Resources for the Team Leading and Management qualifications

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but candidates are not expected to reproduce other people's written work. Each unit contains a list of suitable resources as appropriate, however listed below is a summary of the resources OCR has suggested for each level.

OCR strongly advises that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate work-based contact, vocationally experienced delivery personnel, and real life case studies. Candidates should be encouraged to read around the subject and have an appropriate knowledge of the application of the appropriate legislation (eg Health and Safety).

In addition, each unit contains guidance on the resources required. Staff conducting assessment must understand fully the requirements of these qualifications. Centres should ensure that appropriate physical resources are made available to candidates.

The NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk .

OCR Level 2 NVQ Certificate in Team Leading

Level 2 NVQ Certificate in Team Leading (QCF) James Alan Parker, Eleanor Crosby ISBN: 9781444154382 http://www.hoddereducation.co.uk/Dynamic-Pages/Title-Details.aspx?isbn=9781444154382

Summary:

This textbook will support students in completing their Level 2 NVQ in Team Leading quickly and easily, especially when their assessor is not available.

Suitable for all awarding bodies, all NVQ jargon and the NVQ process is covered in full, with clear explanations so students know exactly what they need to do. For each unit there is a simple explanation of the kind of evidence they need to provide and ideas about how they might generate this evidence in their own job. All the knowledge and understanding that make up the course are also covered, so students won't get stuck in the time between assessor visits.

OCR Level 3 NVQ Certificate in Management

Books

GOLD, J. THORPE, R. and MUMFORD, A. (April, 2010) Leadership and Management Development. ISBN: 1843982447

MacBeath, J. (ed) (2008) Connecting Leadership and Learning: Principles for Practice ISBN-10: 0415452953

Northouse G., (2009) Leadership: Theory and Practice [Paperback] ISBN-10: 1412974887

Collins, J. Drucker, P and Maciariello, (2009) J A Management ISBN-10: 0007312113

Silverman, G.(2008) Compliance Management for Public, Private, or Non-Profit Organizations McGraw-Hill Professional ISBN-10: 0071496408

NEWTON, R. (2007) Managing Change Step by Step: All You Need to Build a Plan and Make it Happen. ISBN-10: 0273711776

VAN HAREN (2010) Change Management – A Practitioner Guide. ISBN-10: 9087535732

Johnson, C. and Keddy, J (2010) Managing Conflict at Work: Understanding and Resolving Conflict for Productive Working Relationships ISBN-10: 0749459522

TAYLOR, S. (June 2008) People Resourcing. ISBN: 184398198X

LEWIS, D. AND SARGEANT, M. (June 2009) Essentials of Employment Law. ISBN: 1843982315

Eckerson, W (2010) Performance Dashboards: Measuring, Monitoring, and Managing Your Business, 2nd Ed. ISBN-10: 0470589833

Lock, D (2007) The Definitive Guide to Project Management: The Fast Track to Getting the Job Done on Time and on Budget (Financial Times Series), ISBN-10: 0566087723

Scott, D M (2010) The New Rules of Marketing and PR: How to Use Social Media, Blogs, News Releases, Online Video, and Viral Marketing to Reach Buyers Directly (New ... & PR: How to Use Social Media, Blogs,) ISBN-10: 0470547812

Cook,S (2010) Customer Care Excellence: How to Create an Effective Customer Focus (6th Ed) ISBN-10: 0749457058

Tomas, S (2009) Lean Tools and Techniques for Customer Satisfaction and Competitive Advantage (Resource Management) ISBN-10: 0849350255

Websites

Virtual Leadership Development http://www.dalecarnegie.com/kc/
Leadership Skills you can Learn http://www.what-are-good-leadership-skills.com/
Small Business UK http://www.smallbusiness.co.uk/
Business Link http://www.businesslink.gov.uk
ACAS Code of Practice 1 on Disciplinary and Grievance Policy and Procedures (2009) http://www.acas.org.uk/

