCQF level 6 

### About this Qualification

The Scottish Vocational Qualifications (SVQ) in Customer Service at SCQF Level 6 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Customer Service at SCQF level 6 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Who is this qualification suitable for?

These SVQs are suitable for individuals who are currently in employment and who wish to obtain a formal qualification. Entry is at the discretion of the centre. This is a work-based qualification, so candidates should be in a job role which allows them to provide the required evidence in a working environment where they are in direct contact with customers, including roles such as customer service relations officers and customer service team leaders.





## Vocational Qualification

### It covers areas such as:

- Developing personal and team effectiveness.
- Health & safety in IT and Telecoms.
- Understanding the potential of IT.
- Digital information management.
- Digital communications.
- Digital network environments.
- Optimising IT system performance.

# Diploma in Digital Application Support

SCQF level 6 

## About this Qualification

This Diploma in Digital Application Support provides learners with a qualification that will demonstrate that they can troubleshoot and solve problems using a range of different application software packages appropriate to the business context in which they are working. It is a broad-based qualification allowing some scope for specialisation in structured data processing, web or multimedia applications or help desk application support.

## Why undertake this qualification?

The increasing adoption of digital technologies by businesses in other sectors creates significant job opportunities and drives increased demand for skills in relation to the use of ICT. The diploma enables the learner to demonstrate both underpinning knowledge and performance evidence of competence in a specialist vocational area.

## Who is this qualification suitable for?

Those working in offices across all industry sectors acting as the 'expert' in application software.

Those providing help and support to colleagues to relieve the pressure on technical IT help desks.

People working in IT help desks.

People in smaller businesses taking responsibility for setting up systems, users and day to day troubleshooting.





# Diploma in Creative Media

SCQF level 7



## About this Qualification

This diploma covers a wide range of areas within creative media. More specifically, it covers presenting ideas and information to others in the creative industries, working effectively with others and developing one's own professional practice. In addition, it includes managing and marketing oneself as a freelancer and ensuring one's own actions reduce risks to health and safety in a creative industry environment.

## Why undertake this qualification?

This diploma allows learners to demonstrate their aptitude in creative media. It will develop the learner's confidence and awareness of the skills that they have acquired which they can use for employment and/or further study.

## Who is this qualification suitable for?

The main target audience for the Diploma in Creative Media is those currently employed in the creative industries sector.



## Vocational Qualification

### It covers areas such as:

- Production.
- Radio.
- Social media/marketing communications.
- Video journalism.



## Vocational Qualification

### It covers areas such as:

- Promote content through social media channels.
- Write and create content for multiple digital platforms.
- Develop digital marketing strategies.
- Use analytical tools to evaluate performance of digital media activities.
- Create and update web pages.
- Manage brand identity and corporate reputation.
- Develop skills needed for social media channels & digital platforms.
- Develop and maintain marketing information systems.

# Diploma in Digital Marketing

SCQF level 7 

### About this Qualification

Digital marketing is the marketing of products or services using digital media such as smart-phones, social media, tablets, TVs and game consoles to reach consumers. The Diploma will enable learners to demonstrate their aptitude in digital marketing and the new skills and confidence that they gain will be useful in employment and further study.

### Why undertake this qualification?

Digital marketing is growing in importance.

Using digital marketing you can reach an enormous audience in a way that is both cost effective and measurable.

You can save money and reach more customers for less money than traditional marketing methods. Get to know your audience and allow them to know you personally which can help to create brand loyalty.

There are an increasing number of careers and opportunities in this area.

### Who is this qualification suitable for?

Individuals who are currently in employment and who wish to obtain a formal qualification.

Employers who wish their employees to obtain short, continuing professional development courses.

Mature candidates who may have been out of education for some time.

School leavers who are undertaking an apprenticeship programme in Digital Marketing.

# Diploma in Digital Technologies

SCQF level 6 

## About this Qualification

The SQA Digital Technology SCQF Level 6 qualification is a diploma designed to recognise the competence of those working in a digital technology role. It's a work-based learning program focused on demonstrating skills that can be specialised in the following areas: cyber security, data analytics, IT support, or IT infrastructure. This diploma is part of a Modern Apprenticeship framework and is suitable for individuals seeking to advance their careers in the digital technology field.

## Why undertake this qualification?

Competence qualifications are first and foremost about what people can do. They go beyond technical skills to include planning, problem solving, dealing with unexpected occurrences, working with other people, and applying the knowledge and understanding that underpins overall competence. Assessment is carried out in the workplace, which minimises any time learners would need to be away from their workplace.

