



New modular qualification for first time Supervisors

Cogent, the Sector Skills Council for the science-using industries has developed a new Level 3 Managing Operations (QCF) qualification in collaboration with the Institute of Leadership and Management (ILM) designed for first time Supervisors.

Managing people for the first time can be a daunting prospect. If you are new to your supervisory role then this newly developed qualification is the perfect way to gain the skills you require quickly. This small modular qualification will give you the essential skills that will help you to confidently take on your new set of responsibilities and get the most out of your team.

Who is the qualification for?

The qualification is aimed at newly promoted supervisors working in process operations. The qualification will assist new supervisors in the first few months of their appointment and will help to alleviate any concerns over new responsibilities.

What will individuals taking the qualification learn?

- Allocating personnel to maintain processing and maintenance activities
- Responding to and managing operational problems
- Planning for change in the workplace and developing and monitoring plans and procedures

ILM Level 3 Award in Managing Operations (QCF) (8 credits, 80 learning hours)

Through extensive research with employers, Cogent identified a skills gap at First Line Supervisor level across the process industries. Cogent found that individuals promoted to their first supervisor/manager role had a number of skills requirements such as delegating, problem solving and planning workloads.

In developing this new qualification, Cogent looked

at the skills gaps which led to the development of an Award in Managing Operations. The units are:

- Solving problems & making decisions
- Planning to work efficiently
- Organising & delegating
- Managing projects
- Managing the effective use of equipment

This award can be taken as a progression route towards the ILM Level 3 Certificate in First Line Management (QCF).

In association
with



John Holton,
Strategic
Development
Director,
Cogent SSC.



"Supervisory positions are often filled through promotion. Without training, new supervisors lack the skills they need to run their teams effectively. By completing our new Level 3 qualification in Managing Operations, new supervisors will feel motivated and confident that they can make a positive impact in their role."

Modular qualifications supporting the Gold Standard*

In addition to the development of the Level 3 ILM Award in Managing Operations (QCF), Cogent has developed a small suite of modular qualifications designed to provide individuals with the soft skills needed to become a successful team member. Qualifications in Personal Development, Customer Awareness and Enterprise Awareness can also be taken as a progression route towards the Level 2 ILM Certificate in Team Leading (QCF).

ILM Level 2 Award in Customer Awareness (QCF) (4 credits, 40 learning hours)

This award allows individuals to develop the knowledge and skills required to build a greater customer awareness and knowledge of how to fulfil customer requirements. The units are:

- Fulfilling customer requirements
- Providing quality to customers
- Dealing with customers lawfully

L2 ILM Award in Enterprise Awareness (QCF) (3 credits, 30 learning hours)

This award aims to provide individuals with the opportunity to explore business enterprise, including financial performance, competition and the business environment.

ILM Level 2 Award in Personal Development (QCF) (5 Credits, 50 learning hours)

This small module will allow individuals to develop their soft skills including coaching and communication. The units are:

- Managing yourself
- Induction and coaching in the workplace
- Diversity in the workplace
- Workplace communication



*The Gold Standard sets the national standard for continuing professional development across key job roles across four key areas of competency: Technical, Business Improvement, Compliance & Functional and Behavioural.

ILM qualifications meeting the Gold Standard

Cogent has recommended units that meet the requirements of the Gold Standard and lead to an ILM qualification.

ILM Level 2 Certificate in Team Leading (QCF) (13 credits, 130 learning hours)

This Certificate in Team Leading is a widely taken qualification which has 22 available units and 3 mandatory. These units are matched against the Cogent Gold Standard for the Process Technician role and have been rigorously tested with training providers. The recommend units in the Gold Standard are:

- Developing yourself as a team leader
- Motivating the work team to perform
- Planning and monitoring work
- Developing the work team
- Dealing with change in the workplace
- Communicating with people outside the work team
- Briefing the work team
- Leading your work team
- Induction and coaching in the workplace

ILM Level 3 Certificate in First Line Management (QCF) (20 credits, 200 learning hours)

This Certificate enables learners to understand the principles and practice of management. The recommend units in the Gold Standard are:

- Solving problems and making decisions
- Understanding change in the workplace
- Planning change in the workplace
- Achieving objectives through time management
- Giving briefings and making presentations
- Introduction to leadership
- Building the team
- Motivating to perform in the workplace
- Developing yourself and others
- Managing performance and influencing others
- Understanding the communication process
- Managing the employment relationship

For further information on any of the qualifications above and the new **ILM Level 3 Award in Business Awareness (QCF)**, please contact john.holton@kogent-ssc.com or telephone 01925 515 200.