

# Management

Advanced Apprenticeship and Level 3 Diploma



**Includes FREE Management Workshops to develop management skills and techniques**

Your first line managers will receive a bespoke development programme to drive your business forward

## Factfile

### Aimed at:

Supervisors, newly appointed first line managers and managers keen to update their skills

### Length of Level 3 Qualification:

9 months

### Length of Advanced Apprenticeship:

12 months

### Location:

Greater Manchester, Warrington, Merseyside

### Funding:

Usually part or fully Government funded

### Employer commitment:

Study time/access for training and development including 3 one day masterclass workshops.

### For enrolment:

Freephone: 0333 220 6646

Email: [apprenticeships@mantralearning.co.uk](mailto:apprenticeships@mantralearning.co.uk)

## The programme

The Management Advanced Apprenticeship or Level 3 Certificate will ensure your staff are skilled, properly trained and motivated to succeed in senior management positions. They will develop competency in work planning, briefing, target setting, monitoring results, giving presentations, human resources, mentoring, numeracy, spread sheets and report writing.

The Level 3 Certificate (QCF) has been developed by the Management Standards Centre, the standards setting body for management and leadership and is a combined qualification that forms both the knowledge element and the competence element of the Advanced Apprenticeship.

## Employer benefits

- 88 % of employers experienced more motivated staff within first line management positions
- 82 % of employers said that team work has improved between first line managers and team leaders
- 67 % of employers experienced an improvement in productivity and growth within all departments following the Mantra course
- Access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

## Outcomes

Achievement of these professional qualifications leads to a solid set of skills for new managers and awareness of the latest working practices amongst existing managers. Tasks may include planning, allocating and monitoring the work of the team, giving feedback, briefing teams, supporting team members, managing conflict, procuring supplies, project management and agreeing budgets.

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## Advanced Apprenticeship and Level 3 Diploma



### Programme delivery

All Mantra Learning Training Advisors are industry professionals who are specialists in the area in which they teach and are members of the Institute for Learning.

### Programme design

Learners must achieve a minimum of 55 credits, of which 48 credits must be achieved at Level 3 or above:

### Mandatory units

Group A: All units must be completed	Credit	Level
Manage team performance	4	3
Principles of people management	6	3
Principles of business	10	3
Principles of leadership and management	8	3
Manage personal and professional development	3	3

### Optional units

Group B: a minimum of 17 credits must be completed	Credit	Level
Promote equality, diversity and inclusion in the workplace	3	3
Manage individuals' performance	4	3
Manage individuals' development in the workplace	3	3
Chair and lead meetings	3	3
Manage conflict within a team	5	3
Procure products and/ or services	5	3
Implement change	5	3
Implement and maintain business continuity plans and processes	4	3
Collaborate with other departments	3	3
Support remote or virtual teams	4	3
Participate in a project Barred combination with unit 'Manage a project'	3	3
Develop and maintain professional networks	3	4
Develop and implement an operational plan	5	4
Encourage learning and development	3	4
Discipline and grievance management	3	4
Develop working relationships with stakeholders	4	4
Manage physical resources	4	4
Prepare for and support quality audits	3	4
Conduct quality audits	3	4
Manage a budget	4	4
Manage a project Barred combination with unit 'Participate in a project'	7	4
Manage business risk	6	4
Manage knowledge in an organisation	5	4
Manage redundancy and redeployment	6	4
Encourage innovation	4	3
Manage the impact of work activities on the environment	4	4
Recruitment, selection and induction practice	6	4

Group C: a maximum of 7 units may be completed	Credit	Level
Buddy a colleague to develop their skills	3	2
Contribute to the improvement of business performance	6	3
Negotiate in a business environment	4	3
Develop a presentation	3	3
Deliver a presentation	3	3
Contribute to the development and implementation of an information system	6	3
Resolve customers' problems	4	3
Resolve customers' complaints	4	3
Gather, analyse and interpret customer feedback	5	3
Employee rights and responsibilities	2	2
Health and safety procedures in a workplace	2	2
Manage events	6	4
Review the quality of customer service	4	4

### Additional Apprenticeship units

Functional skills at level 2 in English, mathematics and ICT
Employment rights and responsibilities workbook
Personal learning and thinking skills

### Assessment

The Mantra Learning Advisor will use a range of assessment methods including observation, question and answer, video, professional discussion and written reports. Their visits usually take place once a month with progress assessed and reviewed every three months or sooner if necessary.

Three workshops are provided free of charge as part of completion of the mandatory units. These workshops are scheduled throughout the year and are an excellent opportunity for your managers to network and develop their knowledge of management skills and techniques.

**For further information and  
to increase the value of your staff:  
FREEPHONE**

**0333 220 6646**

**www.mantralearning.co.uk**

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