



## Course information

- 12 months total duration
- Total course credits: 55
- Awarding body: NCFE

## Recommended for

- Project Manager
- Account Manager
- Senior Team Leader

## Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at level 4 or above in the same area that you wish to study

## Entry requirements

Apprenticeship Connect is an inclusive training provider committed to widening participation in apprenticeships. There are no minimum entry requirements for this course, however candidates are expected to be proficient in English, Maths and ICT.

## Further study routes

- Management Level 4
- Management Level 5

# Course Overview

The Management Level 3 course is ideal for individuals directly involved in management who are looking to gain new skills in areas such as decision making, managing resources and workload allocation. This course aims to allow learners to develop skills in a range of areas such as communication, presentation skills and project management. Management Level 3 is designed to provide learners with the knowledge and skills they need to operate as a successful manager. It also aims to teach learners to understand and work on their strengths and weaknesses as a manager.

## What's included?

### QCF

To be awarded the NCFE Level 3 Diploma in Management learners must complete five mandatory units and a combination of optional units for their QCF award.

### Functional Skills

In addition to the QCF component, for Management Level 3 learners must also achieve certificates in functional skills English, Maths and ICT. If you have already achieved GCSE grade C/grade 4 or above in English Literature, Maths and ICT, or equivalent, you may be exempt from this element of the syllabus. Our enrolment officers will discuss each case individually following the completion of initial assessments to determine the level at which you will study.

### Employee Rights and Responsibilities (ERR)

As part of the course syllabus, learners must complete the Employee Rights and Responsibilities workbook. This workbook explains the rights and responsibilities in the workplace under UK employment legislation.

### Personal Learning and Thinking Skills (PLTS)

Throughout the programme of study learners must also demonstrate six different Personal Learning and Thinking Skills (PLTS). These skills are essential for contributing and participating confidently in life, learning and work.

“ Apprenticeship Connect understands the needs of workers who need to develop their skills and gain more knowledge to allow them to progress into higher level positions in their career. Studying a professional course was such an effective way to improve my confidence at work and helped me to believe I could take next step in my career. The support I received from my tutor throughout my course was brilliant and the amount of work I had to complete was very manageable whilst I was also working – I am now on track for a promotion, which I believe wouldn't have been possible without the support of Apprenticeship Connect. ”

**Mahboobeh Rajabi, Management Level 3**

# Course Delivery

Our dedicated tutors are specialists in their fields and each learner has a tutor assigned to them upon enrolment based on their learning requirements, course, location and level. Our courses are delivered through a combination of face-to-face tutoring at the learner's place of work and virtual learning via online sessions. As part of every apprenticeship course, learners are required to spend 20% of their contracted working hours undertaking off-the-job training. Off-the-job training is training that is outside of usual workplace duties, but it may still be conducted at your place of work.

Course delivery styles may include:

- **The teaching of theory:** lectures, role playing, simulation exercises, online learning or manufacturer training
- **Practical training:** shadowing, mentoring, industry visits and attendance at competition
- **Coursework:** learning support and time spent writing assessments/assignments

Throughout the course, your progress will be assessed to determine your knowledge and competency. Typical methods of gaining evidence to assess performance may include:

- **On-the-job observations:** your tutor will observe you carrying out day-to-day tasks, assessing your competency in the workplace
- **Coursework:** throughout the course, your tutor will set you a variety of tasks to be completed following your one-to-one sessions; these tasks will help you acquire the skills and knowledge required to complete the syllabus
- **Witness testimonials:** we will gather a variety of witness testimonials from your line manager to evidence your performance at work, demonstrating your ability
- **Examinations:** some of our courses also require learners to sit an examination to formally assess knowledge and competency

## Funding information

Our training courses are either funded by the Government or by employers depending on their size. Learners are not required to contribute towards the cost of training in any way. To obtain our course price list, please contact [info@apprenticeshipconnect.co.uk](mailto:info@apprenticeshipconnect.co.uk). Further information about apprenticeship funding can be found on our website: [apprenticeshipconnect.co.uk](http://apprenticeshipconnect.co.uk).



### QCF units

To be awarded the NCFE Level 3 Diploma in Management learners must achieve a minimum of 55 credits including:

- a total of 31 credits from Group A
- a minimum of 17 credits from Group B
- the remaining credits can be taken from either Group B or Group C

Group A: Mandatory units		
Unit No.	Unit Title	Credit Value
01	Manage team performance	4
02	Principles of people management	6
03	Principles of business	10
04	Principles of leadership and management	8
05	Manage personal and professional development	3
Group B: Optional units		
Unit No.	Unit Title	Credit Value
06	Promote equality, diversity and inclusion in the workplace	3
07	Manage individuals' performance	4
08	Manage individuals' development in the workplace	3
09	Chair and lead meetings	3
10	Manage conflict within a team	5
11	Procure products and/or services	5
12	Implement change	5
13	Implement and maintain business continuity plans and processes	4
14	Collaborate with other departments	3
15	Support remote or virtual teams	4
16	Participate in a project	3
17	Develop and maintain professional networks	3
18	Develop and implement an operational plan	5
19	Encourage learning and development	3
20	Discipline and grievance management	3
21	Develop working relationships with stakeholders	4
22	Manage physical resources	4
23	Prepare for and support quality audits	3
24	Conduct quality audits	3
25	Manage a budget	4
26	Manage a project	7
27	Manage business risk	6
28	Manage knowledge in an organisation	5
29	Manage redundancy and redeployment	6
30	Encourage innovation	4
31	Manage the impact of work activities on the environment	4
32	Recruitment, selection and induction practice	6

Group C: Optional units		
Unit No.	Unit Title	Credit Value
33	Buddy a colleague to develop their skills	3
34	Contribute to the improvement of business performance	6
35	Negotiate in a business environment	4
36	Develop a presentation	3
37	Deliver a presentation	3
38	Contribute to the development and implementation of an information system	6
39	Resolve customers' problems	4
40	Resolve customers' complaints	4
41	Gather, analyse and interpret customer feedback	5
42	Employee rights and responsibilities	2
43	Health and safety procedures in the workplace	2
44	Manage events	6
45	Review the quality of customer service	4

### Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

**Courses hotline:** 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

**Advice hotline:** 020 3829 6920

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