



**Distance Learning Diploma in Higher Education
Health and Care Management
Level 5
Programme Handbook**

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Welcome Message from the Provost

Hello, I am Professor Dilshad Sheikh, Provost of Arden University. With over 24 years teaching experience, I would like to welcome you to this exciting Diploma HE Health and Care Management course. I oversee a highly experienced management and teaching team with lots of vocational experience in health and care management. I am sure that they look forward to both teaching you on the course and to sharing their experiences. I wish you every success on the course and look forward to witnessing your progress and development as an Arden University student.

Welcome Message from the Head of School of Leadership and Service Industry Management

Welcome to the School and your programme at Arden University. Our aim is to provide a great experience and breadth of opportunities for students who want to gain knowledge, pursue a career, and/or conduct research in any area of the health and social care sector. We have a diverse student body but all share the same goal – to deliver confident and informed leadership and management for the clinical and non-clinical workforce. Good luck with your studies and your future path.

Stephanie West

Welcome Message from the Distance Learning Diploma HE Programme Lead

As your Programme Leader (PTL) I am responsible for the structure and delivery of your Diploma HE and I am delighted to welcome you to the student body at Arden. I'm sure you will be feeling a mixture of excited and nervous as you start this journey, partly because you probably haven't done anything like this before. Well, don't worry, we have! We see new students just like you every day and it gives us enormous pleasure to help you develop in both skills and confidence. You may come across me during your studies because I also teach on the programme, but if not, you must always feel free to contact me at any time with your concerns or suggestions so I can do my best to ensure you get the help you need and the programme runs as smoothly as possible.

Lisa Taylor-Clarke

Introduction to the Diploma in Higher Education Level 5 Health and Care Management

The Diploma in Health and Care Management provides higher education in the management of health and social care, a Level 5 qualification. The curriculum offers a core knowledge in the essential skills that are intrinsic to the successful provision of systems, services, and outcomes in the sector.

Programme Aims:

- Develop knowledge and appreciation of the factors that drive local, national, and global health and care services, their management and how these impact service provision, leadership, and collaboration.
- Assess core health and social care structures, organisation, and delivery and the attributes required to effectively operate in individual practices as well as within multidisciplinary teams.

Programme Learning Outcomes:

1. Evaluate how leadership approaches, theories, tools, and models are used in a variety of health and care contexts to support effective service planning and implementation.
2. Assess the skills necessary to operate as an effective healthcare manager committed to a set of professional values and can lead and manage meaningful change in service delivery.
3. Analyse the importance of recognising the impact of critical leadership factors such as compassionate care, ethical care and equality and diversity on care provision for multicultural communities.
4. Evaluate the role of preventive health approaches and interventions in promoting local and national service management.
5. Operate within local and national systems for safeguarding people and act ethically and with integrity, considering the impact of personal actions on other people.
6. Know what organisations and managers/leaders should expect from regulators and how to challenge inappropriate decisions and demonstrate curiosity and awareness of how bureaucratic responses to regulation can impact people’s lives negatively

Programme Structure

Module Code	Module Name	Level	Core or Optional	Assessment
HCM4001	Essential Skills for Health and Care Management	4	Core	- Essay
HCM4002	Meeting the Needs of Service Users	4	Core	- Presentation
HCM4003	Communication and Interprofessional Collaboration	4	Core	- Podcast
HCM4006	Health Promotion	4	Core	- Academic poster
HCM4007	Inclusive rights-based safeguarding in health and care	4	Core	- Training session
HCM4008	Independent regulation of health and care in the UK	4	Core	- Team resource

Module Code	Module Name	Level	Core or Optional	Assessment
HCM5001	Fundamentals of Health and Care Finance	5	Core	- Tasks
HCM5003	Concepts and Leadership Theories in Health and Care	5	Core	- Portfolio
HCM5004	Resource Planning in Multidisciplinary Working	5	Core	- Presentation
HCM5005	Digital Health Leadership	5	Core	- Initiative Pitch
HCM5006	Evidence Based Practice	5	Core	- Critical review
HCM5007	Compassionate Leadership	5	Core	- Critical reflection

Level 4 120 credits (e.g. Year 1)

Essential Skills for Health and Care Management (20 credits)

This module provides an opportunity to acquire key transferable skills in the practice of care, including self-assessment, reflection, and development in the context of care management. You will develop effective communication skills and the ability to assess emotional intelligence in yourself and others, helping you to enhance your care performance and further your career development. The module lays the foundations for the effective manager and practitioner skills that you will study in greater detail later in the course.

