



UMD PROFESSIONAL LTD

MANAGEMENT DEVELOPMENT PROGRAMME

**FOR PRACTICE MANAGERS
AND BARRISTER'S CLERKS**

Leading to the

**ILM LEVEL 3 DIPLOMA
IN
LEADERSHIP AND MANAGEMENT**

**PROSPECTUS
OCTOBER 2019**

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Restmor Way
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1 INTRODUCTION

The UMD Professional Level 3 management development programme for Barrister's Clerks aims to provide those taking on their first management role with a thorough grounding in the theory and practice of management required in Chambers today. The course has been designed in conjunction with the IBC and integrates with the demands of working life as well as providing sound learning of the principles of management.

2 THE QUALIFICATION

The course leads to the Level 3 Diploma in Leadership and Management, awarded by ILM, a national awarding body, and represents a highly practical way to gain a respected management qualification, which also benefits Chambers. The programme has two primary objectives

- To assist participants in gaining the basic knowledge required by those in a management role in Chambers
- To develop practical management skills relevant to Chambers.

Candidates who successfully complete the ILM Level 3 Diploma course can use the credits gained to proceed to a further sixteen-month course to achieve the ILM Level 5 Diploma in Leadership and Management.

3 THE ILM

ILM is a respected national awarding body with an established track record in the delivery of management qualifications, and the Level 3 Diploma in Leadership and Management represents a nationally recognised management qualification.

4 ENTRY REQUIREMENTS

To undertake this programme you should be:

- An existing Practice Manager or Barrister's Clerk
- A Clerk aspiring to a role with a greater level of management responsibility

Whilst there are no formal educational requirements, learners should have a background that will enable them to benefit from the programme. Participants will derive most benefit from the programme if they have some prior experience of supervision or management, although this is not absolutely essential. You should be able to demonstrate a good standard of written and spoken English and, as notes are downloaded from a dedicated website and assignments submitted electronically, you should also possess a reasonable level of computer literacy.

5 WHAT DOES THE COURSE INVOLVE?

This is a highly participative one-year programme which involves a combination of ten evening workshops held monthly and guided home study. The workshops provide not just input from a tutor, but also involve management exercises, case studies, discussions and group work. They are highly practical and use Chambers-based examples and case studies. During the workshops you can expect a highly interactive approach to learning.

The workshops are supported by notes for each module downloaded from our website. These provide the basis for the theoretical background to the Diploma course and include reading, exercises for completion, and video material but also include other practical activities (known as guided learning activities) for you to work on and complete between the workshops. The supporting materials are downloaded from our website, and all assignments (see below) are submitted electronically. You will therefore need to have access to a PC and the Internet and an e-mail address.

You will also be able to access tutorial support from your course tutor via telephone, Skype and e-mail for one hour a month through the course.

Alongside the workshops, you will complete a number of assignments which form the assessment part of the qualification (see below).

6 HOW MUCH TIME DOES THE COURSE INVOLVE?

The course is spread over a year and runs from January with a break in August. It comprises ten monthly evening workshops held in Chambers in Central London, combined with home study. In addition to the workshop attendance you should allow 3 to 4 hours a week for personal study.

7 WHAT SUBJECTS DOES THE COURSE COVER?

The course covers the following subjects:

<p>MANAGING SELF</p> <ul style="list-style-type: none"> Time management Identifying self development needs Self development Effectiveness and efficiency 	<p>MANAGING RESOURCES</p> <ul style="list-style-type: none"> Performance indicators Working to a budget Understanding costs Minimising waste
<p>MANAGEMENT SKILLS</p> <ul style="list-style-type: none"> Setting objectives Problem solving skills Briefing skills Interpersonal skills 	<p>DEVELOPING PEOPLE</p> <ul style="list-style-type: none"> Building the team Delegation Planning development Supporting individuals
<p>UNDERSTANDING ORGANISATIONS</p> <ul style="list-style-type: none"> Organisational context Financial environment Ethics in business 	<p>MANAGING PEOPLE</p> <ul style="list-style-type: none"> Motivation and managing performance Leadership Maintaining discipline Resolving conflict
<p>MANAGING CHANGE</p> <ul style="list-style-type: none"> Continuous Improvement Planning and promoting change Forces for change Managing the consequences of change 	<p>COMMUNICATION</p> <ul style="list-style-type: none"> Communication process Non-verbal communication Giving and receiving feedback One-to-one communication
<p>MANAGING ACTIVITIES</p> <ul style="list-style-type: none"> Understanding customers Planning work 	<p>MANAGING INFORMATION</p> <ul style="list-style-type: none"> Gathering valid Information Analysing information Using information for decisions Maintaining information systems

