

# International Management Qualification Foundation Award in Management Principles

City &   
Guilds

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**i**lm

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# Foundation Award in Management Principles

City & Guilds and the Institute of Leadership and Management (ILM) have developed one of the first Management Awards designed for international students aiming to achieve their first qualification in management. The combined expertise of these two organisations brings students the benefits of world wide recognition and choice of over 200 vocational qualifications spanning virtually all industry sectors.

## City & Guilds

City & Guilds is one of the largest international vocational awarding bodies in the world. With our head office in London we operate in over 100 countries through six branch offices and a wide network of agents. Our range of international vocational qualifications cover the majority of occupational areas and are recognised for employment, progression to further education and University entrance.

## ILM

Part of the City & Guilds group, ILM is one of the UK's leading specialists in awarding management qualifications for over 65,000 candidates each year. ILM has over 1,400 accredited centres world wide that provide flexible and practical management development programmes which have to meet high quality assurance standards.

## Why choose the Foundation Award in Management Principles?

### International Recognition

City & Guilds and ILM awards have gained recognition, from governments, employers, and professional bodies throughout the world as evidence of high quality vocational achievement. With operations in over 100 countries we are expanding our centre network every year.

### Experience

City & Guilds and ILM have a combined 150 years' experience, during which time we have accumulated a wealth of expertise in developing qualifications. The City & Guilds group awards almost half of all National Vocational Qualifications (NVQs) in the UK; we award over one million certificates globally each year, and we work with governments to develop qualifications that support and enhance their national award frameworks. We use this experience to develop our qualifications to ensure they meet national and international industry standards.

### External Assessment

We standardise the marking and assessment of all our qualifications. The Foundation Award in Management Principles examinations are marked in the UK using independent external markers to ensure consistency, so you can be assured that all exams will be assessed to the same standard regardless of where they are taken.

## Flexibility

The Foundation Award in Management Principles is primarily designed to complement International Vocational Qualifications. Much of our success comes from offering our qualifications alongside national frameworks, adding the benefits of international recognition, external assessment and certification to your student's achievements.

Students are not required to attend a programme of learning for the Foundation Award in Management Principles if they already meet the required standard. Therefore those students who have covered the syllabus as part of a national qualification or during their work experience may be able to enter for the examination without further study at an approved City & Guilds examination centre.

## Route to employment

City & Guilds and ILM are two names synonymous with employment. This award has been designed to test candidates underpinning knowledge needed for managing in the workplace. The qualification has been developed by industry experts who have many years training experience and who understand the management skills required by students in the workplace. Both City & Guilds and ILM have gained recognition from an extensive list of employers and are dedicated to extending the recognition of the qualifications across the world.

## Combine management and trade skills

The Foundation Award in Management Principles provides students with the opportunity to achieve a certificate in management in addition to their subject-specific qualifications. This combination recognises practical competence in a trade skill and certificates many of the knowledge requirements needed to operate at supervisory or management level, therefore providing an effective route to management.

## Progression to further study

Having achieved the Foundation Award in Management Principles, students may wish to progress further onto a range of management qualifications that ultimately could lead to the **Diploma in Management**.

A growing number of universities in the UK recognise the ILM Executive Diploma in Management as an entry qualification onto their MBA or MSc programmes.

## Who is the Foundation Award in Management Principles suitable for?

The Foundation Award in Management Principles is a multiple-choice examination aimed at students who may have already followed a programme of study such as a City & Guilds International Vocational Qualification, or similar, where part of that syllabus focussed on Management techniques.

Students may also enter this examination on the basis of self-study and/or previous experience in a management or supervisory role.

Below is a list of the IVQs that contain management units that provide the essential background competence for the Foundation Award in Management Principles. Along with some additional study, students who have completed these units will be well equipped to attempt the Foundation Award in Management Principles and will find it a valuable addition to their sector specific qualifications.

1121 Retailing

*24 Planning Organising and Evaluating Work*

1122 Hairdressing

*35 Contribute to The Financial Effectiveness of The Business*

1123 Beauty Therapy

*27 Contribute to the Financial Effectiveness of The Business*

3905 Motor Vehicle Engineering

*65 Management Skills*

*66 Business Systems*

*67 Financial Systems*

4865 International Tourism

*14 People Development*

*15 Business Systems*

*22 Managing People*

*24 Financial Control*

*26 Managing Operations and Information*

and presentation aspects of the International Tourism project

6165 Construction Industry

*64 Construction Management*

7065 Food Preparation and Culinary Arts

*05 Costing, Budgets and Control*

*10 Training and Team Development*

7066 Food and Beverage Service

*03 Planning, Organisation and Evaluation of Work*

*06 Resources Management*

*07 Provision and Training of Personnel*

7067 Reception Operations and Services

*07 Staffing the service*

7068 Accommodation Operations and Services

*07 Staffing the service*

Information on any of these awards can be obtained from our offices or via the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com).

