



Level 3 Diploma in Management

Overview

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.

Designed for learners to:

- > Demonstrate a practiced set of skills when carrying out defined management activities within an operational area of responsibility, including performance management, people development and operational planning
- > Develop their understanding of the principles of management and leadership, managing people and the principles of business, covering the broader, cross-organisational processes that a manager will need to understand
- > Demonstrate occupational competence in a range of business settings and within organisations of varying sizes and sectors to ensure that management and leadership skills support productivity and efficiency of the workforce for example:
 - > First Line Manager
 - > Section Manager
 - > Assistant Manager
 - > Junior Non-Commissioned Officer
 - > Senior Supervisor

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

The Apprenticeship, Traineeship and Jobs Growth Wales Programmes, led by the Welsh Government, are supported by the European Social Fund





This framework contains the following components:

- > 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

Apprenticeship in Management

Qualification Structure:

To achieve the ILM Level 3 Diploma in Management, learners must complete a minimum of 55 credits:

- 1) 31 credits from GROUP A MANDATORY UNITS
- 2) A minimum of 17 credits from GROUP B OPTIONAL UNITS
- 3) A maximum of 7 credits from GROUP C OPTIONAL UNITS

A minimum of 41 credits must be achieved through completion of units Level 3 or above.

Mandatory Unit Group A

Title	Level	Credit
Manage personal and professional development	3	3
Manage team performance	3	4
Principles of leadership and management	3	8
Principles of people management	3	6
Principles of Business	3	10

Optional Group B

Title	Level	Credit
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 meetings	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 a 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

Title	Level	Credit
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	4
Review the quality of customer service	4	4

Barred Units

This Unit	Is barred against this unit
Participate in a project (F/506/1934)	Manage a project (R/506/1999)

Please contact us for more information:

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