



**BURY  
COLLEGE**

● **BUSINESS SOLUTIONS** ●

**Bury College Business Solutions**

# Leadership and Management Training

The employers' choice. For all your company training needs.





**BURY  
COLLEGE**  
• BUSINESS SOLUTIONS •



Develop the skills  
of your staff and gain a  
competitive advantage

# Welcome

Bury College Business Solutions has a proven track record of successfully delivering high quality training. As one of the largest providers of professional and customised training programmes in the North West, we can offer affordable, flexible and responsive training solutions.

We will work with you to ensure your company has trained staff who can lead and inspire others and increase your business performance. The training your company and employees receive can be personally tailored to meet your business needs.

Your training investment may also be supported by funding that may subsidise training for your employees.



**We have been recognised by the  
Training Quality Standard for our  
excellence in employer training.**





“ Bury College Business Solutions has really helped us to plan our training needs.

Our objective is to develop our people and increase the skills within our workforce to give our clients a first class service. ”

**Melanie Rigby**, Training Manager, Expert Logistics

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# Meeting your management training needs

Developing your employees to meet the current and long term needs of your business is the ideal way to maximise your business return. Bury College Business Solutions offers a wide range of leadership and management qualifications, including specialised programmes in coaching and mentoring.

We recognise that all organisations are different and our flexible training courses can be tailored to meet the specific learning and development needs of employers of all sizes, across all industries and sectors. In addition, training is practically based to ensure learning is directly transferred to the work environment.

Our courses have a unique structure that allows employers the freedom to select from a wide range of optional units. This freedom will allow you to build

training programmes that will deliver the specific skills and knowledge that you require from your leadership and management teams.

Our leadership and management training includes:

- Professional qualifications
- Bespoke training
- Coaching and mentoring
- Foundation Degrees
- Higher National Diplomas and Certificates
- Tailored workshops
- Apprenticeships
- Short Courses
- Work based qualifications

## Grow your own Manager

We can help you recruit high calibre individuals onto trainee management schemes through our Apprenticeship programmes at no cost\* to your business.

## University Partnerships

Our university courses are delivered in partnership with the University of Bolton and offer excellent progression routes to full degrees or higher professional qualifications.

\* A one-off certification fee may apply to apprentices 19+



# Benefits of management training with Bury College Business Solutions

- We can create bespoke training that is unique to your company, as well as offer a wide range of professional and other nationally recognised qualifications.
- Training is flexible and can often take place in your workplace or at our town centre training facilities, or online.
- Training can be delivered in group or individual sessions, depending on your preferred option and the type of training taken.
- Your training investment can be supported by funding that may subsidise training for your employees.
- You will receive personal attention through the allocation of an individual point of contact to respond to your business needs.
- We host business networks that provide you with the opportunity to network and share ideas and learn from other managers.
- Your training will be delivered by our experienced team of industry trainers who have a proven record of delivering high quality training.
- We work closely with local industry to ensure that we are always able to respond to the latest training needs.
- We have been nationally recognised for our excellence in employer training so you can be confident that you will receive the highest standard of training.

“ The Leadership course made me look at myself and think about the kind of manager I am. It really helped me with my confidence and showed me how important it is to motivate staff and stay positive. ”

**Gemma Duckworth**, Trainee Deputy Manager,  
Mulberry Bush Nursery Group

# A Guide to Management Qualifications

Team Leader/  
Shift Supervisor

First Line Manager/  
Manager/Supervisor

Manager/  
Middle Manager

Senior Manager/  
Director

HR Officer/  
Manager

## Helping you make the right choice

To help you select a training course that is appropriate to your level of management responsibility, we have introduced the above colour coded key. This key is used throughout the brochure and will provide you with an indication of the courses that are most suitable for your role.

Bury College Business Solutions has an extensive range of Management short courses that can provide new and experienced team leaders and managers with the knowledge and understanding they need to contribute effectively to your business.

