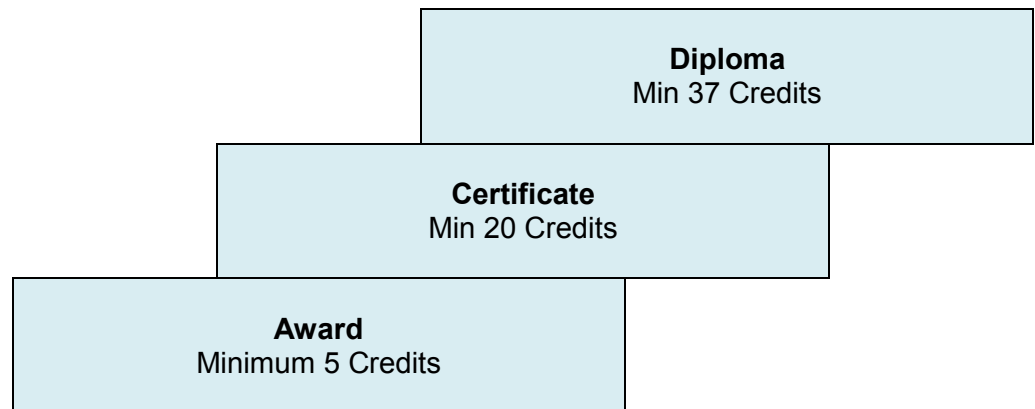


A Structured Approach to Development



The Award is a concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The mandatory unit 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and making decisions from gathering and interpreting information through to the effective communication of outcomes.

The Certificate provides a more comprehensive programme that builds and broadens the skills and knowledge gained in the Award. Here organisational change is explored, giving participants a deeper understanding of this critical workplace issue and providing them with the tools to plan for and deal with organisational upheaval. The crucial skill of time management is also explored in the fourth mandatory unit for the Certificate.

The Diploma develops a very comprehensive range of management skills, providing learners with the broad body of knowledge required by a first line manager. The qualification builds on the Award and Certificate, though is more suited to the practising manager. The additional mandatory units cover business communication – writing for business and making presentations – creativity and innovation for the workplace as well as information gathering and analysis, and managing customer service.

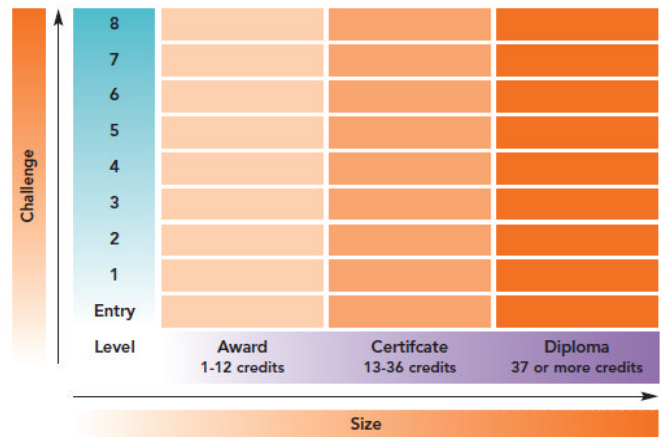
The ILM Level 3 NVQ in Management offers a different route to a Level 3 qualification with assessment through the submission of evidence, normally a portfolio and/or professional discussion, to demonstrate that the requirements are met at the relevant standard. Participants take four mandatory units (which look at managing resources, health and safety, leadership, and allocating/monitoring work) plus three optional units. The wide choice of optional units gives a high level of flexibility, allowing the qualification to be tailored to meet the varying needs of participants and employers across all employment sectors.

The **New Qualifications Framework** offers learners greater choice in the units of study they can take; flexibility on how they study and when they complete each unit; recognition of their achievements in the learner record - with the eventual potential to remove the need for individual learners to have to give employers, providers or awarding bodies paper records of all their previous achievements.

The key changes for employers is a system in which vocational qualifications are developed and approved based on employers' needs and the opportunity to have their in-house training nationally recognised.

Every unit and qualification in the framework will have a credit value (one credit represents 10 hours, showing how much time and effort it takes to complete) and a level between 'entry' and level 8 (showing how difficult it is).

So in the new framework you can have an award at level 1 or an award at level 8. This is because the qualification type 'award, certificate, diploma' represents the size of a qualification not how difficult it is.