## Who is this qualification suitable for?

Individuals in a variety of IT occupational roles in which IT practice, support or management is the major focus of the job and not peripheral to it. Roles could include:

- Hardware Engineer
- Network Planner
- Web Designer
- Software Designer
- Telecommunications Engineer.

## Vocational Qualification

### Specialist pathways available:

- IT Infrastructure.
- IT Support.
- Cyber Security.
- Data Analytics.

## Vocational Qualification

### Specialist pathways available:

- IT Support.
- Cloud Infrastructure.
- Cyber Security.
- Data Analytics.
- Network Infrastructure.

# Diploma in Digital Technologies

SCQF level 8 

### About this Qualification

The SQA Digital Technology SCQF 8 refers to a set of qualifications focused on digital technology skills, specifically at SCQF level 8. These qualifications demonstrate a learner's aptitude in Digital Technology, using a chosen specialist pathway in one of the following areas: cyber security, data analytics, IT support, or IT infrastructure. This diploma is part of a Modern Apprenticeship framework and is suitable for individuals seeking to advance their careers in the digital technology field.

### Why undertake this qualification?

This qualification will provide learners with the technical knowledge and skills to work confidently in their chosen area of IT/telecoms and to complete practical tasks in the workplace. Learners will be able to manage IT software and hardware with confidence in the areas they have studied.

### Who is this qualification suitable for?

The Diploma for Information Technology and Telecommunications Professionals at SCQF level 8 is suitable for people in roles in which IT practice, support or management is the major focus of the job. The diploma is suitable for those with prior experience in IT who are able to operate with some autonomy, or who are taking responsibility for the work of others. Suitable roles include:

- Business analyst
- Computer games designer
- Computer games technical support manager
- Computer hardware engineer

# Certificate in Accounting

SCQF level 6



## About this Qualification

A student completing this qualification will develop skills in double-entry bookkeeping and will understand how to use journals, control accounts and a trial balance. Students will also gain an understanding of accounting software packages, how to process financial information in accordance with company procedures and schedules, and how to provide information to colleagues, suppliers and/or customers as required.

## Why undertake this qualification?

Students should choose the Level 6 Certificate in Accounting if they're interested in developing transferable business and personal skills alongside their core accountancy skills. This qualification may also be valuable for those entering the workplace for the first time or for those changing careers who would like additional support in up-skilling to enter, or re-enter, a business environment.

## Who is this qualification suitable for?

The Level 6 Certificate in Accounting is ideal for anyone wishing to study accountancy and finance alongside a range of complementary business and personal skills.

The purpose of the Level 6 Certificate in Accounting is to offer the foundation accounting knowledge needed to progress to employment or further study in accountancy and finance, alongside business and personal skills that are transferable to any sector and additional business knowledge relevant to accountancy. The qualification offers a broader focus across several subject areas which enhances employability and is particularly suitable for young people studying full-time.

## Vocational Qualification

### This qualification comprises four mandatory units:

- Introduction to bookkeeping.
- Principles of bookkeeping controls.
- Principles of costing.
- The business environment.

## Vocational Qualification

### This qualification comprises four mandatory units:

- Business awareness.
- Financial accounting: Preparing financial statements.
- Management accounting techniques.
- Tax processes for businesses.

# Diploma in Accounting

SCQF level 7 

### About this Qualification

The Level 7 Diploma in Accounting covers a range of essential and complex accounting tasks, including maintaining cost accounting records and the preparation of reports and returns. Key themes have also been introduced throughout the suite of accounting qualifications including technology, ethics, sustainability and communication.

### Why undertake this qualification?

The Level 7 Diploma in Accounting is a potential route into employment with a globally recognised qualification accrediting the skills and knowledge required by employers. On completion, students can successfully undertake a role in finance. It can also be a stepping-stone to further education, with students progressing onto the Level 8 Diploma in Professional Accounting. It may be suited to students studying part-time alongside employment or to those already working in finance. This qualification will also suit those looking to gain the skills required to move into a career in finance as it provides a clear pathway towards a successful career in accounting and finance.

### Who is this qualification suitable for?

The Level 7 Diploma in Accounting offers technical training in accounting and is ideal for anyone wishing to pursue a career in accountancy or finance.

The purpose of the Level 7 Diploma in Accounting is to provide students with the specialist knowledge and skills required to progress to employment in an accounting or finance role, or to further study in accountancy and finance.

