OSM - Diploma in Energy Management

Syllabus

C O N T E N T S

INTRODUCTION

This programme of study is designed for individuals working within an energy management role eg Climate Manager, Sustainability Manager or those aspiring to such a position.

The aim of the programme is to enable the operational manager to improve the effectiveness and efficiency of the management of energy resources and the development of key management skills/knowledge.

ASSESSMENT

Individuals are required to complete a written assessment for each unit of study. A 'Business Report Writing' handout will be given to individuals as part of their induction material clearly showing the structure to follow.

Each unit report should be 2500-3000 words in length. Individuals will have 4 weeks in order to complete and submit their report for assessment

CMI ACCREDITATION

As an approved centre for the CMI (Chartered Management Institute), individuals successfully completing the OSM Diploma in Energy Management are able to gain the internationally recognised CMI Level 5 - Diploma in Management & Leadership qualification (at an additional cost for the CMI candidate reg/cert fee).

The assessment reports for the following units will be submitted to the CMI;

OSM Unit	Title	CMI Unit
OSM41	Meeting Stakeholder & Quality Needs	5005V1
OSM42	Personal Development As A Manager & Leader	5001V1
OSM43	Managing Team & Individual Performance	5003V1
OSM47	Conducing a Marketing Plan	5008V1
OSM49	Conducting a Management Project	5006V1

UNIT CONTENT

OSM41 - Meeting Stakeholder & Quality Needs
(mapped to CMI 5005V1)

Aim: The unit is about meeting stakeholder requirements to agreed quality standards and seeking improvements.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Understand how to identify stakeholders and their requirements	1.1 Determine organisational behaviour and their expectations 1.2 Discuss methods of meeting stakeholder expectations or requirements 1.3 Evaluate methods of communicating stakeholders' requirements with team members 1.4 Explain processes for updating information on stakeholder requirements
2) Understand how to apply and improve quality standards	2.1 Evaluate the meaning of quality to an organisation 2.2 Establish how to apply organisational quality policies and procedures 2.3 Determine how to encourage staff to contribute ideas to improving quality
3) Be able to conduct a quality audit	3.1 Conduct a quality audit and make recommendations for improvement
4) Understand how to promote continuous improvement and change	4.1 Discuss the concept of and need for continuous improvement 4.2 Evaluate work activities and identify areas for improvement 4.3 Determine a range of methods that can be used to encourage staff to contribute ideas for continual improvement

OSM42 - Personal Development As A Manager and Leader

(mapped to CMI 5001V1)

Aim: The unit is about assessing and improving individual management and leadership skills and competencies against objectives.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to assess and plan for personal professional development	1.1 Identify the importance of continual self-development in achieving organisational objectives 1.2 Assess current skills and competencies against defined role requirements and organisational objectives 1.3 Identify development opportunities to meet current and future defined needs 1.4 Construct a personal development plan with achievable but challenging goals
2) Be able to plan the resources required for personal professional development	2.1 Identify the resources required to support the personal development plan 2.2 Develop a business case to secure the resources to support the personal development plan
3) Be able to implement and evaluate the personal development plan	3.1 Discuss the processes required to implement the personal development plan 3.2 Evaluate the impact of the personal development plan on the achievement of defined role requirements and organisational objectives 3.3 Review and update the personal development plan
4) Be able to support and promote staff welfare	4.1 Discuss the relationship between staff welfare and organisational objectives 4.2 Explain the process for assessing staff welfare 4.3 Explain the actions to be taken by the manager in dealing with a staff welfare issue

OSM43 - Managing Team and Individual Performance
(mapped to CMI 5003V1)

Aim: The unit is about the management of individual and team performance and how to improve performance

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to identify and agree performance objectives for your team and individuals	1.1 Explain the links between individual, team and organisational objectives 1.2 Identify the selection of individual team objectives for agreement 1.3 Identify areas of individual and team responsibility in achieving objectives 1.4 Identify the need to create an environment of trust and support with others
2) Be able to assess performance against objectives and provide feedback	2.1 Evaluate individual and team performance against objectives 2.2 Examine methods of feedback to individuals and teams in relation to their performance against agreed objectives 2.3 Examine the causes of conflict, and strategies used to minimise or prevent conflict 2.4 Explain recording systems for performance assessment for individuals or teams
3) Be able to provide advice, guidance and support to improve performance	3.1 Examine how the performance improvement cycle can support an individual and the team to improve upon their performance 3.2 Discuss the indicators of poor performance 3.3 Evaluate a range of methods that support performance improvement
4) Be able to apply the organisation's disciplinary and grievance procedures	4.1 Discuss the organisation's disciplinary and grievance procedures 4.2 Examine the role of the manager in implementing both a disciplinary and a grievance procedure 4.3 Summarise key aspects of legislation to an organisation's disciplinary and grievance procedures

