



# First Line Management – Level 3 Apprenticeship Learning Programme

**Organisation Responsible:** Management Standards Centre

**Apprenticeship framework requirements:**

<p><b>NVQ:</b> <i>Awarding Body: Institute of Leadership and Management (ILM)</i></p>	Management Level 3
<p><b>VRQ:</b> <i>Awarding Body: Institute of Leadership and Management (ILM)</i></p>	Level 3 Award in First Line Management
<p><b>Key Skills</b> <i>Awarding body: City &amp; Guilds</i></p>	Application of Number Level 2 Communication Level 2
<p><b>MSC Employment Responsibilities and Rights:</b></p>	ERR is covered in the induction.

**Certification:** On completion of the above programme the Learner will receive a nationally recognised Certificate for each of the above disciplines.

## Apprenticeship:

Apprenticeships are learning frameworks operating in all parts of the UK, that make use of the national occupational standards for management and leadership and the qualifications that are based on them.

These learning frameworks are developed and designed in partnership with employers to ensure that they deliver the skills that are relevant and necessary in the workplace.

There is a real need to encourage young people to progress through the management qualifications to address the future skills needs of organisations within the UK. The Team Leading Apprenticeship and Management Advanced Apprenticeship should go some way towards addressing those present and future skill needs, providing excellent progression routes through a variety of work based and off the job training, and with a plethora of further and higher education options, such as foundation degrees and degree courses.

## NVQ:

National Vocational Qualifications (NVQ's) are qualifications that reflect the skills, knowledge and understanding of individuals 'specific areas of work' – in this case Management. They are expressed in terms of competences and are assessed in the workplace.



To achieve the NVQ you will complete the 4 mandatory units and select, with the help of your assessor, three from the eleven optional units which normally relate to job activity.

### **Mandatory Units**

- A2 - Manage your own resources and personal development
- B6 - Provide leadership in your area of responsibility
- D6 - Allocate and monitor the progress and quality of work in your area of responsibility
- E6 - Ensure health and safety requirements are met in your area of responsibility

### **Optional Units**

- B11 - Promote equality of opportunity and diversity in your area of responsibility
- C2 - Encourage innovation in your area of responsibility
- C5 - Plan change
- C6 - Implement change
- D1 - Develop productive working relationships with colleagues
- D3 - Recruit, select and keep colleagues
- D7 - Provide learning opportunities for colleagues
- E1 - Manage a budget
- F1 - Manage a project
- F6 - Monitor and solve customer service problems
- F8 - Work with others to improve customer service

## **VRQ:**

The Award/VRQ is a concise qualification which gives an introduction to the basic skills, knowledge and understanding required by today's first line manager. The mandatory unit 'Solving Problems and Making Decisions' is designed to develop practical techniques for tackling managerial problems and making decisions from gathering and interpreting information through to the effective communication of outcomes.

To achieve the VRQ you will complete the mandatory unit and select, with the help of your assessor, further optional units to the value of 3 Credit Values (CVs).

### **Mandatory Units**

- M3.01 - Solving problems and making decisions (2CV)

### **Optional Units**

There are 34 optional units to choose from, a sample of which are shown below:

- M3.02 - Understanding change in the workplace (2CV)
- M3.04 - Achieving objectives through time management (1CV)
- M3.05 - Writing for business (1CV)
- M3.13 - Developing yourself and others (2CV)
- M3.18 - Coaching and training your work team (2CV)
- M3.23 - Managing health and safety at work (3CV)
- M3.24 - Understanding organisations in their content (2CV)
- M3.35 - Marketing for managers (1CV)

## **Key Skills:**

### **Mandatory**

- Application of Number Level 2
- Communication Level 2

### **Optional (not required for the framework but will give additional certificates)**

- Working with Others Level 2
- Problem Solving Level 2
- Improving own Learning and Performance Level 2