# Professional Diploma in Accounting

SCQF level 8



## About this Qualification

The Level 8 Diploma in Professional Accounting covers high-level accounting and finance topics and tasks. Students become comfortable with a wide range of financial management skills and applications and gain competencies in drafting financial statements for limited companies, recommending accounting systems strategies and constructing and presenting complex management accounting reports. Students can also learn about specialist areas such as tax, auditing, credit and debit management and cash and financial management. Key themes have also been introduced throughout the suite of accounting qualifications, including technology, ethics, sustainability and communication.

## Why undertake this qualification?

Students should choose the Level 8 Diploma in Professional Accounting as it maximises opportunities for employment within a wider accountancy context.

In developing this qualification, AAT has carried out extensive consultation with and received input from a wide variety of stakeholders, including industry experts, employers and training providers. AAT qualifications benefit from being globally recognised and they're valued by leading employers, from small high street firms to large accountancy businesses.

## Who is this qualification suitable for?

The Level 8 Diploma in Professional Accounting offers technical training in accounting and is ideal for anyone wishing to pursue or progress their career in accountancy or finance.

The purpose of the Level 8 Diploma in Professional Accounting is to enhance the skills developed from the Level 7 Diploma in Accounting, enabling students to maximise opportunities in their current or new employment.

## Vocational Qualification

### This qualification comprises three mandatory units:

- Applied management accounting.
- Drafting and interpreting financial statements.
- Internal accounting systems and controls.

### And two specialist units from a choice of five:

- Business tax.
- Personal tax.
- Audit and assurance.
- Cash and financial management.
- Credit and debt management.



## Vocational Qualification

### It covers areas such as:

- Employment legislation for payroll reporting, PAYE, income tax, and National Insurance contributions.
- It also covers determining gross pay, payroll verification and reconciliation, computerised payroll administration, and payroll processing.

# Certificate in Payroll

SCQF level 6 

### About this Qualification

The Certificate in Payroll at SCQF level 6 is a work-based qualification that provides learners with a qualification that will demonstrate their aptitude in this area.

### Why undertake this qualification?

This competence-based qualification will develop the learner's confidence and awareness of the skills that they have acquired, which they can use for employment and/or further study.

### Who is this qualification suitable for?

This Certificate in Payroll is suitable for those currently employed in an internal or outsourced payroll function who are looking to enhance, develop or certificate their skills and experience.

# Hospitality Services

SCQF level 5



## About this Qualification

This qualification has a wide range of optional units and is ideal for anyone who has a varied role in the hospitality industry — for example staff working in small hotels, restaurants, or cafes whose role covers housekeeping, reception, food preparation and food/drink service.

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Hospitality Services at SCQF level 5 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

Individuals who are currently in a role which involves working within the hospitality industry. Those who wish for a formal qualification to demonstrate their experience within the industry. No prior qualifications are required to undertake this qualification, although experience in and/or knowledge of the hospitality industry would be an advantage.

## Vocational Qualification

### It covers areas such as:

- Workplace health & safety.
- Standards of behaviour.
- Team working.
- Also choose from a range of optional units relevant to your roles such as housekeeping, reception, food preparation and food/drink service.

## Vocational Qualification

### It covers areas such as:

- Team leadership.
- Control of resources.
- Team working.
- Workplace health and safety.
- Supervision of a wide range of hospitality areas.

# Hospitality Supervision & Leadership

SCQF level 7 

### About this Qualification

This qualification covers areas such as team leadership; control of resources; team working; workplace health and safety; and supervision of a wide range of hospitality areas.

### Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Hospitality Supervision and Leadership at SCQF level 7 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Who is this qualification suitable for?

Individuals who are currently in a role which involves supervising people and/or tasks within the hospitality industry.

Those who wish for a formal qualification to demonstrate their experience within the industry. No prior qualifications are required to undertake this qualification, although experience in and/or knowledge of the hospitality industry would be an advantage.



# Hospitality Management

SCQF level 8



## About this Qualification

The mandatory units in this qualification cover areas such as management of people and teams, legislative and regulatory requirements, and professional development.

The optional units provide scope to specialise in areas such as managing costs and resources, staff recruitment, selection and training, customer service and management of operational areas (e.g. food and beverage, kitchen, front of house, housekeeping).

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Hospitality Management Skills at SCQF level 8 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

This SVQ is suitable for candidates who are working at senior levels in a range of sub-sectors and job roles, such as heads of departments, kitchen managers, head chefs, accommodation managers, executive housekeepers, and food and beverage managers, as well as managers in small businesses and owner-operators.