ACAS Redundancy Handling (2009) http://www.acas.org.uk/
Health & safety legislation www.hse.gov.uk/legislation/index.htm
www.direct.gov.uk/en/Employment/**Health**And**Safety**AtWork/
Chartered body for health and safety professionals http://www.iosh.co.uk/

OCR Level 5 NVQ Diploma in Management

Books

JOHNSON, G., SCHOLES, K. and WHITTINGTON, R. (2008) Exploring Corporate Strategy. Prentice Hall

FLEISHER, C.S. and BENSOUSSAN, B. (2002) Strategic and Competitive Analysis. Prentice Hall

GOLD, J. THORPE, R. and MUMFORD, A. (April, 2010) Leadership and Management Development. ISBN: 1843982447

MacBeath, J. (ed) (2008) Connecting Leadership and Learning: Principles for Practice ISBN-10: 0415452953

Northouse G., (2009) Leadership: Theory and Practice [Paperback] ISBN-10: 1412974887

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GOLD, J. THORPE, R. and MUMFORD, A. (April, 2010) Leadership and Management Development. ISBN: 1843982447

Johnson, C. and Keddy, J (2010) Managing Conflict at Work: Understanding and Resolving Conflict for Productive Working Relationships ISBN-10: 0749459522

TAYLOR, S. People Resourcing (2008) ISBN: 184398198X

Eckerson, W (2010) Performance Dashboards: Measuring, Monitoring, and Managing Your Business, 2nd Ed. ISBN-10: 0470589833

GATES, BILL (2002) Business at the Speed of Thought. ISBN 9780141941882

De BONO, EDWARD (2000) New Thinking for the New Millennium. ISBN 9780140287769

Cook,S (2010) Customer Care Excellence: How to Create an Effective Customer Focus (6th Ed) ISBN-10: 0749457058

RUSSELL, J.P. The Quality Audit Handbook. ISBN: 0873893743

PHILLIPS, A.W. (2009) ISO 9001:2008 Internal Audits Made Easy: Tools, Techniques, and Step-By-Step Guidelines for Successful Internal Audits, Third Edition ISBN-10 0873897518

HOOKS, I.F. AND FARRY, K. A. (2000) Customer-centered Product Development: Creating Successful Products Through Smart Requirements Management. ISBN: 9780814405680

OOSTERWAL, D.P. (2010) The Lean Machine. ISBN: 9780814413784

Collins, J. Drucker, P and Maciariello, (2009) J A Management ISBN-10: 0007312113

Silverman, G.(2008) Compliance Management for Public, Private, or Non-Profit Organizations McGraw-Hill Professional ISBN-10: 0071496408

NEWTON, R. (2007) Managing Change Step by Step: All You Need to Build a Plan and Make it Happen. ISBN-10: 0273711776

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Tomas, S (2009) Lean Tools and Techniques for Customer Satisfaction and Competitive Advantage (Resource Management) ISBN-10: 0849350255

CITROEN, C. (2009) Study of Strategic Decision Making Processes. ISBN 3838321545

CIPD Executive Briefing, Vision and Values: organisational culture and values as a source of competitive advantage, by John Purcell, Sue Hutchinson, Nick Kinnie, Juani Swart and Bruce Rayton. CIPD Bookshop

DAVILA, T., EPSTEIN, M.J. AND SHELTON, R. (2005) Making Innovation Work: How to manage it, measure it and profit from it. Wharton School Publishing

WEETMAN, P. (2002) Management Accounting ISBN: 027365778X

THOMAS, W. E. Readings in Cost Accounting, Budgeting and Control ISBN: 9780538013406

MAYLOR, H. (2010) Project Management. ISBN13: 9780273704324

Websites

Virtual Leadership Development http://www.dalecarnegie.com/kc/
Leadership Skills you can Learn http://www.what-are-good-leadership-skills.com/
Small Business UK http://www.smallbusiness.co.uk/
Business Link http://www.businesslink.gov.uk
ACAS website on staff management and retention: www.acas.org.uk
Health & safety legislation www.hse.gov.uk/legislation/index.htm
www.direct.gov.uk/en/Employment/**Health**And**Safety**AtWork/i...
Chartered body for health and safety professionals http://www.iosh.co.uk/

