

## LEVEL 4 MANAGEMENT



The Level 4 Higher Apprenticeship in Management will combine Level 4 Certificate and Diploma in Principles of Leadership and Management and NVQ Diploma in Management.

Learners build core skills in middle management and can access a wide range of optional study areas to help them gain specific management skills to suit their needs.

### WHO IS IT FOR?

This course is designed to develop aspiring middle managers and first line managers.

### ENTRY

If an apprentice has not already achieved Level 2 English, Level 2 Maths and Level 2 Digital Literacy they are expected to study for them and take the tests via our Essential Skills programme, which will develop and ultimately demonstrate the apprentices ability to use English, Maths and Digital Literacy.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### DURATION

18 months.

### TRAINING OFFICERS

Cambrian Training's Training Officers will visit on a regular basis and carry out assessments while you carry out your routine tasks at work. All work produced will be signposted so that employers/ apprentices data will be fully protected. There will also be a knowledge element to all apprenticeships which can be generated through assessment, written questions or can be recorded digitally.



**Certificate and Diploma in Principles of Leadership and Management - Units**

<b>UNITS</b>
Understanding the Management Role to Improve Management Performance
Planning and Leading a Complex Team Activity
Managing Personal Development
Managing and Implementing Change in the Workplace
Understanding and Developing Relationships in the Workplace

**Group 1**

<b>UNITS</b>
Planning and Leading a Complex Team Activity - Optional unit for Diploma learners only
Managing Equality and Diversity in Own Area
Managing Risk in the Workplace
Delegating Authority in the Workplace
Developing People in the Workplace
Developing Your Leadership Styles
Understanding Financial Management
Management Communication
Managing the Analysis of Secondary Data
Managing a Healthy and Safe Environment
Managing Meetings
Managing Marketing Activities
Data Collection and Analysis to Justify Management Decision Making
Motivating People in the Workplace
Solving Problems by Making Effective Decisions in the Workplace
Managing and Implementing Change in the Workplace - Optional unit for Certificate learners only
Understanding the Organisational Culture and Context
Understanding Work in Contemporary Society
Budgetary Planning and Control
Interpreting Financial Statements to Assess Organisational Performance Using Financial Ratios
Understanding the Importance of Marketing for an Organisation
Using Quantitative Methods to Solve Management Problems
Understanding the Economics of the Marketplace
Developing Individual Mental Toughness
Understanding the Macro Economic Environment
Developing a Culture to Support Innovation and Improvement



**Group 2**

<b>UNITS</b>
Solving Problems and Making Decisions
Understanding Innovation and Change in an Organisation
Planning Change in the Workplace
Planning and Allocating Work
Writing for Business
Contributing to Innovation and Creativity in the Workplace
Understanding Customer Service Standards and Requirements
Giving Briefings and Making Presentations
Understanding Leadership
Understand How to Establish an Effective Team
Understanding How to Motivate to Improve Performance
Developing Yourself and Others
Understanding Conflict Management in the Workplace
Understanding Stress Management in the Workplace
Understanding Discipline in the Workplace
Understanding Recruitment and Selection of New Staff in the Workplace
Understanding the Induction of New Staff in the Workplace
Understanding Training and Coaching in the Workplace
Understanding Quality Management in the Workplace
Understanding Organising and Delegating in the Workplace
Managing Workplace Projects
Understanding Health and Safety in the Workplace
Understand the Organisation and its Context
Understanding Performance Management
Understand Costs and Budgets in an Organisation
Understand How to Manage the Efficient Use of Materials and Equipment
Understanding the Communication Process in the Workplace
Understanding Negotiation and Networking in the Workplace
Understand How to Lead Effective Meetings
Understanding Workplace Information Systems
Understanding Marketing for Managers
Understanding Support Services Operations in an Organisation
Understanding Sustainability and Environmental Issues in an Organisation
Understanding Procurement and Supplier Management in the Workplace

UNITS
Understanding and Developing Relationships in the Workplace - Optional unit for Certificate learners only
Understand How to Manage Contracts and Contractors in the Workplace
Understanding Incident Management and Disaster Recovery in the Workplace
Understanding Security Measures in the Workplace
Understanding How to Manage Remote Workers
Understanding Good Practice in Workplace Coaching
Understanding Good Practice in Workplace Mentoring
Leading and Motivating a Team Effectively

