

Specification:

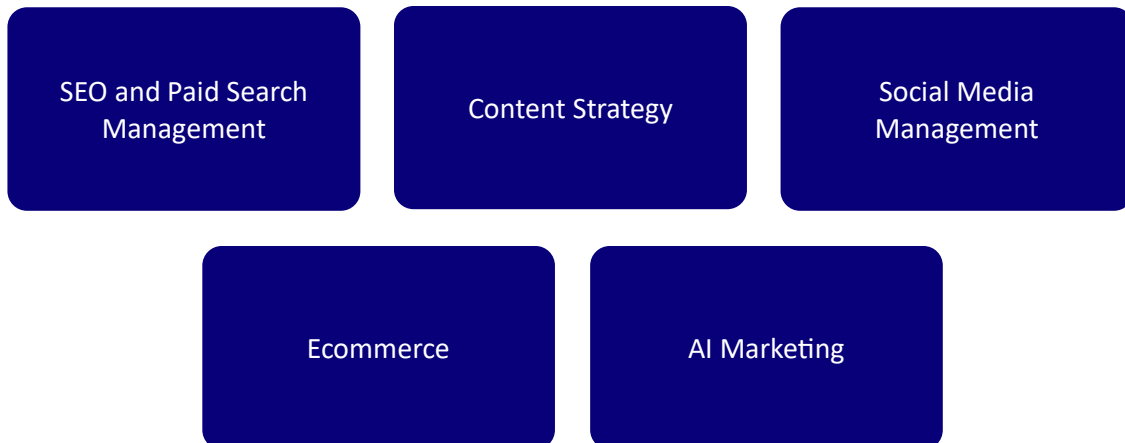
About CIM

For over 100 years, CIM has supported, represented and developed marketers, teams, leaders and the profession. We are the world's leading professional marketing body with over 28,000 members worldwide. We believe marketing is the critical factor in driving long term organisational performance. Our mission is to create marketing advantage for the benefit of professionals, business and society. In a world of increasing competition, transparency and change, finding a valued business advantage has never been as challenging. CIM strives for business leaders and opinion formers to recognise the positive contribution professional marketing can bring to their organisations, the economy and wider society. With 120 CIM study centres, in 36 countries, delivering our world-renowned qualifications and over 80 training courses, we're uniquely able to improve marketing capability at an individual and business level.

Specialist Awards

The CIM Level 6 Specialist Awards have been developed for Marketing managers and marketers working in operational and supervisory roles, who are looking to progress their strategic and management skills. Successful completion of a Specialist Award will equip the student with the knowledge, skills and understanding to support decision making within a digital context at an operational level and carry out an essential and successful professional marketing role within the workplace. These Specialist awards provide marketers with focused knowledge and expertise in specific areas of digital marketing while at the same time fitting in with either current carer goals, CPD or areas of interest within the Digital marketing sphere. These qualifications are designed to enhance skills, improve career prospects, and demonstrate a high level of proficiency in a particular marketing area.

CIM Level 6 Specialist Awards:



Specialist Award in Social Media Management

Aim:

Social media usage continues to grow with the proliferation of new platforms and tools. This Specialist Award provides strategic insights into how social media can enable an organisation to reach, nurture, and engage with its target audience. It provides the knowledge and skills to create an effective social media strategy, alongside successful management of social media platforms to drive audience engagement.

Specialist Award Content: Social Media Management

Level 6	Credit value: 9	Total Qualification Time: 90 hours Guided Learning Hours: 70 hours
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Purpose Statement

This Specialist Award covers the strategic management of social media. It covers three key areas: the first area develops the necessary knowledge and skills to create an integrated social media strategy, the second area develops skills in effective social media management; and the third area covers application of measures and tools to assess performance of social media activities.