## Vocational Qualification

### It covers areas such as:

- Management of people and teams.
- Legislative and regulatory requirements.
- Professional development.
- Optional units provide scope to specialise in areas such as managing costs and resources, staff recruitment, selection and training, customer service and management of the operations.

## Vocational Qualification

### It covers areas such as:

- Workplace health and safety.
- Food safety.
- Preparing and cooking a wide range of ingredients to produce complex dishes.

# Professional Cookery

SCQF level 6 

### About this Qualification

This qualification covers areas such as workplace health and safety; food safety; and preparing and cooking a wide range of ingredients to produce complex dishes. This qualification has been designed in partnership with People 1st, the Sector Skills Council for the hospitality industry, to ensure relevance to the sector.

### Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Professional Cookery at SCQF level 6 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Who is this qualification suitable for?

This SVQ is suitable for candidates who are working at all levels in a range of food production job roles.

# Facilities Management

SCQF level 7



## About this Qualification

The Facilities Management qualification covers the management of services which support the core activities of an organisation. Facilities Management has a large part in ensuring that the environment is comfortable for customers and workers and for monitoring energy usage and ensuring effective energy measures.

## Why undertake this qualification?

The Scottish Vocational Qualification in Facilities Management at SCQF level 7 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

The qualification is intended for people who are employed to provide 'non core' soft and hard facilities services i.e. the services which support and maintain the primary function of client premises/properties/buildings in the private, public and third sectors.



## Vocational Qualification

### It covers areas such as:

- Establish and monitor facilities.
- Develop productive working relationships.
- Ensure health & safety requirements are met.
- And a range of optional areas to complement the candidate's job role.

## Vocational Qualification

### It covers areas such as:

- Make sure your own actions reduce the risks to health and safety.
- Promote and maintain services delivery in a facilities services environment.
- Recognise and deal with customer queries, requests and problems.
- And a range of optional areas to complement the candidate's job role.

# Facilities Services

SCQF level 5 

### About this Qualification

The Scottish Vocational Qualification in Facilities Services at SCQF level 5 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Why undertake this qualification?

This SVQ will enable those working in this sector to develop the knowledge and skills required to demonstrate competence in their job role. Employers will also benefit from their employees being proficient. Assessment is carried out in the workplace, which minimises any time learners would need to be away from their work.

### Who is this qualification suitable for?

The qualification is intended for people who are employed to provide 'non core' soft and hard facilities services i.e. the services which support and maintain the primary function of client premises/properties/buildings in the private, public and third sectors.



# Freight Logistics

SCQF level 5



## About this Qualification

Freight logistics includes the management of goods from order to customer. It covers storage, transport and distribution. Without freight logistics it would be impossible for organisations in areas such as manufacturing, retail and food and drink production to gain materials, move products or for the finished goods to be transported to the customer.

## Why undertake this qualification?

The qualification gives learners the opportunity to develop and demonstrate competence in warehousing and storage, develop technical skills and knowledge and understanding related to the specified job roles in warehousing and storage and have existing skills and knowledge recognised.

## Who is this qualification suitable for?

Freight logistics jobs can be found within many industries including manufacturing, food and drink, retail, warehousing and transport.

## Vocational Qualification

### It covers areas such as:

- Maintain health, safety and security in logistics operations.
- Maintain working relationships with colleagues in logistics operations.
- Move and handle goods in logistics operations.
- And a range of optional areas to complement the candidate's job role.

## Vocational Qualification

### It covers areas such as:

- Communicating effectively.
- Optimising use of logistics resources.
- Responding to problems.
- Schedule logistic operations.
- Many optional options to match with the candidate job role.

# Logistics Operations

SCQF level 7



### About this Qualification

This qualification allows candidates to demonstrate competence in job related skills in their particular area of work and expertise.

### Why undertake this qualification?

The mandatory units in this qualification cover the relevant areas of importance within this industry such as optimising the use of logistics resources, scheduling logistics operations and responding to problems in logistics operations. The optional units provide scope to specialise in areas relevant to the candidate job role.

### Who is this qualification suitable for?

Individuals who are currently in employment and who wish to obtain a formal qualification.

# Occupational Health & Safety

SCQF level 7



## About this Qualification

This qualification covers areas such as making sure your own actions reduce risks to health and safety, developing procedures to safely control work operations, safely controlling work operations, promoting a positive health and safety culture, and conducting a health and safety risk assessment of a workplace.