### Essential Management

This workshop is for new managers or those with limited experience to develop new skills to manage a team more effectively. This workshop aims to provide you with an overview of essential management skills needed to lead teams to success. It will provide new and existing team leaders with ideas to develop their current motivation and negotiation skills.

**Duration:** 6 hours

### Managing Tasks and Maximising Results

This workshop is designed to help you develop your skills in time management to achieve more effective results in less time. It will provide you with the skills to increase work effectiveness and productivity, achieve greater control of your daily activities and overcome stress.

**Duration:** 3 hours

### Effective Communication Skills

The workshop will help you to raise self awareness and improve your communication skills. Candidates will learn to identify their own individual style, learn how to adapt it to different situations and how to listen effectively to build rapport.

**Duration:** 3 hours

### Impact of Body Language

Body language awareness can provide you with an edge when negotiating. If you can read key signs from the people you are dealing with, you can discover things that can help you reach a better deal.

**Duration:** 3 hours

### Positive Impressions

In today's competitive business world it is more important than ever for people and companies to make a positive impression. Whether it's for interviews, presentations or managers; creating a positive impression is important for you and businesses. This workshop can help you understand the impact of image as a communication tool and understand the impact that personal image has in the workplace.

**Duration:** 3 hours

### Managing Change

This workshop will help you identify key priorities and develop your skills to initiate and manage that change. You will also gain an understanding of the change process and people's emotional reactions to it, develop coping strategies for yourself and others and learn best practice for leading teams through change.

**Duration:** 3 hours

## Assertion without Aggression



Some colleagues and people we meet at work and in everyday life are impatient, rude, stressed, de-motivating, and often just unaware of how their behaviour impacts on others. Participants learn exceptional skills to deal with difficult people in a direct but non-confrontational way.

**Duration:** 3 hours

## Attracting and Recruiting the Right Staff



Recruitment can be a costly exercise for any business and an important function for any manager. This workshop introduces the key stages of recruitment, enabling a consistent, fair and systematic approach. It also covers how to attract the correct candidate, where to advertise and what to say in adverts.

**Duration:** 3 hours

## Influencing & Persuading



This course enables delegates to work through practical strategies and tactics to deal with the communication challenges of their job role. This course can benefit you by developing your assertiveness, confidence, influencing and persuasion skills. Delegates attending have improved their self-esteem and gained the confidence to address vital communication issues.

**Duration:** 3 hours



## Professional Presentation Skills

This practical course enables delegates to discover how to identify objectives, research their audience, create a strong message and structure a presentation. It also covers how to use technical aids, avoid disaster, use the presentation space and ensure your image is spot on. Delegates attending have been guided through the fundamentals of presenting in public and as a result gained confidence and professionalism.

## Managing Absence to Increase Productivity

Absence costs the British economy £12 billion a year. This course guides delegates through the fundamentals of absence management. It covers the impact and cost of absence and the causes of absence. The workshop covers techniques for recording absence, reporting absence, data protection, legal issues and the importance of accuracy and fairness and how to develop an attendance culture.

## Motivational Leadership Creating a Can Do Culture

This is a one-day course for experienced managers who are looking to develop their leadership skills to excel in team performance by creating a winning culture to meet business objectives. The course provides delegates with an insight into techniques to help them progress beyond team management to become a leader who can motivate and inspire. Delegates will also acquire practical ways to enhance operational and strategic performance.

## How to Lead, Motivate and Engage Staff

This workshop is designed for managers, team leaders and supervisors who wish to develop excellent morale and high quality performance from all team members. This practical workshop will provide delegates with indicators on how to identify common de-motivators and prevent these from attacking morale. Delegates will also learn effective communication techniques to

ensure that everyone is working to the same objectives, in addition to gaining skills in understanding the unique needs of individuals.

## Coaching Your Team for High Performance ● ● ●

A one-day course aimed at line and middle managers who wish to learn best-practice in coaching, and use a range of in-depth coaching techniques to obtain the best from their staff and promote an organisation-wide coaching culture.