OSM44 - Development And Implementation of Energy Policies and the Promotion of Energy Efficiency

Aim: The unit is about how an organisation manages energy, encouraging a culture of energy efficiency through sound policies and strategies.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to justify the benefits of an efficiency energy policy and encourage a culture of energy efficiency within an organisation	1.1 Illustrate the organisational structure, roles and responsibilities for energy efficiency 1.2 Explain the benefits of energy efficiency internally, thereby promoting and understanding of, and enthusiasm for identified opportunities 1.3 Promote the benefits of achievements and encourage/respond to feedback
2) Be able to develop an energy policy for an organisation	2.1 Identify the process for implementing energy policies and procedures - advantages and disadvantages 2.2 Implement energy policies and procedures
3) Be able to collect and analyse information on energy uses in an organisation and make recommendations to improve efficiency, justifying them on a cost/benefit basis	3.1 Demonstrate an understanding of the importance of gathering information and record keeping to support the recommendations 3.2 Carry out an energy audit which clearly shows the assessment of potential savings 3.3 Identify resources - money, people, equipment to support the recommendations
4) Be able to conduct a survey to establish the attitudes and commitment of staff to improving energy efficiency	4.1 Measure the effect of staff commitment on improving energy efficiency
5) Be able to analyse the different energy supply options for an organisation and make recommendations, justifying them both qualitatively and quantitatively	5.1 Analyse the energy suppliers, tariffs and fuel costs, different sources and their suitability and effectiveness 5.2 Identify clear/concise methods of communication in relation to energy efficiency 5.3 Demonstrate how to influence and gain support and commitment through the use of sound reliable information

OSM45 - Monitor, Evaluate and Identify Improvements to Energy Efficiency

Aim: The unit is about how an organisation develops, monitors and evaluates performance in energy efficiency.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to analyse the factors which affect energy usage within an organisation	1.1 Discuss the impact of energy usage on the environment 1.2 Outline the importance of monitoring energy usage within the business 1.3 Analyse the factors affecting energy usage within the organisation
2) Be able to establish policies, procedures and responsibilities with respect to energy management, taking into account Health & Safety & Environment Legislation	2.1 Identify the effects of Health & Safety legislation on energy usage and savings 2.2 Motivate employees in the process of energy management 2.3 Develop effective communications across the organisation to advise teams on energy usage 2.4 Increase and monitor employee awareness levels on energy usage
3) Be able to collect and record energy management information for a given situation	3.1 Demonstrate an understanding of the importance of recording, storing and providing accurate and up-to-date information 3.2 Identify systems to measure organisational performance on energy usage
4) Be able to design systems to plan, monitor and evaluate energy usage	4.1 Discuss best practice in energy efficiency and the methods available 4.2 Identify a range of products/services and technological innovations to assist energy management and the advantages/disadvantages
5) Make a case for implementing measures to improve energy efficiency	5.1 Demonstrate an awareness of the external support programmes available to organisations 5.2 Plan and gain approval for resources

OSM46 - Systems Development and Implementation Which Measure Energy Usage to Support Energy Efficiency

Aim: The unit is about how an organisation manages energy, encouraging a culture of energy efficiency through sound policies and strategies.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to enhance efficiency by building on organisational strengths and overcoming weaknesses	1.1 Assess and develop the knowledge, understanding, skills and competencies required by those who undertake energy efficiency planning and application 1.2 Encourage and provide constructive feedback, provide advice and support, and which encourage team and individual involvement in the ongoing improvement and application of energy usage and energy efficiency
2) Be able to introduce energy management systems, tools and techniques, with a particular focus on applications improvement of energy information and communications procedures	2.1 Develop, set targets, measure, record assess and improve energy performance, usage and efficiency 2.2 Identify methods which seek out information and analytical procedures and assess changes to work practices and activities indicated by trends and developments in the use of energy 2.3 Focus on procedures which prevent/resolve poor performance in energy usage and seek energy efficiency
3) Be able to establish effective and efficient energy information and communications procedures which seek to establish partnerships between those concerned, and through it commitment to the continuous improvement of the efficient use of energy	3.1 Establish systems and procedures which effectively and clearly communicate progress, findings and areas for improvement
4) Select appropriate monitoring and evaluation methods which identify poor uses of energy and lead to corrective action	4.1 Identify benchmark examples of good practice in energy efficiency and the application of best practice initiatives