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Occupational Health and Safety at SCQF level 7 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

This SVQ is suitable for learners who may have just left school, individuals who are currently in employment and who wish to obtain a formal qualification, and employees who wish to obtain short, continuing professional development courses. Entry is at the discretion of the centre.

Candidates should be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence.

No prior qualifications are required to undertake this qualification, although experience or knowledge of the health and safety and related sectors would be an advantage.

## Vocational Qualification

### It covers areas such as:

- Making sure your own actions reduce risks to health and safety.
- Developing procedures to safely control work operations.
- Safely controlling work operations.
- Promoting a positive health and safety culture.
- Conducting a health and safety risk assessment of a workplace.



# Learning and Development

SCQF level 9



## About this Qualification

Unit L&D9DI Assess Workplace Competence Using Direct and Indirect Methods.

## Who is this qualification suitable for?

This qualification is for those who assess in the workplace using a wide range of assessment methods, both direct and indirect. The person wishing to achieve this qualification will use various methods including; observations, examination of work products, questioning and examining candidate statements.

## Vocational Qualification

### It covers areas such as:

- Preparing to assess.
- Planning assessments.
- Assessing candidate performance and knowledge.
- Confirming progression and achievement.

# Learning and Development

SCQF level 11



## About this Qualification

Unit L&D11 Internally Monitor and Maintain the Quality of Workplace Assessment.

## Who is this qualification suitable for?

This qualification is for those monitoring assessment processes and decisions within an organisation and helping to maintain and improve the quality of workplace assessment. The internal quality assurance process being conducted by the internal verifier candidate can be for SVQs, work-based qualifications or in-company standards. To achieve this qualification the verifier-candidate is required to carry out the monitoring activities defined in their organisation's quality assurance procedures in accordance with appropriate external quality assurance requirements.

## Vocational Qualification

### It covers areas such as:

- Preparing to carry out internal quality assurance.
- Planning internal quality assurance.
- Carrying out planned monitoring of the quality of assessment.
- Providing assessors with feedback, advice and support to help them maintain and improve their assessment practice.
- Meeting appropriate external quality assurance requirements.



## Vocational Qualification

### It covers areas such as:

- Explain the trainer's role in ensuring learners' needs are met.
- Prepare learning objectives, session plans and support materials to meet learner requirements.
- Deliver planned interactive training sessions and monitor the progress and achievement of learners.
- Evaluate the effectiveness of the training sessions delivered and develop own practice.

# Train the Trainer

SCQF level 6 

### About this Qualification

Planning and Delivering Training Sessions to Groups.

### Who is this qualification suitable for?

This qualification has been designed as an initial qualification for those with limited or no prior experience of planning and delivering training. It is intended for candidates with vocational expertise or subject knowledge whose job role includes the training of others in small group settings and in work related learning contexts. It is also suitable for those who aspire to a training role, or who expect to have some responsibility for training as part of a future job role.



# Management

SCQF level 7



## About this Qualification

The Scottish Vocational Qualification (SVQ) in Management at SCQF level 7 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

It has been developed to support those working as first-line managers, section managers, assistant managers, trainee managers, senior supervisors, and those working in a range of other management positions.

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Management at SCQF level 7 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

This SVQ is suitable for individuals who are currently in employment and who wish to obtain a formal qualification. Entry is at the discretion of the centre.

Candidates should be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence.

## Vocational Qualification

### It covers areas such as:

- Develop your knowledge, skills, and competence.
- Lead your team.
- Manage people's performance at work.
- Provide healthy, safe, secure and productive working environments and practices.
- There is a wide range of optional units including develop operational plans, implement change, promote staff well-being, manage the use of financial resources and recruit, select and retain people.

## Vocational Qualification

### It covers areas such as:

- Develop your knowledge, skills, and competence.
- Lead your team.
- Manage people's performance at work.
- Provide healthy, safe, secure and productive working environments and practices.
- There is a wide range of optional units including develop operational plans, implement change, promote staff well-being, manage the use of financial resources & recruit, select and retain people.

# Management

SCQF level 9



### About this Qualification

The Scottish Vocational Qualification (SVQ) in Management at SCQF level 9 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

It has been developed to support those working as middle managers.

### Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Management at SCQF level 9 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Who is this qualification suitable for?

This SVQ is suitable for individuals who are currently in employment and who wish to obtain a formal qualification. Entry is at the discretion of the centre.