Assessment

Learning Objective Weighting

Multiple Choice Test (MCT)		LO 1 – 40% weighting LO 2 – 40% weighting LO 3 – 20% weighting
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Learning Outcomes The learner will:	Assessment criteria The learner can:	Indicative content
1. Develop an integrated social media strategy	1.1 Describe research techniques to understand social media audiences	Social media listening, internal and external data sources customer journey, personas, changing customer behaviour, social media audit, setting social media objectives content strategy, integration of paid and organic social media activities. Management and engagement of communities
	1.2 Undertake a social media audit	
	1.3 Create a Social Media Strategy	
2. Know how to manage social media	2.1 Apply a range of techniques to manage a brand and its reputation on social media platforms	Content planning and management, brand tone and identity, reputation management, crisis management, social media management tools, influencers and community management, budgeting, timelines, legal aspects
	2.2 Recommend suitable ways to manage influencers and social media communities	
	2.3 Determine the resources required to successfully manage social media activities	
3. Apply key measures and tools to analyse social media activities	3.1 Recommend appropriate KPIs and metrics to monitor and measure social media activities	KPIs and metrics, reporting, testing, optimisation, tool selection, organisational risks, resources
	3.2 Evaluate the criteria for social media tool selection	

Assessment

The assessment methodology for the CIM Level 6 Specialist Awards are assessed via onscreen Multiple Choice Test (MCT). The MCT will utilise a variety of Multiple Choice Question (MCQ) Types allowing for the assessment of higher order thinking and different levels of cognitive demand.

When are results issued?

Results will be issued within 12 weeks of assessment sitting/submission. Results are made available to learners via e-mail and online via MyCIM portal. Certificates will be issued for each Specialist Award achieved.

Grading

Distinction (D) (80%+) 40-50 Marks

Merit (M) (70-79%) 35-39 Marks

Pass (P) (60-69%) 30-34 Marks

Fail (F) (0-59%) 0-29 Marks

Modes of study

Enrolment at a CIM Accredited Study Centre is required to study a CIM Specialist Award. The following modes of study are available:

- Face to face
- Blended
- Online
- Revision Support

Please visit <http://www.cim.co.uk/study-centres> for more information on which centres offer CIM qualifications and mode of study.

Specialist Awards Glossary

Level – this positions the level of the Specialist Award within the Regulated Qualifications Framework (RQF).

Credit value – each Specialist Award has a credit value which indicates how many credits are awarded when completed. The credit value also gives an indication of how long it will normally take to achieve a qualification. One credit usually equates to 10 hours of learning.

Total Qualification Time – this is the average amount of time it will take to complete the Specialist Award. This includes guided learning hours, practical and work-based learning, assessment preparation time and assessment time.

Purpose statement – gives a summary of the purpose of the Specialist Award.

Assessment – gives the assessment methodology for the Specialist Award.

Weighting – outlines the weighting for each of the Specialist Award learning outcomes.

Specialist Awards Specification: Social Media Management

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Learning outcome – the learning outcomes of the Specialist Award sets out what a learner will know, understand or be able to do as a result of successful completion.

Assessment criteria – specify the standard required to achieve each of the learning outcomes.

Indicative content – provides guidance on what is required to achieve the assessment criteria and related learning outcomes, however it is not intended to be an exhaustive list.

What do we mean by Command Words

Command words are used in every question/task/sub-task and are designed to inform the approach to the assessment. The list of command words below enables a clear indication of what is required at Level 6.

Level 6 Command Words

Command word, outlined explanation	Interpretation of command word
<p>Analyse Examine a topic together with thoughts and judgements about it</p>	Analyse new and/or abstract data and schools of thought and consider alternative solutions and outcomes independently, using a range of appropriate models, principles and definitions. Compare and analyse alternative models using appropriate rationale and criteria.
<p>Appraise Evaluate, judge or assess</p>	Provide a comprehensive and detailed critique of the subject area demonstrating an in-depth understanding and awareness.
<p>Argue Provide reasoned arguments for or against a point and arrive at an appropriate conclusion</p>	Engage in debate in a professional manner evidencing a comprehensive understanding and application of key principles.
<p>Assess Evaluate or judge the importance of something, referring to appropriate schools of thought</p>	Synthesise and assess new and/or abstract information and data in the context of a broad range of problems, using a range of techniques.
<p>Collect Systematically gather a series of items over a period of time</p>	Systematically gather a series of items over a period of time which demonstrate a critical understanding of the principal theories and concepts of the marketing discipline.

