

Management

BTEC Level 3 Certificate



This nationally recognised management qualification provides managers with a knowledge of the latest management theory and gives them a range of skills and techniques to improve their performance in the workplace.

Your first line managers will receive a focused development programme to improve their skills and drive your business forward

Factfile

Aimed at:

Managers and newly appointed managers keen to update their skills and achieve a formal qualification

Length of Level 3 Qualification:

6 months

Location:

Greater Manchester, Warrington, Merseyside

Course fees:

£392 plus VAT

Employer commitment:

Study time/access for training and development

For enrolment:

Freephone: 0800 389 5283

Email: enquiries@mantralearning.co.uk

The programme

The BTEC Level 3 Certificate in Management covers aspects of management theory and provides opportunities for learners to develop a range of skills and techniques, personal qualities and attributes essential for successful performance in their working life. Learners will have the opportunity to achieve a nationally recognised vocational management qualification.

It is aimed at managers who need to expand their knowledge of underpinning management theory, that can be applied in the work place or those who are developing as managers who wish to gain a formal management qualification outside the workplace.

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

This qualifications provides solid set of skills for new managers and awareness of the latest working practices amongst existing managers. Topics include leading and managing teams, managing the delivery of customer service, and appraising and developing staff.

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Programme delivery

The programme takes six months and involves seven days in total including five full day's of teaching and two testing days.

Programme design

The programme consists of four units covering various aspects of management:

Unit 1: Key Principles of Management and Leadership

Topics covered include management functions, the difference between leadership and management, the functions and principles of management, management styles, power, authority and legitimacy, allocation of work, the different ways to allocate work, delegation of work and why people are frightened to delegate, setting SMART objectives, supporting staff to meet objectives, conflict in the workplace and its importance, motivation including motivational theorists such as Maslow, Herzberg, Vroom, McGregor and Hackman & Oldman, practical application of motivational theory in the workplace. Quality processes and how to build a quality culture.

Unit 2: Improving your own Management and Leadership Performance

This unit builds on the subjects covered previously and covers the skills and knowledge required of a manager, feedback including both 1-2-1 and 360° constructive criticism and how to deliver good quality positive feedback. It also covers the importance of producing a Personal Development Plan and the resources and development activities required to implement it.

Unit 3: Managing the Delivery of Customer Service

Topics covered include identifying what customer service is, how it can be managed and delivered, the difference between internal and external customers and what customer satisfaction, needs and expectations are. It also deals with legislation, regulations and codes of practice regarding customer service, how to improve the customer service experience, the evaluation of customer service and how improvements to customer service can benefit the customer, organisation and staff.

Unit 4: Appraising and Developing Staff

This unit builds on several aspects of the first three units. Topics covered include organising and running staff appraisals, setting performance objectives, performance measurement techniques, how people learn including the VAK styles, Kolb's learning cycle, the management of change and why resistance to change occurs.

Assessment

At the end of the programme learners complete four online multiple choice assessments.

Opportunities for further development

Learners can progress to:

- Level 5 Diploma in Management
- Logistics Operations Advanced Apprenticeship and Level 3 Certificate
- Foundation Degree in Logistics Management delivered by Mantra in collaboration with Bolton University

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

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www.mantralearning.co.uk



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