Candidates should be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence.



# Management

SCQF level 11



## About this Qualification

The Scottish Vocational Qualification (SVQ) in Management at SCQF level 11 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

It has been developed to support those working in senior managerial roles, such as directors and chief executives.

## Why undertake this qualification?

The Scottish Vocational Qualification (SVQ) in Management at SCQF level 11 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

## Who is this qualification suitable for?

This SVQ is suitable for individuals who are currently in employment and who wish to obtain a formal qualification. Entry is at the discretion of the centre.

Candidates should be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence.

## Vocational Qualification

### It covers areas such as:

- Lead your organisation.
- Manage continuous improvement.
- Identify and evaluate opportunities for innovation and improvement.
- There is a wide range of optional units including: developing strategic business plans, developing and sustaining collaborative relationships with other organisations, obtaining finance from external sources and developing your organisation's vision and strategy.

## Vocational Qualification

### It covers areas such as:

- Principles of project management.
- Project stakeholder management.
- Project communications.
- There is a wide range of optional units including managing project scope, managing project schedule, managing project finances, managing project risk & managing project quality & business case, project structure and progress monitoring.

# Diploma in Project Management

SCQF level 8



Part of the  
Enginuity Group

### About this Qualification

This is an integrated qualification in Project Management which includes requirements for both technical knowledge and practical competence. It is designed specifically for those wishing to embark on a career as a project professional and is the equivalent of the first year of a degree.

### Why undertake this qualification?

The Diploma in Project Management at SCQF level 8 allows candidates to demonstrate competence in job-related skills in their area of work and expertise.

### Who is this qualification suitable for?

This Diploma is suitable for individuals who are currently in employment and who wish to obtain a formal qualification. Entry is at the discretion of the centre.

Candidates should be in a job or placement where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence for example Trainee Project Manager, Assistant Project Manager, or Project Manager.

# Chartered Management Institute Qualifications

Includes professional membership of the CMI

These professional qualifications are available at three levels

## New & Aspiring Managers and Leaders SCQF6

These qualifications are for those who currently or aspire to supervise or manage a team to achieve objectives. Choose from a range of topics. English level 3, Scottish level SCQF6.

## Senior & Experienced Managers and Leaders SCQF8

This suite of qualifications is aimed at experienced or senior managers. They are also ideal for those managing a department. English level 5, Scottish level SCQF8.

## Strategic Managers and Leaders SCQF11

These qualifications are for strategic leaders and directors of an organisation. They are responsible for the long-term direction. English level 7, Scottish level SCQF11.



### Undertaking a Professional Qualification

A professional qualification requires membership of the accrediting body, in this case, the CMI.

You will be provided with access to online learning resources for each module for self-study. A tutor will support you through the programme. To achieve each module, you are required to write an assessment talking about the theories you have learned and how to use them in practice.



### Available as a Modern Apprenticeship

The CMI suite of Qualifications is available as a Modern Apprenticeship. This means you can access funding or part funding from Skills Development Scotland with the HLA if you are employed in a role relevant to the qualification being undertaken.

It can also be made available to new employees and advertised as an Apprenticeship in Management/Trainee Manager. We will work with the candidate and employer to deliver the programme.

## Vocational Qualification

### It covers areas such as:

- Personal development as a first line manager.
- Meeting stakeholder needs.
- Managing and communicating information.
- Identifying development opportunities.
- Recruitment and selection process.
- Improving team performance.
- Management communication.

# CMI Level 3 in First Line Management and Leadership

SCQF level 6 

### About this Qualification

This qualification is aimed at supervising or junior managers and has been designed to support the development of their knowledge and competence in managing individuals and teams. This qualification will develop key skills, including working with others, managing oneself, and coordinating the work of others it also gives junior managers the communication and motivational skills to help improve operational efficiency.



# CMI Level 5 in Management & Leadership

SCQF level 8



## About this Qualification

Aimed at practising or aspiring managers and leaders who are typically accountable to a senior manager or business owner. The primary role of a practising or aspiring manager and leader is to lead and manage individuals and teams to deliver aims and objectives in line with organisational strategy. Roles and responsibilities may include, developing teams and individuals, creating operational plans, planning and managing projects, managing change, managing finance, resources and identifying new approaches to business activities, managing quality and continuous improvement as well as managing the human resources function.

