

<b>Title:</b>	<b>First Line Manager Programme (IL3)</b>
<b>Qualification gained on successful completion:</b>	Level 3 Introductory Certificate in Management
<b>Accredited by:</b>	Chartered Management Institute
<b>Who is it for? :</b>	<ul style="list-style-type: none"> <li>Newly appointed first line managers</li> <li>People aspiring to or being considered for first line management</li> <li>Existing first line managers wanting a recognised qualification in this area</li> </ul>
<b>What does the programme cover? :</b>	<ul style="list-style-type: none"> <li>Developing Yourself</li> <li>Customer focus</li> <li>Information and communication</li> <li>Planning and monitoring</li> <li>Working with others</li> <li>Quality, continuous improvement &amp; change</li> </ul>
<b>How long will it take? :</b>	<ul style="list-style-type: none"> <li>Approx 30 hours of study</li> </ul>
<b>How will it be assessed? :</b>	<ul style="list-style-type: none"> <li>By a written assignment set and assessed by the Chartered Management Institute</li> </ul>
<b>Are there any entry qualifications? :</b>	<ul style="list-style-type: none"> <li>There are no entry requirements, however candidates should have an acceptable level of numeracy and literacy (GCE A Level 3 or equivalent) Candidates must be over 18 years of age.</li> </ul>
<b>What are the Learning outcomes? :</b>	<p>On Completion of the programme you will know how to:</p> <ul style="list-style-type: none"> <li>Prepare and carry out a development plan for yourself</li> <li>Identify customer needs</li> <li>Gather, analyse and communicate information effectively</li> <li>Set objectives, identify resources required, prepare a plan and monitor it.</li> <li>Establish good working relationships with others</li> <li>Assist others to develop and address performance problems</li> </ul>
<b>What are the study options? :</b>	<ul style="list-style-type: none"> <li>Supported Distance Learning</li> <li>In Company</li> </ul>
<b>When are the start dates? :</b>	<ul style="list-style-type: none"> <li>Flexible start dates</li> <li>Open entry programmes (contact us)</li> </ul>