Meeting the Needs of Service Users (20 credits)

To provide high quality service that meets individual needs, the views and perceptions of those on the receiving end must be carefully taken account of, valued, and acted upon. This module aims to equip you with the knowledge and skills necessary to meaningfully plan, organise, and deliver service using a culture of partnership and collaboration. The module also highlights the importance of careful documentation in ensuring seamless care and facilitating the service user journey.

Communication & Interprofessional Collaboration (20 credits)

By showcasing collaborative concepts in practical settings, this module aims to highlight the significance of multi-professional and inter-professional teamwork. You will be encouraged to apply relevant theoretical concepts to real-world contexts, and gain skills in communicating effectively and being a proactive member of a team. Learning material will incorporate service and carer perspectives to give you transferable skills in service delivery.

Health Promotion (20 credits)

The purpose of this module is to provide an overview of the origins and theories that inform health promotion activities, as well as knowledge, skills, and practice relating to health, health education, and health promotion. It will explore the individual, social, economic, and societal factors that can impact health and well-being, as well as how ethical and political domains can influence health promotion. You will learn to plan and implement health interventions through behaviour change, health education, and policy.

Inclusive rights-based safeguarding in health and care (20 credits)

This module will develop your understanding and practical application of safeguarding in the context of human rights and inclusion. It will explore inclusion, language and culture, as well as different approaches to ethical safeguarding. The legislative and regulatory landscape of safeguarding will also be covered, including local and national systems, closed cultures, and learning from experience.

Independent regulation of health and care in the UK (20 credits)

This module aims to develop a robust knowledge of the independent regulation of health and care in the UK. Through exploring the history, landscape, and variety of regulatory bodies, you will begin to understand the responsibilities of these bodies and their importance in genuinely improving services and outcomes for individuals. You will also develop the ability to understand what organisations and managers should expect from regulatory bodies and how to challenge inappropriate decisions.

Level 5 120 credits (e.g. Year 2)

Fundamentals of Health & Care Finance (20 credits)

This module has been designed to develop your knowledge and skills in the field of financial control and budgeting within both domestic and international health and social care settings. It will explore financial resource management in great detail, including financial techniques for increasing performance and value delivered to service users. You will learn to plan, prepare, monitor, and communicate financial information, use financial spreadsheets, identify drivers for financial performance, and make effective financial decisions.

Concepts & Leadership Theories in Health & Care (20 credits)

This module will further your knowledge of leadership in the health and care industry. Topics will include organisational culture, team formation and leadership theories and styles. You will explore the contemporary issues facing leaders today, such as emotional intelligence, creating effective teams, and building human-centred leadership and culture in health and care organisations.

Resource Planning in Multidisciplinary Working (20 credits)

This module will develop your knowledge of management theory and practice in resource planning, control, and decision-making, particularly in a multi-disciplinary work environment where collaboration is essential. Person-centred resource management will be explored with an emphasis on theories explaining the ways in which health and care organisations plan and mobilise their resources.

Digital Health Leadership (20 credits)

New technologies are transforming and disrupting every corner of the health and care sector, enabling more efficient service delivery, faster and more accurate diagnosis, better treatment and patient outcomes, and much more. This module will provide you with a thorough understanding of the impact and challenges of technological advances in health and care. It will explore various perspectives of health and care professionals and consumers, as well as provide you with industry-relevant transferable skills.

Evidence Based Practice (20 credits)

This module will introduce and explore evidence-based practice within the healthcare sector, including its utility in proposing treatments, improving outcomes, and prompting positive systematic change. You will have the opportunity to deliberate historical and current health issues and put forward your own ideas for improving patient health and well-being. You will also develop the skills to apply critical literature analysis, quantitative and qualitative data, and research to solve prominent healthcare issues.

Compassionate Leadership (20 credits)

Mental health is a key focus of managers in health and social care settings. Understanding employee wellbeing and mental health fosters more supportive working environments, increased employee retention, and improved team dynamics. This module will further your understanding of the impacts and challenges of staff wellbeing and mental health. You will explore various perspectives of healthcare managers and staff, as well as develop practical transferable skills in managing staff mental health and wellbeing.