## Gaining and Retaining Customer Loyalty ●

This course will provide delegates with the skills to help them manage customers effectively in a competitive market where clients can be increasingly demanding. Delegates will learn best-practice techniques to engage with clients, negotiate, and report and provide high levels of service when managing multiple relationships.





Provide new  
Managers with  
the skills they need to  
lead and inspire others

## Developing an Inspired and Committed Workforce

This course is for new managers or those with limited experience who wish to develop new skills to manage their team more effectively. Driving the performance of individuals and teams is a big responsibility. While the team must work together to achieve objectives, it is important to also recognise the needs of the individuals within it.

## Effective Performance Reviews

Our performance management training can be tailored as in-house programmes to address specific issues within your own company. We use your policy and procedures and embed this into the course as well as delivering the soft skills needed to improve manager's styles of conducting appraisals and improving the overall process. This course will enable you to provide honest feedback, not postpone awkward issues, as well as identifying a development plan for the employer.

Good leaders and managers are essential for achieving and maintaining a competitor advantage. Bury College Business Solutions offers a range of accredited courses to help your employees improve their business and management skills and knowledge.

The following accredited courses are designed to be flexible, allowing employees to select those units which are most suitable for their job.

### ILM Level 2 Award in Team Leading

This ILM accredited course takes place one day a week over five weeks and is aimed at practising or aspiring team leaders. It is designed to cover the basic knowledge of the various responsibilities and functions of a team leader and the limits of their authority and accountability. It is assessed via assignments and observation.

#### The course includes the following units:

- Develop yourself as a team leader
- Managing yourself
- Workplace communication
- Briefing the work team

**Duration:** 5 days

### NVQ Certificate Level 2 in Team Leading

This qualification is assessed in the workplace and covers the fundamentals of team leading in a practical setting. It is suitable for people who are entering management or who have the ability and the opportunity to demonstrate recognisable management skills, for example, organising and communicating information, working with others and leading teams.

Team leaders must be responsible for the work output of a team and are required to plan the work of team members, provide feedback to team members, identify, report and reduce risks to safety, work effectively with both those inside and outside their team and organise and lead team briefings.

#### The course includes mandatory units (listed below) plus optional units:

- Manage your own resources
- Provide leadership for your team
- Develop productive working relationships with colleagues
- Ensure your own actions reduce risks to health and safety

**Duration:** Flexible - up to 6 months





## ILM Level 3 Award in Leadership and Management Skills

This qualification has been designed to develop the leadership and management skills of practising or aspiring first line managers. The course consists of three mandatory units, which cover the following areas; problem solving and decision making techniques, leadership styles and motivating and developing teams. All learners gain free studying membership of ILM for one year, which will provide them with access to a wide range of specialist support and development materials and services.

**Duration:** 3 hours for 10 weeks

## ILM Level 3 Certificate in Leadership and Management Skills

The ILM Certificate in Leadership and Management Skills builds on and broadens the understanding gained in the ILM Level 3 Award. (Please note candidates may join the certificate directly and are not required to undertake the award as a prerequisite). Learners take the same three mandatory units as in the award then complete three optional units from a wide selection including: writing for business and working with costs and budgets.

The Certificate in Leadership and Management Skills can be fully tailored to meet the varying needs of candidates across all employment sectors.

**Duration:** 3 hours for 10 weeks

## ILM Level 3 Award in First Line Management

This qualification has been designed to develop the leadership and management skills of practising or aspiring first line managers. The course consists of three mandatory units, which cover the following areas; problem solving and decision making techniques, leadership styles and motivating and developing teams. All learners gain free studying membership of ILM for one year, which will provide them with access to a wide range of specialist support and development materials and services.