## Vocational Qualification

### Example Units:

- Principles of leadership practice.
- Managing people and developing relationships.
- Managing equality, diversity and inclusion.
- Principles of developing a skilled and talented workforce.
- Managing conflict.
- Principles of recruiting, selecting and retaining talent.
- Managing projects to achieve results.

## Vocational Qualification

### Example Units:

- Lead your organisation.
- Manage continuous improvement.
- Identify and evaluate opportunities for innovation and improvement.
- Develop and maintain your professional networks.
- Implement and evaluate strategic business plans.

# CMI Level 7 Strategic Management & Leadership

SCQF level 11 

### About this Qualification

Developed for directors and senior managers who have the responsibility to translate organisational strategy into effective performance, these qualifications require the manager to focus on the implementation of their organisational strategy. This qualification requires managers to build on their strategic management and leadership skills.

# Award in Customer Service: Principles & Practices

SCQF level 5 

## About this Qualification

Customer Service is a cornerstone for business success in both private and public sectors. The reasons they are important may differ slightly given their unique missions and goals.

For the private sector good customer service encourages customer loyalty, revenue growth, brand reputation and provides you with invaluable feedback as to how your business is performing.

For the public sector it builds public trust, makes services more accessible, provides transparency, efficiency and holds public services accountable by ensuring they respond to citizens' concerns and needs.

## How is it delivered?

The full programme is accessible on our learning management system so that participants can work through at their own pace. It provides high quality content that makes you think about what you are learning and how to put this into practice. Tutor support is available.

## Tailoring and Bespoking

This course and qualification can be tailored to a specific organisation or industry. This means the content is amended to include your own processes, procedures and customer service strategy.

## Topics

- Adding the WOW factor to Customer Service.
- The Importance of Customer Service.
- Knowledge of the Organisation & Service.
- Developing Customer Service Skills.
- Delivering Customer Service.
- Monitoring & Improving Customer Service.
- Support for Service Delivery.

## We have two programmes:

Award in Customer Service

- For Public Sector.

Award in Customer Service

- For Private Sector.

In-House  
or Open  
Courses

## Customer Service

☐

Excellent

☐

Good

☐

Average

☐

Poor

Check our  
website for  
open course  
dates.

# Visionary Leadership Programme

## CMI Endorsed Leadership programme

### What is the Visionary Leadership Programme?

Our Visionary Leadership Programme is a management development programme aimed at experienced and senior managers. It explores management theories and models and how to use these to improve the performance of the team, the organisation and of themselves.

It follows the UK's professional standards and is endorsed by the Chartered Management Institute (CMI). This means all participants receive a CMI Endorsed Certificate simply for attending. It is delivered in 3 separate full days.

### What are the benefits of the Programme?

Many managers are promoted without any support or development. This is referred to as 'accidental managers'. This course provides experienced managers with the tools and techniques needed to excel in their role. The aim is to increase the confidence, skills and abilities of the manager whilst benefiting the teams and organisation they work for and with. It also provides them with a safe environment to share their experiences and learn with others.

### How is it delivered?

This programme can be delivered in-house or cross-industry. We recommend three full separate days to give participants time to absorb the information and put the learning into practice. All course materials are also available online.

## Topics

### Developing yourself

- Understanding your role as a leader/manager.
- What does a leader do.
- What makes a successful leader.
- Leadership theories.

### Working with others

- Developing effective work relationships.
- Influencing & Negotiation.
- Conflict & having difficult conversations.

### Driving Performance

- Organisational goals, values & objectives.
- Managing performance.
- Resolving poor performance.
- Delivering an effective appraisal system.

A photograph of a man in profile, looking out at a city at night. The background is filled with blurred lights, creating a bokeh effect. The man is wearing a dark suit jacket over a light-colored shirt. The overall mood is contemplative and professional.

In-House  
or Open  
Courses

Check our  
website for  
open course  
dates.



## Think someone can be a leader without the proper training?

The classic scenario runs like this, a highly skilled worker, who has consistently excelled in their role, is rewarded with the added responsibility of a managerial position, but they are not given any further guidance. Their job is entirely different, but without appropriate training to prepare for the role's shift in focus - from delivering to directing - the manager is being thrown in at the deep end.

Managers, leaders, and those aspiring to these positions are crucial to the success of the business. Finding time to learn and develop is like finding a needle in a haystack! Our flexible programme allows everyone to commit to as little as three hours a month for CPD or eight hours a month for a qualification.

