



## Level 3 – Introductory Certificate in Management

### Aim

This qualification is designed for existing team leaders/supervisors or those considering a move into a first line management role and provides an introduction to the Level 3 – Diploma in First Line Management. The programme has national and international appeal and recognition - validated by the champions of management, the Chartered Management Institute, which aims to shape and support the managers of tomorrow.

### Structure and Content

The programme is delivered over 4 days, providing individuals with an overview of the following areas:

- Managing Information and Communicating for Results
- Customer Focus, Planning and Change
- Introduction to Quality Management
- Using and Controlling Resources
- Developing Yourself as a Supervisor
- Staffing Selection
- Developing People and Planning Work
- Improving the Performance of your Team

### Method of Delivery

Each workshop is highly participative through the use of group discussion, exercises and case studies.

### Assessment

Each candidate would be required to complete a short assignment designed to test individual knowledge and understanding of the whole qualification.

Open Skies Management Ltd  
Suite 404, 4<sup>th</sup> Floor, Albany House  
324/326 Regent Street  
London W1B 3HH  
T: 020 7692 4942  
W: [www.openskiesmanagement.com](http://www.openskiesmanagement.com)