**Duration:** 3 hours over 10 weeks

## ILM Level 3 Certificate in First Line Management

The ILM Certificate in Leadership and Management Skills builds on and broadens the understanding gained in the ILM Level 3 Award. (Please note candidates may join the certificate directly and are not required to undertake the award as a prerequisite). Learners take the same three mandatory units as in the award then complete three optional units from a wide selection including: writing for business and working with costs and budgets.

The Certificate in Leadership and Management Skills can be fully tailored to meet the varying needs of candidates across all employment sectors.

**Duration:** 3 hours over 20 weeks

## NVQ Level 3 in Management

The NVQ Level 3 in Management is assessed in the workplace and is suitable for existing and developing managers. It will help to build skills in a variety of management areas and is broadly aimed at first line managers who are responsible for the control of activities and work output of small teams. The qualification is intended to be one stage in a progression to leading in first line, middle and senior management.

**The course includes mandatory units (listed below) plus optional units:**

- Manage your own resources & professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

**Duration:** Flexible - up to 9 months

**Please note funding may be available**

## ILM Level 3 Award in Workplace Coaching for Team Leaders and First Line Managers

The ILM Level 3 Award in Workplace Coaching for Team Leaders and First Line Managers is a concise qualification made up of three mandatory units which introduce the key aspects of coaching in the workplace.

**Duration:** 5 weeks

### ILM Level 4 Award in Leadership and Management Skills

The ILM Level 4 Award in Leadership and Management Skills is a concise qualification that has been designed to provide practising or aspiring middle managers with a solid foundation for their formal development. The course is made up of two mandatory units: Understanding the management role and developing management skills. Topics will cover core research, analysis and group work skills, which are essential to learners job roles.

**Please note funding may be available**

**Duration:** 3 hours over 10 weeks

### ILM Level 4 Certificate in Leadership and Management Skills

The ILM Level 4 Certificate in Leadership and Management Skills is made up of four mandatory units, totalling fourteen credits, plus eight credits from a wide choice of optional units. The mandatory units concentrate on understanding leadership and the management role, plus planning and developing leadership through practical activities. Optional units allow candidates to concentrate on those skills most relevant to their development needs and include: delegating authority in the workplace and managing meetings.

**Duration:** 3 hours over 10 weeks

### NVQ Level 4 in Management

The NVQ level 4 in Management is suitable for middle managers with operational responsibilities. It is aimed at those individuals who not only have responsibility for staff, but may also have a degree of responsibility for the organisation.

**The course includes mandatory units (listed below) plus optional units:**

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

**Duration:** 12 months - work-based course

### NVQ Level 4 Diploma in Customer Service

This qualification is aimed at candidates working in a senior role within an organisation that treats customer service as a priority. It is suitable for people who have a role that is clearly linked to customer service or have a general management role that includes aspects of customer service. Units include, Demonstrate understanding of customer service management, Follow organisational rules, legislation and external regulation when managing customer service.

**Duration:** 12 months - work-based course

### NVQ Business Administration Level 4 Diploma

The level 4 qualification is intended for individuals who are working at a senior level with considerable responsibility for the management of systems and resources, working with an extensive degree of autonomy. The individual's role will involve developing and monitoring facilities and resources to maintain an administrative service within the organisation. Their duties will include: managing an office facility, managing contracts, negotiating and agreeing budgets, monitoring and reviewing the implementation of corporate objectives, strategies and policies, informing and facilitating corporate decision making, creating and managing information systems, chairing meetings. This qualification is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

**Duration:** 12 months - work-based course

## ILM Level 5 Certificate in Coaching and Mentoring in Management

The ILM Level 5 Certificate in Coaching and Mentoring in Management aims to provide practising managers with the knowledge, skills and confidence to perform effectively as coaches or mentors as part of their normal work role. The qualification is made up of three mandatory units which enable participants to understand, develop and demonstrate knowledge and skills in the workplace, as well as coaching and mentoring.

**Duration:** 8 weeks



### ILM Level 5 Award in Leadership and Management Skills

The ILM Level 5 Award in Leadership and Management Skills has been designed to give practising or aspiring middle managers a solid foundation for their formal development in this role.

