



APPRENTICESHIP

# Management

Level 3

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# Apprenticeship Framework

The apprenticeship in Management is suitable for any individual who is in a management position within their current job role. You will need to demonstrate that you have a detailed understanding of the procedures and tasks undertaken within your area of operations and will need to demonstrate that you are responsible for managing a team or a process, helping the group to achieve objectives and develop performance.

The apprenticeship consists of qualifications that are included in the Credit and Qualifications Framework for Wales (CQFW) and provides a flexible approach to learning through the selection of units and credits.

## The programme prepares learners for roles including those:

- Planning, allocating and monitoring the work of a team.
- Supporting team members.
- Managing conflicts and resolving problems.
- Project management
- Managing budgets and customer service.

## Who is this apprenticeship for?

The Level 3 Diploma in Management Apprenticeship is ideal for first those is managerial job roles. Learners gain theoretical knowledge in the principles behind good leadership and management. Apprentices also develop their practical management skills to improve business performance and to support their career progression.

## On completion of this apprenticeship, you will achieve the following:

- ILM Level 3 Diploma in Management
- Essential Skills Wales Level 2 in Communication
- Essential Skills Wales Level 2 in Application of Number
- Essential Skills Wales Level 2 in Digital Literacy



## Benefits of the apprenticeship programme:

- **Accelerate Your Career Growth:** With the Level 3 Diploma in Management apprenticeship, you will gain the essential management skills and gain practical experience to propel your advancing career across a wide spectrum of industries.
- **Industry-Recognised Certification:** Upon successful completion of this programme, you'll earn an industry-recognised certification, providing you with a competitive edge in the job market. Employer's value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.
- **Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. You will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide you through every step of the process.
- **Tailored Curriculum:** Throughout the programme, you'll delve into crucial subjects including strategic management, organisational behaviour, effective leadership, project management, financial management and human resource management.
- **Experienced and Knowledgeable Advisors:** Throughout your apprenticeship, you'll have access to a network of experienced advisors who will provide guidance, coaching, support, and feedback.

## Course Delivery

- Typical duration of 17 months.
- Induction session for apprentices and for their line managers.
- Supported by self-study online resources.
- 6 x 3 Hour workshops.
- 11 x 1-2-1 Advisor visits.
- 6 Essential skills assessment days. (3 Preparation days and 3 Live Task days) \*\*
- 2 hour long essential skills confirmatory tests. \*\*

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# Level 3 Diploma in Management

## Course Delivery

This programme will primarily be delivered through blended learning with learners attending 6 x 3-hour workshops accompanied by 11 x 1-2-1 advisor visits. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month to provide coaching, advice and assessment support.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

The Level 3 Diploma in Management consists of 5 mandatory units, with a total of 31 credits plus 24 credits from optional units (a minimum of 17 optional credits from group B and a maximum of 7 optional credits from group C)

**Please note: at least 41 credits must be at Level 3 or above.**

Unit rules of combination:

- Mandatory Units (Learners must achieve all 5 units) – 31 credits.
- Optional group B units – minimum 17 credits.
- Optional group C units – maximum 7 credits.

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business).

Below is a brief overview of the units available.

## Mandatory Units

Unit Title	Level
Manage Personal and Professional Development	3
Manage Team Performance	3
Principles of Leadership and Management	3
Principles of People Management	3
Principles of Business	3

## Optional Units Group B (Minimum of 17 Credits)

Unit Title	Level	Credits
Promote Equality, Diversity and Inclusion in the Workplace	3	3
Manage Individuals' Performance	3	4
Manage Individuals' Development in the Workplace	3	3
Chair and Lead a Meeting	3	3
Encourage Innovation	3	4
Manage Conflict Within a Team	3	5
Procure Products and/or Services	3	5
Implement Change	3	5
Implement and Maintain Business Continuity Plans and Processes	3	4
Collaborate with Other Departments	3	3
Support Remote or Virtual Teams	3	4
Participate in Project	3	3
Develop and Maintain Professional Networks	4	3
Develop and Implement an Operational Plan	4	5
Encourage Learning and Development	4	3
Discipline and Grievance Management	4	3
Develop Working Relationships with Stakeholders	4	4
Manage Physical Resources	4	4
Manage the Impact of Work Activities on the Environment	4	4
Prepare for and Support Quality Audits	4	3
Conduct Quality Audits	4	3
Manage a Budget	4	4
Manage a Project	4	7
Manage Business Risk	4	6
Manage Knowledge in an Organisation	4	5
Recruitment, Selection and Induction Practice	4	6
Manage Redundancy and Redeployment	4	6

### Optional Units Group C (Maximum of 7 Credits)

Unit Title	Level	Credits
Buddy a Colleague to Develop their Skills	2	3
Contribute to the Improvement of Business Performance	3	6
Negotiate in a Business Environment	3	4
Develop a Presentation	3	3
Deliver a Presentation	3	3
Contribute to the Development and Implementation of an Information System	3	6
Resolve Customers' Problems	3	4
Resolve Customers'' Complaints	3	4
Gather, Analyse and Interpret Customer Feedback	3	5
Employee Rights and Responsibilities	2	2
Health and Safety Procedures in the Workplace	2	2
Manage Events	4	6
Review the Quality of Customer Service	4	4

### Barred Units

This Unit	Is barred against this unit
Participate in a Project	Manage a Project

### Have any questions about our Level 3 Diploma in Management?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at [info@alstraining.org.uk](mailto:info@alstraining.org.uk)

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## Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

### Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

### Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)