

# Introductory Certificate in Management

AT LEVEL 3

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## **Level 3 Introductory Certificate in Management**

### **Overview**

This qualification provides an introduction to the Chartered Management Institute's Level 3 Certificate in Management. This certificate is intended for people who are considering a move into a first line management role or those who are new to such a role.

### **Aims**

To help you learn, as a first line manager or aspiring first line manager, about:

- developing yourself
- the importance of a 'customer' focus
- gathering and communicating information
- setting objectives, planning and monitoring
- working effectively with others
- the basic concepts of quality, continuous improvement and change

### **Prior learning**

There are no specific entry requirements for this qualification. However, candidates should, as far as possible, satisfy the prior learning guidelines for the Institute's Level 3 Certificate in Management; this is to enable progression, should the candidate wish to do so.

### **Overlap with NVQs/SVQs**

This award overlaps with the Level 3 NVQ/SVQ in Management, in as much as it covers some of the knowledge and understanding requirements of the National Occupational Standards for all of the core units of the Level 3 NVQ/SVQ in Management.

### **Assessment**

You will be assessed by means of an assignment set and marked by the Institute. This assignment is designed to test candidates' knowledge and understanding of the whole qualification. The specified learning outcomes are embodied in the questions asked in the assignment. To achieve this introductory qualification, candidates must meet all of the learning outcomes. If one or more of the learning outcomes are not met, the assignment will be 'referred' and guidance will be given by the external assessor on the additional work required.

Any material you generate as part of this qualification may be counted as evidence towards the Chartered Management Institute Level 3 Certificate in Management or the Level 3 NVQ/SVQ in Management if you wish, subsequently, to progress to either of these qualifications (as long as the evidence is no more than three years old at the point of submitting for assessment).

## Guided Learning Hours

These are used as a notional measure of the substance of a qualification, and help Centres determine what teaching and learning resources are going to be needed to support candidates. They are based on an estimate of the time that might actually be spent by the candidate being taught or instructed, as well as time candidates spend on structured learning such as directed assignments, assessments on the job or supported individual study or practice. They do not include learner initiated private study.

There are 30 Guided Learning Hours for the Level 3 Introductory Certificate in Management.

## Definition of some of the words and phrases used in this booklet

Overview	-	tells you <b>broadly</b> what the syllabus covers
Aims	-	state what you should <b>learn</b> from the qualification
Syllabus content	-	shows the <b>topics</b> which are covered in this syllabus
Learning outcomes	-	show what you should <b>know and understand</b> after you have completed the qualification

Note that you will be **assessed** on these learning outcomes.

## Suggested reading

Due to potential frequency of change, all our suggested reading lists can now be found on our website, [www.managers.org.uk](http://www.managers.org.uk), within the qualifications section.

## Syllabus content

### Developing yourself:

Understanding:

- what 'management' is and what skills and knowledge are required by an effective manager
- the importance of seeking feedback on your skills and knowledge
- how to set effective objectives
- the need to manage your own time well

### Customer focus:

Understanding:

- who are your internal and external customers and suppliers
- the market place within which you operate

### Information and communication:

Understanding:

- the need for clear, relevant, accurate and timely information
- the communication process
- the different types of information (qualitative and quantitative)
- the main methods of gathering and analysing information
- the main methods of communicating information or advice to others and when they should be used, including presenting information, preparing a report and via meetings

### **Planning and monitoring:**

Understanding:

- the hierarchy of objectives
- the need for effective objectives, e.g. SMART
- the main principles of effective planning
- health & safety issues and your related role and responsibilities
- the recruitment and selection process
- the need to identify the resources required to operate effectively
- the main legal requirements relating to health & safety, recruitment and selection and resources
- the importance of monitoring plans and resources to ensure that objectives are successfully achieved

### **Working with others:**

Understanding:

- how good working relationships can be encouraged and developed
- the principles of leadership
- what motivates/demotivates people
- the importance of respect, trust and confidentiality
- the need to help others develop their skills and knowledge
- performance problems and possible solutions/approaches

### **Overview of Quality, Continuous Improvement and Change:**

Understanding:

- quality, quality assurance and control, and why they are important
- why 'continuous improvement' is necessary
- how people are affected by change and ways of helping them adapt

### **Learning outcomes**

On completion of this qualification you will know how to:

1. Prepare and carry out a development plan for yourself.
2. Identify customer needs.
3. Gather, analyse and communicate information effectively.
4. Set objectives, identify resources required, prepare a plan (taking due account of any relevant major legal issues) and monitor it.
5. Establish good working relationships with others.
6. Assist others to develop and address performance problems.

You will be expected to demonstrate an understanding of quality, continuous improvement and change in your answers.