The **Managing Information Across Partners (MIAP)** programme simplifies the way that information about learners and education and training organisations is collected, handled and shared. www.miap.gov.uk

The UK **Register of Learning Providers**, contains details of individual training organisations and the services they offer to learners and employers. **LDR Squared Ltd. ULPRN 10003797**

The **Unique Learner Number** is a 10 digit number that allows students over the age of 14 to build a lifelong record of their learning participation and achievements, which they can access securely and choose to share if they wish to.

| Which Units | | Award | Certificate | Diploma | Assessment |
|--------------------|--|-------|-------------|---------|--------------------------|
| M3.01 | Solving problems and making decisions | 2 | 2 | 2 | Written report |
| M3.02 | Understanding change in the workplace | | 2 | 2 | Change Management Report |
| M3.03 | Planning change in the workplace | | 2 | 2 | |
| M3.04 | Achieving objectives through time management | | 1 | 1 | |
| M3.05 | Writing for business | | 1 | 1 | Written report |
| M3.06 | Managing creativity and innovation in the workplace | | 1 | 1 | Assignment |
| M3.07 | Obtaining information for effective management | | 2 | 2 | Assignment |
| M3.08 | Managing customer service | | 1 | 1 | Assignment |
| M3.09 | Giving briefings and making presentations in the workplace | | 1 | 1 | Presentation |
| Optional units | | | 3 | 13 | 24 |
| Total Credit Value | | 5 | 20 | 37 | |

Choosing the Right Level

It is important to understand the level that you are currently operating at in order to identify the learning required to develop your career in line with both your individual needs and those of your organisation.

Achievement at level 3 reflects the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgement within limited parameters. It also reflects awareness of different perspectives or approaches within an area of study or work.

Reference New Qualifications Framework

Why do you want to learn?

There are many reasons why people embark upon a programme of learning. In some cases it will be initiated by an employer as part of a review. It is important for us to understand if there are any business needs that should be incorporated into the programme.

It is also important to understand if you:

- want to have existing skills accredited or
- want to progress by learning new skills in order to achieve a higher level qualification.

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How would you like to learn?

People learn in different ways and as part of your induction and initial assessment we will find out what your particular needs are so that we can take those into consideration when we deliver the programme.

However, there may be other factors that influence the time you have available and we want to make sure that our delivery will fit in with those factors as best as we can. It will also help us to understand if you will need to attend workshops, one to one tutorials or just go straight to assessment of your competence.

So are you:

- happy to do some studying, as long as it has a practical application to you career development
- happy to do some studying, but like the idea of testing and proving your skills in the workplace
- more likely to want to demonstrate your abilities on the job

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| Ref | Unit Title | Indicative Glh | Credit Value | Your Plan | | | | |
|-------------------|--|--------------------------|--------------|----------------------|--|--------------------|--|--|
| M3.01 | Solving problems and making decisions | 11 | 2 | | | | | |
| M3.02 | Understanding change in the workplace | 11 | 2 | | | | | |
| M3.03 | Planning change in the workplace | 11 | 2 | | | | | |
| M3.04 | Achieving objectives through time management | 7 | 1 | | | | | |
| M3.05 | Writing for business | 6 | 1 | | | | | |
| M3.06 | Managing creativity and innovation in the workplace | 7 | 1 | | | | | |
| M3.07 | Obtaining information for effective management | 10 | 2 | | | | | |
| M3.08 | Managing customer service | 7 | 1 | | | | | |
| M3.09 | Giving briefings and making presentations in the workplace | 6 | 1 | | | | | |
| M3.10 | Introduction to leadership | 6 | 2 | | | | | |
| M3.11 | Building the team | 5 | 1 | | | | | |
| M3.12 | Motivating to perform in the workplace | 10 | 2 | | | | | |
| M3.13 | Developing yourself and others | 11 | 2 | | | | | |
| M3.14 | Managing conflict in the workplace | 4 | 1 | | | | | |
| M3.15 | Managing stress in the workplace | 8 | 1 | | | | | |
| M3.16 | Managing the employment relationship | 7 | 2 | | | | | |
| M3.17 | Recruiting, selecting and inducting new staff in the workplace | 10 | 3 | | | | | |
| M3.18 | Coaching and training your work team | 7 | 2 | | | | | |
| M3.19 | Providing quality to customers | 6 | 2 | | | | | |
| M3.20 | Planning to work efficiently | 6 | 2 | | | | | |
| M3.21 | Organising and delegating | 6 | 1 | | | | | |
| M3.22 | Managing projects | 7 | 2 | | | | | |
| M3.23 | Managing health and safety at work | 10 | 3 | | | | | |
| M3.24 | Understanding organisations in their context | 13 | 2 | | | | | |
| M3.25 | Understanding culture and ethics in organisations | 7 | 2 | | | | | |
| M3.26 | Managing performance | 6 | 1 | | | | | |
| M3.27 | Working with costs and budgets | 7 | 1 | | | | | |
| M3.28 | Managing the efficient use of materials | 6 | 1 | | | | | |
| M3.29 | Managing the effective use of equipment | 6 | 1 | | | | | |
| M3.30 | Understanding the communication process in the workplace | 6 | 1 | | | | | |
| M3.31 | Influencing others at work | 6 | 1 | | | | | |
| M3.32 | Communicating one-to-one at work | 9 | 1 | | | | | |
| M3.33 | Effective meetings for managers | 4 | 2 | | | | | |
| M3.34 | Understanding workplace information systems | 6 | 1 | | | | | |
| M3.35 | Marketing for managers | 4 | 1 | | | | | |
| Award = 5 Credits | | Certificate = 20 Credits | | Diploma = 37 Credits | | Total Credit Value | | |