



**UMD PROFESSIONAL LTD**

**MANAGEMENT DEVELOPMENT PROGRAMME**

**FOR PRACTICE MANAGERS  
AND BARRISTERS' CLERKS**

**Leading to the  
Institute of Leadership and Management's**

**LEVEL 5 DIPLOMA  
IN  
LEADERSHIP AND MANAGEMENT**

**PROSPECTUS  
APRIL 2018-20**

**UMD Professional Ltd.  
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Restmor Way  
Wallington  
Surrey SM6 7AH**

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website: [www.umdprofessional.co.uk](http://www.umdprofessional.co.uk)**

## **1 INTRODUCTION**

The UMD Professional Management programme for Practice Managers and Barristers' Clerks aims to provide a sound grounding in the major elements 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 programme can be taken as a comprehensive stand-alone management course but also leads to the Level 5 Diploma in Leadership and Management, awarded by ILM. This qualification aims to give practising and potential managers the foundation for their formal development. It represents a highly practical way to gain a respected management qualification which also benefits their Chambers.

The programme has two primary objectives

- To assist participants in gaining the knowledge required by a manager in Chambers
- To develop practice management skills relevant to Chambers

Candidates who successfully complete the ILM Level 5 Diploma course can currently add to their qualification and go on to achieve a degree through part time learning with a university.

## **3 THE ILM**

ILM is a respected national awarding body with an established track record in the delivery of management qualifications, and the Level 5 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 Barristers' Clerk
- A Clerk aspiring to the role of a Practice Manager or Senior Clerk

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 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.

Because this is a practically based qualification, ideally you should have some experience, or can gain experience during the programme of the following:

- You have people reporting to you, possibly including other managers
- You allocate resources and are responsible for financial accountability in certain areas
- You may hold budgets for Chambers expenditure
- You recruit people and are responsible for their performance
- You have responsibility for the quality of services
- You may negotiate with suppliers and clients
- You may have responsibility for establishing, maintaining and improving systems (e.g. quality, marketing, health and safety, etc) as well as operating them.

## **5 WHAT DOES THE COURSE INVOLVE?**

This is a highly participative two year programme which involves a combination of evening workshops held monthly, one full day Saturday workshop 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 practical examples and case studies. During the workshops you will work in teams, and can expect a highly interactive approach to learning.

The workshops are supported by a reference manual which is downloaded from our website. This provides the basis for the theoretical background to the Diploma course and includes notes, reading, exercises for completion, and video material but also includes other practical activities (known as guided learning activities) for candidates 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 have access to tutorial support from your course tutor via telephone, Skype and e-mail throughout the course, and you will also be able to take advantage of regular webinars which are held between the workshops.

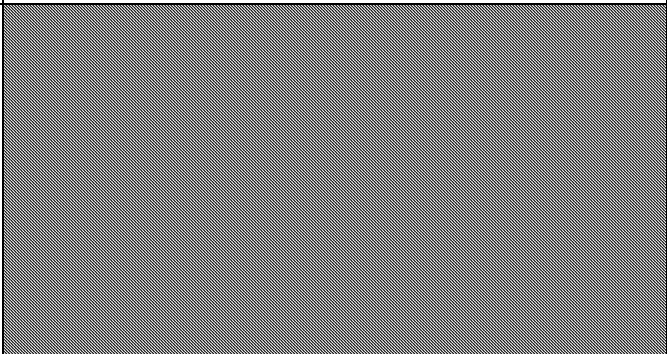
Alongside the workshops, you will complete a number of assignments which form the assessment part of the qualification (see below).