This is a concise qualification made up of two mandatory units: In the first unit, *understanding the management role*, participants explore the nature of the middle management role and critically evaluate their own managerial ability. In the second mandatory unit, *assessing your own leadership capability and performance*, participants explore leadership styles within their organisation, the commitment and motivation of their teams and their own ability to motivate teams to meet organisational goals.

**Duration:** 10 weeks

### ILM Level 5 Certificate in Leadership and Management Skills

The ILM Level 5 Certificate builds on the leadership and management skills gained in the Award through a choice of additional units covering a variety of leadership and management topics. (Please note participants are not required to undertake the Award as a prerequisite and may join the Certificate directly). From 'Developing the manager as a critical thinker' to 'Making professional presentations', the Certificate in Leadership and Management Skills can be tailored to meet the varying needs of participants across all employment sectors.

**Duration:** 3 hours over 20 weeks

### ILM Level 5 Award in Management

The ILM Level 5 Award in Management is a concise qualification designed to develop basic middle management skills and knowledge. The mandatory unit examines organisational structure and function, the roles and responsibilities of middle managers and the effect of communication and interpersonal skills on managerial performance. The final element of the unit explores the evaluation of personal development opportunities.

**Duration:** 3 hours over 10 weeks

### ILM Level 5 Certificate in Management

The ILM Level 5 Certificate in Management builds on and broadens the areas covered in the Award in a flexible and practical way (please note learners may join the Certificate directly and are not required to undertake the Award as a prerequisite). Here, 'managing improvement' is explored, both in terms of organisational and personal improvement. 'Developing the reflective manager' concentrates on the analysis of personal strengths and weakness and how to work through problems using creative techniques. The crucial skill of 'making a financial case' is also explored in the fourth mandatory unit for the Certificate.

**Duration:** 3 hours over 20 weeks



# Apprenticeships

Good managers and team leaders are essential to the success of any business. Having a skilled Apprentice in your business can be extremely valuable. Our Apprenticeships in Team Leading and Management can provide your staff with the skills they need to improve performance and motivate others to succeed.

## **Apprenticeship in Team Leading NVQ Level 2**

The Team Leading Apprenticeship can be applied across a broad range of sectors and job roles. Team leaders are essential to the success of any business, so the skills gained on this Apprenticeship are transferable and valuable. On your Apprenticeship you'll learn the theories of team leading and how business works. You'll manage your own workload, lead others, work effectively with other people and learn how to get your point across through talking and discussion with others.

## **Advanced Apprenticeship in Management Level 3**

Management skills have a major impact on the development, productivity and performance of businesses of all sizes and across all sectors of the economy. With an Apprenticeship in Management, you'll be able to understand the theories of management and how to source, understand, present and explain work-related responsibilities.

“ We wanted to use the Apprenticeship programme to complement our processes, which in turn drives the engagement levels of our staff. I am very proud that so many of our employees have achieved a qualification with Bury College Business Solutions. ”

**Phil Birbeck**, Managing Director, Equanet



# Apprenticeships

## **Advanced Apprenticeship in Accountancy Level 3**

Accounting is a highly skilled profession, with accounting staff working at many different levels. The Advanced Apprenticeship at level 3 is designed for those whose role includes the more complex accounting tasks, such as preparing final accounts for sole traders and partnerships, maintaining cost accounting records and preparing reports and returns.

## **Advanced Apprenticeship in Accountancy Level 4**

The Level 4 Diploma is a professional finance qualification. Achievement entitles students to full membership of the AAT. Full AAT members work in a wide range of finance positions and managerial roles.

## **Advanced Apprenticeship in Business Administration Level 4**

The Business Administration Advanced Apprenticeship has been designed for individuals who are in a position of responsibility, including the supervising and team leading of other staff and dealing with challenging issues. The Apprenticeship involves candidates developing and managing various systems and the supervisory skills required for a business to run efficiently.





