

Qualifications for Management Professionals

Level 4 Introductory Diploma in Management

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Overview

This qualification provides an introduction to the Chartered Management Institute Level 4 Diploma in Management. It is intended for people who are considering a move into a middle management role or those who are new to such a role.

Aims

To help you learn, as a middle manager or aspiring middle manager, about:

- developing your management style
- managing information and communicating
- focusing on customers and core marketing principles
- planning and managing resources
- recruiting and selecting staff
- maintaining and improving health, safety and quality
- working with others

Prior learning

There are no specific entry requirements for this qualification. However, candidates should, as far as possible, satisfy the prior learning guidelines for the Institute's Level 4 Diploma in Management; this is to enable progression, should the candidate wish to do so.

Overlap with NVQs/SVQs

This award overlaps with the Level 4 NVQ/SVQ in Management, in as much as it covers some of the knowledge and understanding requirements of the National Occupational Standards for all of the core units of the Level 4 NVQ/SVQ in Management.

Assessment

You will be assessed by means of an assignment set and marked by the Institute. This assignment is designed to test candidates' knowledge and understanding of the whole qualification. The specified learning outcomes are embodied in the questions asked in the assignment. To achieve this Introductory qualification, candidates must meet all of the learning outcomes. If one or more of the learning outcomes are not met, the assignment will be 'referred' and guidance will be given by the external assessor on the additional work required.

Any material you generate as part of this qualification may be counted as evidence towards the Chartered Management Institute Level 4 Diploma in Management or the Level 4 NVQ/SVQ in Management if you wish, subsequently, to progress to either of these qualifications (as long as the evidence is no more than three years old at the point of submitting for assessment).

Guided Learning Hours

These are used as a notional measure of the substance of a qualification, and help Centres determine what teaching and learning resources are going to be needed to support candidates. They are based on an estimate of the time that might actually be spent by the candidate being taught or instructed, as well as time candidates spend on structured learning such as directed assignments, assessments on the job or supported individual study or practice. They do not include learner initiated private study.

There are 45 Guided Learning Hours for the Level 4 Introductory Diploma in Management.

Definition of some of the words and phrases used in this booklet

Overview	-	tells you broadly what the syllabus covers
Aims	-	state what you should learn from the qualification
Syllabus content	-	shows the topics which are covered in this syllabus
Learning outcomes	-	show what you should know and understand after you have completed the qualification

Note that you will be **assessed** on these learning outcomes.

Suggested reading

Due to potential frequency of change, all our suggested reading lists can now be found on our website, www.managers.org.uk, within the qualifications section.

Syllabus content

Developing your management style:

Understanding:

- what 'management' involves at this level and what skills and knowledge are required by an effective manager
- the importance of seeking feedback on your skills and knowledge
- the need for clear objectives and how to set them
- the importance of good delegation
- the importance of developing the trust and support of others

Managing information and communicating:

Understanding:

- why good information management is important to any manager
- the key information you need as a manager and how best to obtain it
- how information is used to aid decision making
- the main methods of communicating in today's world of management, including presenting information and facilitating meetings
- the main legal and organisational requirements relating to the handling of information

Focusing on customers and marketing:

Understanding:

- your role in relation to your organisation's goals and its clients, customers and stakeholders
- the core principles of marketing

Planning and managing resources:

Understanding:

- how to plan to meet requirements and monitor progress
- the importance of effective resource management
- the range and use of physical and financial resources

Recruiting and selecting staff:

Understanding:

- the recruitment and selection process, and the importance of fairness, objectivity and equality in the process
- the main methods for specifying requirements and selecting personnel

Maintaining and improving health, safety and quality:

Understanding:

- the importance of health & safety and key principles for promoting a productive and safe working environment, taking account of the main legal requirements
- the meaning and importance of quality and the core quality concepts, eg TQM
- the importance of continuous improvement, the need for change and how people respond to change

Working with others:

Understanding:

- why and how people learn, the importance of people development in improving organisational effectiveness and the range of development activities available
- the importance of agreeing objectives and allocating work effectively
- why performance should be continually monitored and assessed
- what poor performance is and possible approaches/solutions

Learning outcomes

On completion of this qualification you will know how to:

1. Prepare and carry out a personal development plan, with particular emphasis on management style and on working with others.
2. Analyse information, make a recommendation and present it effectively.
3. Identify and plan to meet at least one stakeholder requirement, including specifying the required resources (physical/financial).
4. Specify the personnel required to meet a specified objective.
5. Promote one of the following - quality, health & safety or continuous improvement - taking account of any relevant major legal requirements.
6. Assist others to develop.
7. Address poor performance.