OSM47 - Conducting a Marketing Plan
(mapped to CMI 5008V1)

Aim: The unit is about understanding the role of marketing, the organisation's current market position and planning for widening markets

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Understand the role of marketing in achievement of organisational objectives	1.1 Explain marketing as a tool in the management process 1.2 Describe how the role of marketing can identify and predict the needs of current and potential stakeholders
2) Understand the organisations current markets and/.or sectors within which it operates	2.1 Evaluate the current position of the organisation within its chosen sector or market 2.2 Determine a future market or sector position for the organisation in line with organisational objectives 2.3 Identify other parts of the organisation which are impacted and involved in a future market or sector plan
3) Be able to develop a marketing plan that contributes towards achieving organisational objectives	3.1 Construct a marketing plan to support organisational objectives 3.2 Devise strategies to support the implementation of the marketing plan 3.3 Implement the marketing plan 3.4 Assess the progress of the marketing plan 3.5 Evaluate how well the implementation of the marketing plan meet with the organisational objectives

OSM48 - Managing Financial & Non-Financial Resources

Aim: The unit is about the generic principles, methods and techniques for planning, managing and analysing the use resources available to the manager. This includes physical, financial and human resources and the factors affecting their use - organisational, legal, ethical and environmental.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to analyse non-financial resource use in your area and prepare short/medium term resource plans	1.1 Analyse trends and how these impact on resource planning 1.2 Identify resource requirements by applying analytical techniques 1.3 Select from a range of suppliers and establish effective agreements which take account of legal, ethical, environmental and organisational requirements. 1.4 Develop short/medium term resource plans
2) Be able to forecast expenditure based on trends/developments and show how this budget links with the rest of the organisation	2.1 Control, record and monitor efficient use of resources using agreed targets and measures 2.2 Forecast expenditure based on the trends and developments you identify 2.3 Identify corrective actions in response to budget variances
3) Be able to evaluate expenditure options using a range of appropriate financial tools/techniques and prepare and present a business case for expenditure in your area	3.1 Analyse financial information using a range of techniques 3.2 Identify/evaluate expenditure options using techniques such as cost benefit and break-even analysis 3.3 Make a well-argued and costed business case for expenditure
4) Be able to define a process which encourages others to take/share responsibility for identifying and communicating resource use, planning, recording and monitoring resource use	4.1 Identify the principles and techniques underpinning the effective use of resources
5) Understand the purpose of budgetary systems/financial responsibilities	5.1 Control the budget/expenditure within your area of responsibility
6) Be able to define the requirements for the selection of suppliers	6.1 Manage relationships with suppliers and address problems that may arise 6.2 Obtain supplies, ensuring availability, continuity, consistency, quality and value for money

OSM49 - Conducting a Management Project

(mapped to CMI 5006V1)

Aim: The unit is about identifying, researching and producing a work-related project and evaluating its impact.

Learning Outcomes The Learner will;	Assessment Criteria The Learner can;
1) Be able to identify and justify a management project	1.1 Determine a management area for investigation that has an implication for a work-related area 1.2 Identify the aim, scope and objective of the project 1.3 Justify the aim and objective of the project
2) Be able to conduct research using sources and analyse data and options	2.1 Identify sources of data and information for the project 2.2 Analyse the data and information for options or alternatives that meet the project aim 2.3 Determine an option or alternative that meets the project aim
3) Be able to make conclusions and recommendations that achieve the project aim	3.1 Evaluate the research to make conclusions 3.2 Recommend a course of action to meet the project aim 3.3 Assess the impact of the project recommendations
4) Be able to show and review the results of the project	4.1 Determine the medium to be used to show the results of the project 4.2 Produce the results of the project 4.3 Discuss the impact of the project on the work related area