# University Courses

Bury College has for many years offered a wide range of full-time and part-time university qualifications. Our university courses are practically based and designed to meet the varying needs of employers and learners alike.

University courses are delivered in partnership with the University of Bolton and offer excellent progression routes onto full degrees or higher professional qualifications.

## HNC in Business

The HNC in Business Studies is a practical and vocational course that can provide you with the basis for your career development in the business world. On successful completion of the course you may progress to further study at degree level. You will learn about key aspects of business including finance, operations and IT, using real business problems and case studies. You will also have the opportunity to study specific business sectors such as marketing, human resources, planning, organisation and employee relations.

**Duration:** 2 years

## Foundation Degree in Business Management (FdA)

This course prepares you for a career in the business sector or can support your development if you already work in a business environment. This practical course provides you with the applied skills and knowledge in a range of business management areas including marketing, finance, managing people and organisational behaviour. A placement is a required part of the course and the College can help you find an appropriate placement, if you require assistance.

**Duration:** 2 years

# Human Resource Management

## CIPD Leadership & Management

This course is designed for practising or aspiring HR professionals and those wanting to pursue a career in Human Resource Management. The qualification is a component part of the CIPD Professional Development Scheme.

**Duration:** 12 months - flexible work-based course

## Graduate Certificate in Learning and Development Practice

This course is aimed at individuals involved in learning and development in organisations, those working as independent trainers and Training

Administrators. It is also suitable for managers with responsibility for learning and development and those who are completely new to, or aspiring to, a career in learning and development.

**Duration:** 12 months - flexible work-based course

## Certificate in Human Resource Practice

The Certificate in Human Resource Practice is a Level 3 qualification and is the foundation course in the CIPD's library of HR qualifications. This course is the starting point if you want to develop your skills, knowledge and career in HR.

**Duration:** 12 months - flexible work-based course

## Graduate Certificate Human Resource Management

The Graduate Certificate in Human Resource Management is for undergraduate students and replaces the CIPD Leadership and Management. It is a degree level qualification (Level 6) run in partnership with the University of Salford. The course offers practical knowledge, which will provide you with the skills to meet the academic rigour of the HR profession in the 21st century. In recognition of this, successful students are invited to a graduation event.

**Duration:** 12 months - flexible work-based course



Leaders and managers are the key to successful business strategy and competitive positioning





# Bespoke Training

Bury College Business Solutions can develop tailor-made management programmes to meet your specific company training needs.

Benefits of our bespoke training package:

- A free training needs analysis, which enables us to provide a training programme that is right for you, your employees and your business.
- You will always receive personal attention through the allocation of an individual point of contact to respond to your business needs.
- We will help you to source the most cost effective training solution to meet your needs and where appropriate will advise you on and provide access to funding to help you reduce your training costs.
- We will work with you to integrate your organisation's cultures, values and policies into your bespoke training programme.
- Training can often take place in your workplace, at our town centre training facilities or online. It may be delivered in group or individual sessions, depending on your preferred option and the type of training taken.
- Our Business Advisors will measure the impact of our training to ensure that your business receives the results that you expect.



“ We chose to work with Business Solutions as they are able to tailor the units to ensure the course they deliver matches our business needs. They spent a lot of time working closely with us; it was definitely a process driven approach. ”

**Gary Bentley, Operations Manager Kara Foods**

# How to book onto a management course

To book onto a management course, or for further information please contact one of our Business Development Advisors.

Phone: **0161 765 3650**

Email: **[business.solutions@burycollege.ac.uk](mailto:business.solutions@burycollege.ac.uk)**

“ I would just like to thank you for the support and guidance received throughout my ILM training. I'm thoroughly enjoying the time that I'm spending at Bury College Business Solutions and can only praise the teaching staff and yourself for the learning experience. ”

**Grant Cropper**, Principal Environmental Health Officer, Rossendale Borough Council





The employers' choice. For all your company training needs.

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