

Apprenticeship in Management Level 3

This qualification is aimed at practising first line managers. These individuals may still engage in some of the tasks performed by their fellow team members but generally they will be much more involved in managerial tasks than other team members. Candidates should have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership, planning and implementing change, managing a budget, marketing and customer service.

This is a nationally designed training programme that develops management skills through an integrated combination of work-based learning, classroom training and assignments. This blended approach maximises the learning potential and organisational value while maintaining a flexible and dynamic structure for managers.

On completion of this apprenticeship you will achieve the following:

- Apprenticeship in Management
- OCR Level 3 NVQ Certificate in Management
- ILM Level 3 Certificate in First Line Management
- Essential Skills Wales - Application of Number Level 2, Communication Level 2 and ICT Level 2

Competence component OCR Level 3 NVQ Certificate in Management

To achieve a Level 3 NVQ Certificate in Management, you will complete a minimum of 6 units comprising of three mandatory and a minimum of three optional units:

course units

Group One - Mandatory Units

- A2 Manage own professional development within an organisation
- B5 Set objectives and provide support for team members
- D5 Plan, allocate and monitor work of a team

Group Two - Optional Units

- A3 Develop, maintain and review personal networks
- B6 Provide leadership and direction for own area of responsibility
- B8b Ensure compliance with legal, regulatory, ethical and social requirements
- B10b Manage risk in own area of responsibility
- B10c Review risk management processes in own area of responsibility
- A1 Manage personal development
- B11 Manage or support the equality of opportunity, diversity and inclusion in own area of responsibility
- C1 Support team members to identify, develop and implement new ideas
- C6 Implement change in own area of responsibility

D2a Develop working relationships with colleagues and stakeholders

D3a Recruit staff in own area of responsibility

D1 Develop working relationships with colleagues

D6 Plan, allocate and monitor work in own area of responsibility

D7 Support learning and development within own area of responsibility

D8 Address performance problems affecting team members

D9 Build, support and manage a team

D10 Manage conflict in a team

D11 Lead and manage meetings

D12 Participate in meetings

D13 Support individuals to develop and take responsibility for their performance

D14 Know how to follow disciplinary procedures

D15 Managing grievance procedures

E6a Implement, monitor and review health and safety policy in own area of responsibility

E8 Manage physical resources

E9 Manage the environmental impact of work activities

E10 Make effective decisions
 E11 Communicate information and knowledge
 E12 Manage knowledge in own area of responsibility
 E15 Procure supplies
 E16 Managing a tendering process
 F1 Plan and manage a project
 F4 Develop and implement marketing plans
 F9 Analyse the market in which your organization operates

F11 Manage the achievement of customer satisfaction
 F14 Prepare for and support quality audits
 F17 Manage customer service in own area of responsibility

Delivery

An Assessor will visit the candidate at their workplace, at least once a month for a minimum of one hour. Targets will be agreed for you to complete between each assessment visit.

Knowledge component ILM Level 3 Certificate in First Line Management

This component is delivered by an approved ILM tutor over 6 training workshops over a number of pre-agreed dates and is assessed via 9 work-based assignments and a change management report.

- M3.10 – Introduction to leadership – 1000 words
- M3.30 – Understanding the communication process – 1000 words
- M3.33 – Effective meetings for managers – 1000 words
- M3.11 – Building the team – 500 words
- M3.12 – Motivating the team to perform – 500 words
- M3.13 – Developing self and others – 1000 words
- M3.18 – Coaching and training the team – 1000 words
- M3.01 – Solving problems and decision making – 1500 words
- M3.15 – Managing stress in the workplace – 500 words
- M3.02/3/4 – Change management report – 3000 words

Subjects include:

Day 1 Introduction to Leadership

- Understanding leadership styles
- Understanding leadership qualities & review own leadership qualities and potential

Day 2 Effective Communication

- Communication process
- Methods of communication
- Barriers to communication
- Running effective meetings

Day 3 Building and Motivating the Work Team

- Understanding team dynamics
- Understanding Belbin
- Understanding Tuckman
- Understanding motivational theories

Day 4 Developing Self and Others through Training and Coaching

- Training needs analysis
- Learning styles
- Coaching processes

Day 5 Problem Solving

- Problem analysis
- Gathering and interpreting information to solve a problem
- Planning & implementing solutions
- Understanding stress

Day 6 Change Management

- Change management principals
- Change management theories
- Managing change effectively

Essential Skills Wales

There are two areas which you will complete through a combination of work-based assessments and assignments:

- Application of Number Level 2
- Communication Level 2
- ICT Level 2

Recommended Time on Framework:

The recommended time to complete the Apprenticeship framework is 18 months.