# Management & Leadership Development Programmes



## This is the world of the accidental manager

"The principles of management are stunningly simple yet so few get it right," says CMI Chief Executive Ann Francke. "Being a good manager is about training and practice. A natural runner may have a talent for running, but they won't win a race or complete a marathon without practice and training. The same is true for a good manager."



## Transforming accidental managers into conscious leaders.

"The most dangerous leadership myth is that leaders are born - that there is a genetic factor to leadership," said the late Warren Bennis, a US pioneer of leadership studies.

This myth asserts that people simply either have certain charismatic qualities or not. That's nonsense; in fact, the opposite is true. Leaders are made rather than born.

# Our Solution

## A rolling programme of CPD management events

Each month we will cover a key topic crucial to management and leadership development. There will be three events each month covering different aspects of the key topic. These are relevant to level of experience.

Committing to each event involves:

- Pre reading
- Attendance on two-hour online learning event (learning and discussions)
- Access to online learning content, tools and templates for that particular topic

Attendees will receive CMI Certificate of Recognition.

Given upon completion of the programme to demonstrate their learning and their commitment to Continuing Professional Development (CPD)

### Optional Extras

Upgrade to one of the following qualifications:

CMI Level 3, Level 5 or Level 7 Certificate

SVQ3, SVQ4 or SVQ5 in Management

One year membership of the CMI and attendance at any or all events

The Highland Learning Academy have been designing and delivering management and leadership programmes for 12 years. We utilise all the resources from our accreditations with the Chartered Management Institute (CMI) and the Scottish Qualifications Authority (SQA) to provide high quality, flexible learning programmes, delivery methods and support

To date we have supported over 300 managers and leaders across Scotland.

From all our experience we have created a very innovative and flexible programme. It includes the topics which we have been told have the biggest impact on performance. It can be used to develop managers, for simple CPD or for gaining a management qualification. We are proud to present our solution for transforming accidental managers into conscious leaders.



## Transforming accidental managers into conscious leaders

Aimed at first line managers, supervisors or those aspiring to these positions.

Aimed at experienced senior managers and department heads.

Aimed at directors and those responsible for strategic direction.

## Providing Leadership

Introduction to Leadership	Key topics are the difference between management and leadership styles, characteristics and skills of successful managers and leaders.
Principles of Leadership Practice	Key topics are to distinguish between management and leadership, support organisational values by leading effectively and to use leadership skills to achieve organisational objectives.
Strategic Leadership	Key topics are aspects of leadership, leadership motivations and behaviours, leadership context and vision and values.

## Providing Vision and Direction

Develop your Organisation's Vision and Strategy	The aim of this unit is to enable leaders to know how to develop and influence an organisation's strategic direction through the development of a meaningful strategy.
Develop Strategic Business Plans	The aim of this module is to consider the principles of strategic management and business planning. We will provide you with the tools to develop your own.
Develop Operational Plans	This module helps to understand how to achieve the objectives in the strategic business plan by breaking it down into an everyday operational plan.

## Achieving Results

Managing People's Performance at Work	This module looks at how to contribute to organisational objectives by setting goals, monitoring performance and giving feedback.
Managing Poor Performance	Not all poor performance is deliberate. Find out the root of the issue and develop techniques to support and guide employees to achieving goals.
Leading and Developing People	Organisational success begins by placing the needs of people at the heart of the organisation. Learn how to create a culture to support successful performance.

## Developing People

Developing Individuals and Teams	This unit is about identifying the development opportunities of individuals and teams in order to meet team and organisational objectives.
Coaching in the Workplace	Coaching in the workplaces teaches the skills need to support and improve performance. We consider different coaching models and how to use them with your team.
Coaching Skills for Leaders	This unit focuses on these specific coaching skills, techniques and approaches that are required by leaders to develop the knowledge, skills and resourcefulness of individuals.

## Working with People

Build Effective Work Relationships	This module is about developing and sustaining productive working relationships with colleagues. Learn about the impact of personality styles.
Managing Team Dynamics	This unit is about understanding groups and teams, their norms and development, and the skills of managing remote displaced or virtual teams.
Manage Conflict in the Workplace	Learn how to spot, manage and resolve conflict in the workplace.

## Innovation and Change

Identify opportunities for innovation and improvement	This module is about identifying opportunities to develop new or improve existing products/ services or markets or processes.
Plan and Implement Change	This standard is planning and implementing your plans to change processes, systems, structures, roles or cultures.
Engage People in Change	This module is about engaging people - both those within your organisation and other stakeholders who are affected - in change processes.







# HLA

## Scottish Professional and Vocational Qualifications

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