

Institute Of Leadership & Management

VRQ LEVEL 3 INTRODUCTORY CERTIFICATE IN FIRST LINE MANAGEMENT

Overview

The aim of this introductory management training programme is to give practising managers (or aspiring managers) the foundation for their formal development and to acquire the knowledge and develop the skills needed to manage effectively.

Course Pre-Requisites

Candidates must be able to show that they have the opportunities within their job role to provide evidence of competence against the VRQ Level 3 standards.

Additionally, candidates are required to demonstrate that they satisfy the entry requirements of the programme by completing a pre-course workbook.

Programme Mode

This is a mixed mode programme, combining the use of flexible learning materials with taught workshops. Candidates will be expected to attend 6 study days and over a period of 3 months. Candidates will also be expected to study a variety of distance/open learning materials throughout the duration of the course.



Assessment Requirements

In order to gain the Introductory Certificate in First Line Management, each candidate must satisfactorily complete the requirements and assessments below:

- The required learning and development for the programme
- 4 Segment Reviews
- A Work-Based Assignment of not less than 1000 words

Learning Outcomes

At the end of the course you should be able to:

- Obtain the nationally recognised VRQ Level 3 Introductory Certificate in First Line Management.
- Demonstrate knowledge and understanding of the principles that underpin sound management practice at this level.
- Demonstrate knowledge and understanding of the part you play in delivering improved services.

Demonstrate the practical management skills relevant to:

- Dealing with your customers and managing day-to-day activities, including health and safety, negotiating and selecting relevant information.
- Identifying and recommending improvements objectively; based on fact and **not** opinion.
- Planning for change.
- Implementing Change
- Managing resources effectively.
- Employing appropriate communication techniques
- Delegating and empowering staff.
- Utilising problem-solving skills
- Using appropriate information for decisions.

Anyone wishing to develop their supervisory management skills and is able to fulfil the pre-requisites of the course.

This programme is delivered by skilled and qualified management tutors from The Pathways Group.

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