**Group 3**

UNITS
Managing Improvement
Making a Financial Case
Developing Critical Thinking
Leading Innovation and Change
Managing Individual Development
Managing Stress and Conflict in the Organisation
Understanding the Organisational Environment
Understanding Organisational Culture and Ethics
Managing Customer Relations
Managing for Efficiency and Effectiveness
Managing Projects in the Organisation
Managing Resources
Managing Information
Managing Recruitment
Managing Work Analysis
Analysing and Interpreting Statistics to Inform Management Decisions
Understanding the Management of Facilities
Making Professional Presentations
Developing and Leading Teams to Achieve Organisational Goals and Objectives
Assessing Your Own Leadership Capability and Performance
Managing Own Continuing Professional Development - Optional unit for Diploma
Becoming an Effective Leader
Improving and Maintaining the Organisation's Environmental Performance



**UNITS**

Managing Remote Workers
Partnership Working
Understanding Governance of Organisations
Knowledge and Information Management
Becoming an Effective Leader

**NVQ Diploma in Management - Units**

**Mandatory**

**UNITS**

Manage Personal and Professional Development
Provide Leadership and Management
Develop and Implement an Operational Plan
Develop Working Relationships with Stakeholders

**Group 1**

**UNITS**

Develop and Maintain Professional Networks
Encourage Learning and Development
Initiate and Implement Operational Change
Discipline and Grievance Management
Manage a Tendering Process
Manage Physical Resources
Manage the Impact of Work Activities on the Environment
Prepare for and Support Quality Audits
Conduct Quality Audits
Manage a Budget
Encourage Learning and Development
Develop and Manage Collaborative Relationships with Other Organisations
Manage Business Risk
Manage Knowledge in an Organisation
Recruitment, Selection and Induction Practice
Manage Redundancy and Redeployment
Promote Equality, Diversity and Inclusion in the Workplace
Manage Team Performance
Manage Individuals' Performance
Manage Individuals' Development in the Workplace

In partnership with:



UNITS
Chair and Lead Meetings
Encourage Innovation
Manage Conflict Within a Team
Procure Products and/or Services
Implement and Maintain Business Continuity Plans and Processes
Collaborate with Other Departments
Support Remote or Virtual Teams
Contribute to the Development of a Strategic Plan
Design Business Processes
Develop and Manage Collaborative Relationships with Other Organisations
Optimise the Use of Technology
Manage Product and/or Service Development

**Group 2**

UNITS
Manage Health and Safety in Own Area of Responsibility
Contribute to the Design and Development of an Information System
Manage Information Systems
Manage Events
Manage Customer Service Operations
Review the Quality of Customer Service
Contribute to the Improvement of Business Performance
Negotiate in a Business Environment
Resolve Customers' Problems
Resolve Customers' Complaints
Analyse Competitor Activity
Developing Sales Proposals
Prioritising Information for Sales Planning



## HOW THE APPRENTICESHIP PROGRAMME WORKS...

### INDUCTION

#### Initial Assessment & Induction Paperwork

To start an apprenticeship with CTC, you will first need to take a literacy & numeracy assessment to enable us to assess your existing level and then provide the appropriate level of support.

We will then discuss your apprenticeship route to make sure it matches your needs.

We will then take some personal details and identification to complete your application.

#### Learning Plan & Set Up

In order to make sure your learning goes to plan, we create an individual learning plan, while giving you access to the following online platforms;

#### E-portfolio Essential Skills Health & Safety Level 2

By using online platforms and the latest technology, you can access your learning 24/7. You will need an email address to access these platforms.

### DELIVERY

#### Apprenticeship Framework

Your apprenticeship consists of several elements;

#### QCF Portfolio Technical Certificate Essential Skills Rights and Responsibilities Health & Safety

You will be visited regularly by your Training Officer who will assess, support and provide guidance in your workplace.

#### Support & Ownership

Our qualified training team will be on-hand to support you throughout your learning journey. You have complete ownership of your learning and are responsible for building an e-portfolio of evidence towards your qualification.

Online resources are available to help you study and learn. There are also opportunities to attend and compete at various events and competitions, e.g. Worldskills Competitions

### CERTIFICATION & PROGRESSION

#### Certification

Upon completion of your apprenticeship framework and all its elements, you will receive your certificates of achievement.

You will receive a framework certificate, as well as a certificate for each certified qualification element.

#### Progression

Your learning journey doesn't have to stop here...

You have acquired new skills and knowledge and may want to progress further?

Ask your Training Officer today for progression details.

