

First Line Management



Who would benefit from this qualification?

The Award in First Line Management is aimed at those moving into, or just starting out in first line management, and provides a good foundation for this role. It comprises one mandatory unit, which covers essential skills in problem solving and decision making. You can then select from a wide range of optional units, which enable you to build the qualification that meets your specific needs and circumstances. Subject areas include team building, creativity and innovation and managing budgets and resources.

What does the qualification cover?

Learners are required to complete one mandatory unit, plus a minimum of 3 credits from the optional units.

Mandatory units

- Solving problems and making decisions (2 credits)

Optional units (selection only)

- Understanding change in the workplace (2)
- Planning change in the workplace (2)
- Achieving objectives through time management (1)
- Writing for business (1)
- Managing creativity and innovation in the workplace (1)
- Obtaining information for effective management (2)
- Managing customer service (1)
- Giving briefings and making presentations (1)
- Introduction to leadership (2)
- Building the team (1)
- Motivating to perform (2)
- Developing yourself and others (2)
- Managing conflict (1)
- Managing stress (1)
- Managing the employment relationship (2)
- Providing quality to customers (2)

Optional units (continued)

- Recruiting, selecting and inducting new staff (3)
- Coaching and training your team (2)
- Providing quality to customers (1)
- Planning to work efficiently (2)
- Organising and delegating (1)
- Managing projects (2)
- Managing health and safety (3)
- Understanding organisations in their context (2)
- Understanding culture and ethics (2)
- Managing performance (1)

Course overview

Qualification:	Certificate
Credits:	minimum of 5
Duration:	under 3 years
Learning:	Workplace
Assessment:	Assessor

For more information contact Optimas Training on 01709 33 11 63 or visit www.optimas-training.co.uk