## The Qualification

### Syllabus content

The syllabus covers the following four core areas of management principles:

- Managing People
- Managing Activities
- Managing Information
- Managing Resources

### Managing people

#### Motivating people

Why managers need to motivate the people and teams they lead, how they can do this, and how it can lead to improved organisational performance.

#### Managing change and conflict

Organisations are faced with increasingly complex operating environments creating the need for internal change management. This section covers best practices in preparing for change, making change successful, avoiding conflict, and dealing with it when it arises. Employees who are skilled in managing change ensure organisations operate effectively during periods of upheaval and can implement change quickly leading to greater organisational performance.

#### Groups and teams

Knowledge about the way in which organisations function in groups and teams and how to get the best performance from these teams are essential ingredients of a successful manager. Students will be expected to know what makes a good team, how to identify a good team, and what they can do to identify gaps in teams?

#### Leadership and organisational structures

This section is about the different styles and structures for leadership and how they affect teams and people. Key topics include what makes a good leader, how are leadership styles influenced by the corporate culture of an organisation, and what is the difference between a good leader and a good manager?

#### Managing activities

##### Internal and external customers

Students should understand the difference between internal and external customers, what are their needs, how are they managed and how managers can deal effectively with each group.

##### Quality of service and customer service standards

Knowledge about why these things are important to achieve a competitive advantage, and the techniques managers can use to achieve them.

##### Quality management

Maintaining product quality is a crucial aspect of a company's operations. Managers must ensure that methods and processes are carried out effectively so quality standards are maintained. The examination will test candidates knowledge of how quality is measured, monitored and improved.

### **Planning, organising and controlling**

Planning, organising and controlling the workload of a team is one of the most important day to day management activities. It is central to ensuring tasks are completed and essential for meeting deadlines and targets. Students must be aware of the importance of this area of management and how it effects the performance of teams and the individuals within the team.

### **Managing health and safety**

Health and safety in the workplace is an increasingly important factor within companies around the world. Students will be required to understand methods of best practice in Health & Safety and how to ensure the safety of their teams, and the role health & safety plays in the company as a whole.

Students who have a particular interest in this area can progress onto the City & Guilds *Skills Certificate in Health and Safety*.

### **Managing information**

#### **Problem solving and decision making**

Whether it is a dispute between staff or choosing the strategic direction of the company managers need to develop the ability to assimilate information, assess the situation and choose a course of action to solve the problem under consideration. This is a fundamental aspect of management and students should be aware of the factors that are important in problems solving and decision making.

#### **Recording, storage and retrieval of information, and information security**

The amount of information companies collect has grown rapidly and managers need to know what information they need to collect, why it is important, and how information can be communicated to others. Students should understand the types of information that need to be kept secure, the impact of data protection, and how information can be stored so it is useable and easily retrievable.

### **The use of IT in the workplace**

Information technology is a major aspect within a company's operations. The syllabus includes the importance of IT in the workplace and how this vital resource can be managed to improve effectiveness. This section of the award has direct links with the Pitman Qualifications suite of awards in IT, Administration and Secretarial Procedures.

### **Statistical techniques**

Organisations hold a wealth of data within its systems and customer accounting databases. In order to support decision-making managers need to translate this data into information which requires the use of statistical techniques such as break-even analysis, critical path analysis and variance analysis.

### **Communication in the workplace**

Poor communication can result in reduced organisational and team performance. Students aspiring to become managers need to know how and why communications effect all company operations and their performance.

### **Managing resources**

#### **Economic considerations**

Changes in the economic environment can have a profound effect on a companies revenue. Students will be expected to understand the impact of economic factors on the company such as unemployment, inflation, interest rates on the company and how these factors influence customer demand for products and services.

#### **Financial and management accounting and budgets**

Organisations earn money from selling goods and services while at the same time spending money on areas such as staffing, supplies, marketing and computers. Companies must plan and budget for both to ensure they make a profit and they have the cash flow to pay suppliers. Managers need to create budgets, regularly monitor income versus expenditure and identify problems by using a range of tools such as profit and loss analysis, balance sheets, cash flow statements and through the use of management information.

#### **Purchasing and supply**

Students will be expected to understand the importance of the purchasing and supply function in a successful business, including quality control, prices paid and their impact on profitability, wastage, and the effective use of resources.

#### **Stores and stock control**

This section of the examination will cover the basic principles of stores and stock control, the need for effective reordering systems and monitoring of stock levels to ensure the smooth running of the business.

### **The Assessment**

The assessment consists of an 80 multiple-choice question paper lasting two hours. Students must attain a pass in EACH of the four core study areas to be successful in the award.

Credits are awarded to students achieving 65%, and Distinctions are awarded to students achieving 80% or more correct answers.

Students should have in the region of 60 Guided learning hours.

# City & Guilds information request form

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Please send me more information on the Foundation Award in Management Principles.

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