<p>Compare and contrast Look for similarities and differences between two or more factors leading to an informed conclusion</p>	<p>Synthesise and analyse the similarities and differences between two or more contexts.</p>
<p>Create Bring something into existence for the first time</p>	<p>Create a range of products of work relevant to marketing that demonstrate originality and creativity. Use a few skills that are specialised, advanced or at the forefront of marketing.</p>
<p>Define Write the precise meaning of a word or phrase. Quote a source if possible.</p>	<p>Define key words and terminology relevant to one or more specialisms some of which is informed by or at the forefront of the marketing discipline.</p>
<p>Demonstrate Explain using examples</p>	<p>Explain a broad range of ideas persuasively and with originality, using a wide variety of illustrative examples to underpin findings and exemplify points.</p>
<p>Describe Give a detailed account of something</p>	<p>Synthesise and analyse new and/or abstract ideas and information and present a clear description and account of the findings.</p>
<p>Determine Use research to check or establish something</p>	<p>Execute a defined project of research, development or investigation to identify evidence to support a course of action. Make judgements where data/information is limited.</p>
<p>Develop Take forward or build on given information</p>	<p>Build on detailed knowledge of marketing principles, theories and concepts using originality, creativity and insight. Use a combination of routine and advanced/specialist skills to develop complex ideas.</p>
<p>Discuss Investigate or examine by argument and debate, giving reasons for and against</p>	<p>Produce detailed and coherent arguments in response to well-defined and abstract problems using relevant marketing language.</p>
<p>Evaluate Make an appraisal of the worth (or not) of something, its validity, reliability, effectiveness, applicability</p>	<p>Select from a range of techniques to critically evaluate complex, contradictory information to support conclusions and recommendations and in the process review its reliability, validity and applicability.</p>
<p>Explain Make plain, interpret and account for, enlighten, give reasons for</p>	<p>Present complex information evidencing comprehensive knowledge, understanding and application of key principles.</p>

<p>Identify List the main points or characteristics of a given item</p>	<p>Critically identify elements of complex marketing problems and issues.</p>
<p>Illustrate Give examples to make points clear and explicit</p>	<p>Apply a wide variety of illustrative examples to underpin findings supported by references to wider reading to make points clear and explicit.</p>
<p>Justify Support recommendations, explanations or arguments, with valid reasons for and against</p>	<p>Communicate well-structured and coherent arguments relevant to marketing.</p>
<p>Outline Set out main characteristics or general principles, ignoring minor details</p>	<p>Selectively identify valid and relevant information from a range of sources, making judgements where data/information is limited.</p>
<p>Plan Put forward a proposal for a course of action, usually to achieve a goal</p>	<p>Produce a structured proposal for planned stages to achieve a goal in professional contexts that include a degree of unpredictability. Interpret, use and evaluate numerical/financial data to achieve the end goal.</p>
<p>Present Exhibit something to others</p>	<p>Make formal presentations about specialised topics to informed audiences that include professional peers, senior colleagues and specialists.</p>
<p>Recommend Put forward proposals, supported by a clear rationale</p>	<p>Produce reliable and valid conclusions and proposals based on abstract data and situation, appropriately contextualised to a marketing context.</p>
<p>Reflect Think carefully about something; consider something; review something that has happened or has been done</p>	<p>Review and critically analyse a range of complex issues in order to assess reasons for an item's success or failure and/or to identify improvements that can be made.</p>

For further information about all CIM qualifications please visit: www.cim.co.uk