



# Award in First Line Management

At Level 3

## Overview

This qualification provides an introduction to the Chartered Management Institute's (CMI) Introduction to First Line Management at Level 3. This qualification is intended for people who are considering a move into a first line management role or those who are new to such a role. These qualifications are designed to support the development of the foundation skills in First Line Management, making sure the manager understands service, relationships, individual and team performance.

## Age requirement

These qualifications can be offered to learners from age 14. CMI does not specify entry requirements for these qualifications. Learners admitted to the programme should have sufficient capability at the right level to undertake the learning and assessment.

## Prior learning

There are no specific entry requirements for this qualification.

## Guided Learning Hours

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 30 Guided Learning Hours for the Level 3 Introduction to First Line Management award.

## Titles & reference numbers

Code	Title	Qualification reference no.
3A1	CMI Level 3 Award in First Line Management (QCF)	500/4119/8
3C1	CMI Level 3 Certificate in First Line Management (QCF)	500/4118/6
3D1	CMI Level 3 Diploma in First Line Management (QCF)	500/4121/6

## Additional Units

Further additional units are linked to this syllabus and by completing the required combination of units along with the GLH students can attain;

- **Award** – learners need to complete any one unit to achieve the qualification. Guided learning hours: 20 – 25
- **Certificate** - learners need to complete any three units to achieve the qualification. Guided learning hours: 45 - 50
- **Diploma** - learners need to complete all core units (Group A\*) and two optional units (Group B) to a total of seven units to achieve the qualification. Guided learning hours: 140 – 145

## Units, credits and GLH

Units	Title	Credits	GLH
Unit 3001*	Personal development as a first line manager	6	20
Unit 3002*	Resource planning	6	20
Unit 3003*	Meeting stakeholder needs	6	20
Unit 3004*	Managing and communicating information	6	20
Unit 3005*	Developing individuals and teams	6	20
Unit 3006	Recruitment and selection	6	20
Unit 3007	Maintaining quality standards	6	20
Unit 3008	Improving team performance	7	20
Unit 3009	Management communication	6	20
Unit 3010	Being a leader	6	25
Unit 3017	Introduction to First Line Management	6	30
Unit 3018	Corporate Social Responsibility	6	20

\* Group A units

## Detailed Syllabus

<b>Title:</b>	Introduction to First Line Management				
<b>Unit aim:</b>	This unit is about the foundation skills and knowledge of a first line manager				
<b>Level:</b>	3	<b>Unit Number:</b>	3017	<b>QCA Unit Number:</b>	R/601/2862
<b>Credit value:</b>	6	<b>Guided Learning Hours:</b>	30		
<b>Learning outcomes</b> <i>The learner will:</i>		<b>Assessment criteria</b> <i>The learner can:</i>			
1. Be able to understand the role of the first line manager and construct a personal development plan		1.1. Describe the role and responsibilities of the first line manager 1.2. Explain the skills and knowledge required of the first line manager and compare own existing skills and knowledge with those required 1.3. Construct a personal development plan that supports and develops existing and required skills and knowledge			
2. Be able to understand stakeholders, their needs and planning to meet those needs		2.1. Identify the first line manager's immediate stakeholders and their needs 2.2. Describe the data and information available to the first line manager on stakeholder needs 2.3. Develop a plan to meet existing and potential stakeholder needs			
3. Be able to understand the need to establish and develop working relationships and manage team performance		3.1. Explain methods to maintain and develop working relationships 3.2. Describe methods of identifying performance of team members and methods of supporting performance improvement			

### Assessment

Assessment is normally by written assignment (2000 – 2500 words per unit). Alternative assessment methods are available.

### About StudyFlex

StudyFlex is an Approved Centre of the CMI and is a founder partner of the CMI Academy. Currently working with over 100 schools, StudyFlex has enabled more than 3000 students to achieve a CMI qualification. More information is located at [www.studyflex.co.uk/schools](http://www.studyflex.co.uk/schools)