Lombardi Business Process Management products: www.lombardisoftware.com
Articles, news, research on Business Process Management www.bpm.com
ACAS Code of Practice 1 on Disciplinary and Grievance Policy and Procedures (2009)
http://www.acas.org.uk/
ACAS Redundancy Handling (2009) http://www.acas.org.uk/
Mind Tools. e-book available to download from www.mindtools.com
Business Case Studies www.thetimes100.co.uk
Innovation UK http://www.innovationuk.org/
The Outsourcing Institute   www.outsourcing.com
Outsourcing Journal www.outsourcing-journal.com
Association for Project Management www.apm.org.uk

OCR Level 7 NVQ Diploma in Management

Books

LAWRIE, A. (2001) The Complete Guide to Business and Strategic Planning. ISBN 1 900360 87 X

GOLD, J. THORPE, R. and MUMFORD, A. (April, 2010) Leadership and Management Development. ISBN: 1843982447

CANNON, J.A. and McGEE, R. (2008) Organisational Development and Change. ISBN: 1843981947

HUGHES, M. (2006) Change Management a Critical Perspective. ISBN: 1843980703

NOLAN, T. M., GOLDSTEIN L.D. AND GOLDSTEIN, J. (2008) Applied Strategic Planning. ISBN 9780787988524

OLSEN, E. (2007) Strategic Planning for Dummies. ISBN 9780470037164

Margaret May. FT Executive Briefing, Transforming the Finance Function. Pearson Education

BARON, A. and ARMSTRONG, M. (2007) Human capital management: achieving added value through people. London: Kogan Page.

ANDERSON, V. (2007) The value of learning: from return on investment to return on expectation. Research into practice. London: Chartered Institute of Personnel and Development.

Business Process Management Journal ISSN: 1463-7154

STANFORD, N. (2007) Guide to Organisation Design: Creating High Performance and Adaptable Enterprises. ISBN-10: 1861978022

ROBERTS, J. (2007) The Modern Firm, Organizational Design for Performance and Growth. ISBN-10: 0198293750

CITROEN, C. (2009) Study of Strategic Decision Making Processes. ISBN 3838321545

CIPD Executive Briefing, Vision and Values: organisational culture and values as a source of competitive advantage, by John Purcell, Sue Hutchinson, Nick Kinnie, Juani Swart and Bruce Rayton. CIPD Bookshop

DAVILA, T., EPSTEIN, M.J. AND SHELTON, R. (2005) Making Innovation Work: How to manage it, measure it and profit from it. Wharton School Publishing

WEETMAN, P. (2002) Management Accounting ISBN: 027365778X

THOMAS, W. E. Readings in Cost Accounting, Budgeting and Control ISBN: 9780538013406

MAYLOR, H. (2010) Project Management. ISBN13: 9780273704324

Websites

Strategic Planning Society at: www.sps.org.uk
Virtual Leadership Development http://www.dalecarnegie.com/kc/
ACAS www.acas.org.uk
Health and Safety Executive www.hse.gov.uk
CIPD Download, Talent Management and succession Planning: www.cipd.co.uk/bookstore
Case Studies available at www.manpowerplanning.co.uk
The United Kingdom Accreditation Service: www.ukas.com
Chartered Quality Institute: www.thecqi.org
Business Process Management Institute www.bpminstitute.org
Mind Tools. e-book available to download from www.mindtools.com
Business Case Studies www.thetimes100.co.uk
Innovation UK http://www.innovationuk.org/
The Outsourcing Institute   www.outsourcing.com
Outsourcing Journal www.outsourcing-journal.com
Association for Project Management www.apm.org.uk