## **6 HOW MUCH TIME DOES THE COURSE INVOLVE?**

The course is spread over a two year period and runs from April in each year with a break in August. It comprises twenty monthly evening workshops (ten each year) held in Chambers in Central London, and one full day Saturday workshop across the two years. In addition 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><b>SELF MANAGEMENT AND SKILLS</b></p> <p>Setting objectives and targets  Management style  Continuing professional development  Grasping opportunities for innovation and improvement</p>	<p><b>FINANCE AND NUMERACY</b></p> <p>Understanding finance  Making a financial case  Managing by budgets</p>
<p><b>OPERATING CONTEXT AND CHANGE</b></p> <p>Leadership and management  Leading and managing change  The legal and compliance framework  Managing ethically</p>	<p><b>PEOPLE MANAGEMENT</b></p> <p>Managing individuals  Developing &amp; leading teams  Addressing people problems  Identifying individual development needs  Recruitment and selection</p>
<p><b>MEETING CLIENT NEEDS AND MARKETING</b></p> <p>Planning to meet client requirements  Understanding the organisation  Managing quality  Marketing and business development  Understanding the market</p>	<p><b>INFORMATION AND COMMUNICATION</b></p> <p>Gathering information  Communications  Leading meetings and briefings  Interviewing</p>
<p><b>PLANNING AND RESOURCES</b></p> <p>Planning for efficiency  Health, safety and the environment</p>	

## 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.

### Year 1

Workshop 1	Introduction to the programme and the qualification
Workshop 2	Analysis, decision-making and problem-solving
Workshop 3	The role of the manager and management style
Full day workshop	Integrated management and leadership skills
Workshop 4	The legal environment today, planning and understanding management
Workshop 5	Management communications
Workshop 6	Personal influencing skills
Workshop 7	The regulatory framework
Workshop 8	Recruitment and selection
Workshop 9	Understanding and controlling finance
Workshop 10	Making a financial case

## Year 2

Workshop 1	Leadership
Workshop 2	Performance management
Workshop 3	Managing teams
Workshop 4	Dealing with people problems and managing conflict
Workshop 5	The compliance framework
Workshop 6	Managing quality and meeting client requirements
Workshop 7	Understanding marketing
Workshop 8	Marketing, business development and managing client relationships
Workshop 9	Managing efficiently and managing resources
Workshop 10	Managing and leading change

## **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, and also view video materials,.

## **12 THE TUTORIAL AND TRAINING TEAM**

The team comprises experienced UMD Professional trainers and qualified assessors, approved by the 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 £5,775 plus VAT (£6930 inc VAT). Course fees are due in full at the start of the course, but as a concession can be paid in twenty-four monthly instalments of £276.25 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, which means that the fees are reduced to £5486.25 plus VAT (£6583.50 inc VAT)

**If you are a member of the Institute of Barristers' Clerks**, the course fees are reduced to £5,575 plus VAT (£6690 inc VAT). Course fees are due in full at the start of the course, but as a concession can be paid in twenty-four monthly instalments of £266.25 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, which means that the fees are reduced to £5296.25 plus VAT (£6355.50 inc VAT).

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 31 March 2018.**

## **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 Friday 30 March 2018.**



## 15 COURSE DATES 2017/19

The workshops will be held on the dates shown below:

	<b>Year 1 2017/8</b>		<b>Year 2 2018/9</b>
<b>Workshop 1</b>	19 April 2018	<b>Workshop 1</b>	4 April 2019
<b>Workshop 2</b>	24 May 2018	<b>Workshop 2</b>	2 May 2019
<b>Workshop 3</b>	22 June 2018	<b>Workshop 3</b>	6 June 2019
<b>Workshop 4</b>	12 July 2018	<b>Workshop 4</b>	4 July 2019
<b>Workshop 5</b>	13 September 2018	<b>Workshop 5</b>	12 September 2019
<b>Workshop 6</b>	11 October 2018	<b>Workshop 6</b>	10 October 2019
<b>Workshop 7</b>	8 November 2018	<b>Workshop 7</b>	7 November 2019
<b>Workshop 8</b>	6 December 2018	<b>Workshop 8</b>	5 December 2019
<b>Workshop 9</b>	10 January 2019	<b>Workshop 9</b>	9 January 2019
<b>FULL DAY WORKSHOP</b>	19 January 2019		
<b>Workshop 10</b>	7 February 2019	<b>Workshop 10</b>	6 February 2019

**APPLICATION FOR ENROLMENT  
UMD PROFESSIONAL  
MANAGEMENT DEVELOPMENT PROGRAMME APRIL 2018  
ILM LEVEL 5 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 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 (24 instalments)                     

Signed .....Dated.....

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 FRIDAY 30 MARCH 2018**

## 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