8 WHAT IS THE COURSE CONTENT?

A schedule of the workshops is set out below. The evening workshops are held in Chambers from 5 p.m.to 8 p.m. The order of workshops may change from course to course.

Workshop 1	Introduction to the programme, study skills, time management and the qualification
Workshop 2	Understanding management, self -management and interpersonal skills
Workshop 3	Communications
Workshop 4	Understanding organisations
Workshop 5	Managing people
Workshop 6	Developing people
Workshop 7	Managing change
Workshop 8	Managing information
Workshop 9	Managing activities and clients
Workshop 10	Problem solving and managing improvement

9 WHAT HAPPENS IF I CANNOT ATTEND A WORKSHOP?

If you cannot attend a workshop, you should download the materials for the workshop in the usual way and use the tutorial support available to you to help you cover the workshop content.

10 HOW IS THE DIPLOMA ASSESSED?

There is no exam. To achieve the qualification you will need to

- attend the workshops
- complete the activities set
- successfully complete a series of work-based assignments during the course.

These need to be submitted strictly in line with the deadlines set, and you will receive written feedback on your work. Assignments are submitted electronically by e-mail and all mark sheets are returned electronically

11 WHAT SUPPORT CAN I EXPECT?

You will be assigned a tutor and will have access to that tutor for one-to-one and group support for up to an hour a month between workshops over the course of the programme. You can contact your tutor by e-mail, Skype or by telephone. There is a team of trainers who lead the workshops, and they will also offer advice and support during the course of the programme.

You will also be able to download reference notes for each workshop, together with a reading list and guided learning activities to help you put into practice what you have learned.

12 THE TUTORIAL AND TRAINING TEAM

The team comprises experienced UMD Professional trainers and qualified assessors, approved by ILM. All of the team demonstrate a real understanding of management issues and all have significant practical management experience.

13 FEES

The fees for the course are £3025 plus VAT (£3630 inc VAT). Course fees are due in full at the start of the course, but as a concession can be paid in twelve monthly instalments of £277.50 inc VAT by Standing Order, after the initial deposit of £300 has been paid.

There is a 5% discount on the fees if these are paid in full at the beginning of the course.

If you are a member of the Institute of Barristers' Clerks, the course fees are reduced to £2874 plus VAT (£3448.80 inc VAT). Course fees are due in full at the start of the course, but as a concession can be paid in twelve monthly instalments of £262.40 inc VAT by Standing Order, after the initial deposit of £300 has been paid.

There is a 5% discount on the fees, if these are paid in full at the beginning of the course.

In order to qualify for the IBC discount delegates must remain members of the IBC for the full duration of the course, or additional fees may be payable representing the balance between the full fee and the IBC discounted fee.

A deposit of £300 is required with each booking.

Course fees are held until 30 September 2019.

14 BOOKING A PLACE

To book a place on the programme, please complete the attached booking form and the agreement and terms and conditions and return both of them with your deposit cheque to:

UMD Professional Ltd
SBC House
Restmor Way
Wallington
Surrey SM6 7AH

Alternatively please contact us for details on how to pay the deposit by electronic transfer.

Numbers on each course are limited, and early application is advised in order to secure a place. **Please make sure that you read the terms and conditions carefully before you sign as they constitute a legally binding document and contact Fiona Stuart-Wilson at UMD Professional if you have any questions.**

The closing date for applications is 30 September 2019.

