

Award in First Line Management

*The qualification is available at Level 4
and can be used for existing and new employees to enhance their skills*



The Award was developed and designed with the Norfolk and Norwich University Hospitals NHS Foundation Trust to accredit their in-house First Line Management training programme. However, this qualification's design enables it to be used by other organisations.

The Award will cover leadership, team building, motivation, delegation, communication, leading change and problem solving/decision making.

Qualification Summary

Learners must complete all of the 4 mandatory units to achieve the qualification.

Units

All Mandatory

1. Leadership

This unit will enable the learner to understand the differences between leadership and management and the use of different leadership skills. The learner will also be able to understand how to influence, manage, motivate, delegate and develop relationships with colleagues.

2. Leading Change

This unit will enable the learner to understand the benefits of change for an organisation, the forces behind it and how to implement it. They will also learn how to minimise and manage conflict in the context of organisational change.

3. Creating Effective Teams

This unit will enable the learner to know how to build and maintain a high performance team and how to allocate team roles according to team members' strengths.

4. Problem Solving and Decision Making

This unit will enable the learner to understand how major group processes impact on decision making and problem solving. In addition the learner will be able to use decision making techniques as well as develop team ideas and creativity of team members.

Assessment Methods

Assessment can be through a variety of means including portfolio and reflective journals.



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About Us

City College Norwich was the first FE college in the country to gain Awarding Organisation Status. As well as devising QCF qualifications in consultation with employers, sector skills councils and professional bodies we can also accredit high quality training provided by employers to give them nationally recognised qualifications.

For example, we have worked with financial services companies such as Aviva, Marsh, Axa, Moneyfacts, Virgin Money and the Norwich and Peterborough Building Society on the development of courses for new recruits to the sector and have worked closely with the Chartered Institute of Bankers in Scotland to accredit brand new qualifications for banking professionals.

This means that when we make the claim that we are responsive to the needs of employers and can produce tailor-made solutions – we can. Organisations wishing to develop or accredit their own qualifications will receive support from us as we work together. Employees will get nationally recognised qualifications; employers will get a more motivated, better trained, more productive workforce and working together we can address regional and national skills gaps.

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