Qualification Factsheet – Level 3 First Line Management

Developed for supervisors and first line managers who have operational responsibility for a defined area of activity, this qualification gives junior managers the communication and motivational skills to help improve operational efficiency.

Award

Our Level 3 Award in First Line Management provides an introduction to the skills, roles and responsibilities of this management area. It will also develop your basic knowledge by focusing on the development of specific management skills.

Certificate

A more extensive qualification, our Level 3 Certificate in First Line Management gives you a broader knowledge of effective management skills while focusing on the specific management areas appropriate to you and your workplace.

Diploma

With a more comprehensive structure, our Level 3 Diploma in First Line Management gives you all the key skills and competencies you'll need to become an effective first line manager.

> ''I do not have a degree, but working in a University I find being able to use 'MCMI' signals that I do have a qualification which reflects the needs of my role – operational management being the most important.''
> **Isabel Cherrett MCMI**

CMI Code	Title	Qualification reference number
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

Accreditation dates

These qualifications are accredited from 1st September 2008, which is their operational start date in Centres. The accreditation ends on 31st August 2014, and the final date for certification:

CMI Code	Title	Final certification date
3A1	CMI Level 3 Award in First Line Management (QCF)	31st August 2015
3C1	CMI Level 3 Certificate in First Line Management (QCF)	31st August 2017
3D1	CMI Level 3 Diploma in First Line Management (QCF)	31st August 2017

Qualifications summary

These qualifications are designed for supervisors and first line managers, to support the development of their skills in maintaining and developing the effectiveness and efficiency of the operations for which they are responsible for, by motivating and developing the people who work in the team or department; fostering effective communications and developing a sense of team/corporate identify.

Although the qualifications can be offered to learners from age 16, in practice the majority of learners at this level would be expected to be over 18. CMI does not specify entry requirements for these qualifications, but Centres are required to ensure that learners admitted to the programme have sufficient capability at the right level to undertake the learning and assessment.

The qualification is offered in the medium of the English Language. The qualification can be offered by Centres in languages other than English – Centres wishing to do this should refer to the relevant section of the CMI Centre Code of Practice for guidance

Progressions

The qualifications provide opportunities for progression to other qualifications at the same or higher levels, which could also be work-based or more academically structured. The qualifications also support learners in meeting the requirements for work and/or employment within all areas of management and leadership at this level.

Rules of Combination

Units and rules of combination for Level 3 Award and Certificate

Units		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

Award – Learners need to complete any combination of units to a minimum of 6 credits to achieve the qualification. Range of guided learning hours: 20 - 25

Certificate - Learners need to complete any combination of units to a minimum of 13 credits to achieve the qualification. Range of guided learning hours: 45 - 50

Units and rules of combination for Level 3 Diploma

Units		Credits	GLH
Group A			
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
Group B			
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 4002	Managing stakeholder expectations	7	25
Unit 4003	Introducing organisational culture, values and behaviour	7	30
Unit 4004	Managing team dynamics	7	25
Unit 4005	Management report writing	7	25
Unit 4006	Management and leadership influencing skills	7	25
Unit 4008	Managing equality and diversity	7	30
Unit 3017	Introduction to First Line Management	6	30
Unit 3018	Corporate Social Responsibility	6	20

Diploma - Learners need to complete all core units (Group A) and two optional units (Group B) to a total of at least 42 credits to achieve the qualification. Range of guided learning hours: 140 – 145

Relationship to National Occupational Standards for Management and Leadership

The relationship of each unit to the Management and Leadership NOS is shown below

Units		NOS Units
Unit 3001	Personal development as a first line manager	A2, B11, B6, E5, D1, D6
Unit 3002	Resource planning	B8, D1, E1, C2
Unit 3003	Meeting stakeholder needs	D2, E5, F3, F6
Unit 3004	Managing and communicating information	D6, C2, E4, B6
Unit 3005	Developing individuals and teams	D6, D7, D1, B6
Unit 3006	Recruitment and selection	B11, D3
Unit 3007	Maintaining quality standards	D6, F9
Unit 3008	Improving team performance	D1, D6, D3, D7
Unit 3009	Management communication	C4, D1, F8
Unit 3010	Being a leader	D1, D2
Unit 4002	Managing stakeholder expectations	D2, F6, F7, F10, F11
Unit 4003	Introducing organisational culture, values and behaviour	B6, B9, B11, C2, C5, D2
Unit 4004	Managing team dynamics	D1, D2
Unit 4005	Management report writing	B1, B2, F12

Unit 4006	Management and leadership influencing skills	B1, B3, B5, B6
Unit 4008	Managing equality and diversity	B11, B12
Unit 3017	Introduction to First Line Management	A2, B6, B11, C2, D1, D2, D3, D6, D7, E4, E5, F3, F6
Unit 3018	Corporate Social Responsibility	B1, B2