15 COURSE DATES 2019/20

The workshops will be held on the dates shown below:

	2019
Workshop 1	9 October
Workshop 2	6 November
Workshop 3	4 December
	2020
Workshop 4	8 January
Workshop 5	5 February
Workshop 6	4 March
Workshop 7	1 April
Workshop 8	29 April
Workshop 9	20 May
Workshop 10	24 June

**APPLICATION FOR ENROLMENT
UMD PROFESSIONAL
MANAGEMENT DEVELOPMENT PROGRAMME OCTOBER 2019
ILM LEVEL 3 DIPLOMA IN LEADERSHIP AND MANAGEMENT**

Delegate Name

Address

.....

Home Tel. No.Work Tel. No.

E-mail address.....

Date of Birth..... Gender M/F

I wish to enrol on the ILM Level 3 Management Development Programme

I wish to take the qualification. **Please register me with the ILM.**

Invoicing details

I am paying my own fees My employer is paying my fees

I am a member of the IBC I am **not** a member of the IBC

I enclose my deposit of £300 (cheque payable to UMD Professional Ltd) and the signed terms and conditions.

I would like to pay for the course by:

Payment in full Standing Order (12 instalments)

SignedDated.....

Name and address for invoicing purposes if different from delegate name and address

.....

.....

I confirm that Chambers is paying for this delegate named above.

Authorised signatory for Chambers

Position.....

Please enrol the delegate on the programme indicated above

CLOSING DATE FOR APPLICATIONS IS 30 SEPTEMBER 2019

AGREEMENT AND TERMS AND CONDITIONS OF BUSINESS

1. UMD Professional Ltd will be referred to as the Company from this point forward. **This agreement will refer to the individual or organisation responsible for paying the invoice as the client and the participant on the course as the delegate.**
2. Once a booking has been confirmed by the Company then the Company cannot accept any responsibility or liability if the client or delegate defaults from the booking. No fees will be refunded if the delegate does not complete the course, or the qualification element of the course, or attend the workshops, and fees will remain payable in full, unless point 10 applies.
3. The full course fee becomes due when the Company confirms the delegate's place on the course and can be paid in full on presentation of invoice by cheque or BACS transfer, or as a concession by monthly Standing Order. ILM registration fees are payable in full prior to the commencement of the course. No refund in respect of the ILM registration fees or the course fees can be made if the delegate withdraws from the course or does not proceed to the full Diploma.
4. The Company cannot accept responsibility or liability if the delegate fails to complete the course because of an effect or omission on the part of the client or delegate. Therefore, the delegate must ensure that s/he is able to meet the requirements of the course before the commencement of the course.
5. The Company reserves the right to cancel courses that do not attract sufficient numbers of delegates to ensure viability. The Company reserves the right to make appropriate changes to the course timetable and content or to cancel a course due to circumstances beyond its control and liability shall be limited to the refund of fees paid in this instance.
6. The Company reserves the right to postpone a course or individual workshop within the course due to unforeseen circumstances or to offer alternative arrangements without liability for any consequential or indirect loss.
7. If the Company cancels the whole course all monies paid by the client to UMD Professional Ltd in respect of the course fees will be returned to the client.
8. Where the client applies to pay course fees by Standing Order the Company reserves the right to check the Client's credit worthiness prior to confirming the delegate's place, and to refuse the option of paying by Standing Order.
9. Where the client elects to pay for the course fees by Standing Order, if the client cancels the Standing Order or misses a Standing Order payment, the remainder of any fees outstanding will be payable in full within 30 days of the missed Standing Order payment date .
10. If a delegate withdraws from the course or cancels their place after their booking has been confirmed the client will be charged up to the full fee for the course depending on the length of notice given. All notifications of cancellation must be given in writing to the Company.

Days notice of cancellation prior to the commencement of the course	% of fee to pay
Cancellation within 14 days of the applicant's place being confirmed Thereafter:	0%
More than 42 days prior to the start of the course	Deposit
28 – 41 days prior to the start of the course	50% of fee
14 – 27 days prior to the start of the course	75% of fee
Less than 14 days prior to the start of the course	100% of fee

Please read the above, sign this copy and return it to UMD Professional Ltd, SBC House, Restmor Way, Hackbridge Road, Wallington, Surrey, SM6 7AH, together with your application form for enrolment and deposit cheque.

.....
Delegate Name

.....
Delegate signature or Client signature

.....
Name and position of signatory

.....
Date