Accreditation and PSRBs

This programme is within the Faculty of Business and Innovation and so supported by the Chartered Management Institute (CMI), meaning you'll receive student membership for the duration of your studies.

The School is Endorsed by Skills for Care and holds the Quality Mark from Skills for Health and so the programme holds this recognition with employers and organisations in the health and social care sector.

We are education partners with the Institute of Health & Social Care Management (IHSCM) and you will receive comprehensive membership and access to all membership opportunities for the duration of your studies.

Library Resources

As an Arden University student, you have access to an extensive Digital Library containing journals and eBooks as well as a range of academic and industry databases that you can use to research and gain in-depth information on your area of study. The Library Portal can be accessed under the My Resources section of ilearn or by going to <https://library.arden.ac.uk/>.

You will use your Arden Office 365 login credentials to access the resources available through the Library. Your Arden Office 365 details along with details on how to recover your password will be supplied to you via email when you register for your programme. If you have not received this email or require assistance with your Office 365 credentials, please contact help@arden.ac.uk and a member of the team will be happy to assist.

You will find a wide range of resources to explore in the Library Portal and you will utilise these at different stages of your studies. We recommend that you get started with the Library Portal by exploring the [Subject Guide](#) for your area of study and by accessing your BibliU account using your Arden Office 365 email address and password. [BibliU](#) is our new eBook platform which provides individual access to many of the key texts you will use on your programme of study. Take a look at this handy [video](#) on some of the key features of BibliU.

Opportunities for Further Study

Following successful completion of the Distance Learning Diploma in Higher Education Level 5 Health and Care Management, you can progress your studies through one of several considered pathways:

You can enrol directly to the third year/level of the degree programme: BSc (Hons) Health and Care Management Top Up programme which qualifies you to Level 6.

You can move to an apprenticeship route, if you have an employer in place to support you. This will qualify you with a degree on full completion.

If you achieve a degree level qualification, you can then progress to postgraduate study in our Master's programmes, an apprenticeship and/or a MBA, all contextualised for health and care at Arden University.

Programme Evaluation

Module Evaluations

Student feedback is gathered during each module, and you will be asked to complete a survey on iLearn asking a number of questions to which you can give a score rating your satisfaction as well as free text boxes allowing you to expand on your answers or add further information. The results of these surveys are anonymised and are used by Programme Committees, the Student Experience Committee, and programme teams to identify areas for improvement.

Programme Committees

Programme Committees occur on a quarterly cycle and consider the data and feedback from staff, external examiners, and students. Action required for enhancement or to address any concerns will be added to an action plan which is reviewed and updated throughout the year.

Annual Monitoring

Annual monitoring takes place annually and examines the delivery of the programme over the preceding year. Annual monitoring looks at student outcomes, student feedback, and any relevant programme level data and informs improvements or changes to be made to the programme if necessary. The university's Quality and Standards Committee receives all the Annual Monitoring Reports and reviews them to generate an institutional level action plan to guide developments that cut across multiple programmes.

Periodic Review

Periodic review takes place on a five-year cycle following validation. The periodic review process involves a panel, which includes external members and student representation, which reviews all of the information about the programme from its validation or its previous periodic review. This data is reviewed to ensure that the programme is still valid and meeting expectations. This involves examining statistics at a module and programme level relating to student progression, pass rates, average grades, and degree classifications, as well as reviewing the curriculum for currency and suitability. The outcome of periodic review may be to keep the programme running in its current form, to make various modifications to specific modules, or to revalidate the programme in full.

External Examiners

External examiners are appointed to each module. They are subject experts from other universities who provide impartial and independent feedback on the quality and standards of our programmes in relation to national standards and frameworks. Part of their role is to review assessment briefs before they are released, to review a sample of assessments and the marks awarded and confirm if they are appropriate before the marks are confirmed.

Further Information

Student Handbook

You will have received your student handbook with your offer pack, it can also be found on iLearn on the A-Z.

Module Definition Forms

You can find the Module Definition Forms (MDFs) for the modules on your programme on iLearn.

Programme Specification

You can find the specification for your programme on the Arden University website, here: [Programme Specifications | Arden University](#)

Useful Contacts

Contact	Email
Academic Skills Tutors	study-skills@arden.ac.uk
English Language Hub	englishlanguagehub@arden.ac.uk
Library Services	libraries@arden.ac.uk