



**UMD PROFESSIONAL LTD**

**MODULAR MANAGEMENT CPD PROGRAMME  
FOR DENTAL TECHNICIANS**

**with an option to gain the  
Institute of Leadership and Management's**

**LEVEL 5 AWARD, CERTIFICATE OR DIPLOMA IN  
LEADERSHIP AND MANAGEMENT**

**PROSPECTUS 2012**

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## **1 INTRODUCTION**

The UMD Professional Modular CPD Management programme aims to provide a sound grounding in the major elements of management required by dental technicians and laboratory owners today. The programme has been designed to integrate with the demands of business as well as providing sound learning of the principles of management.

The course has been designed to provide a menu of management modules relevant to the industry which provide verifiable CPD. These modules are suitable both for self employed technicians and for those working within a laboratory with management responsibilities and focus on practical management and business skills.

The modules can be taken individually but can also be grouped together and assignment submitted to achieve the Level 5 Award, Certificate or Diploma in Leadership and Management, awarded by the Institute of Leadership and Management (ILM), depending on the number and combination of modules studied. Each of the qualifications represents learning at the same level (Level 5) but represents a different scope of study, with the Award being of the least scope and the Diploma of the greatest scope.

The ILM is a respected national management institute with a track record in the delivery of management training and qualifications, and the Level 5 Award, Certificate and Diploma in Management represent all represent recognised management qualifications. You can find out more about them by visiting their website at [www.i-l-m.com](http://www.i-l-m.com).

## **2 MODULES STRUCTURE**

There are 13 distance learning modules. Each module includes notes, reading, video and exercises for completion, and other practical activities (known as guided learning activities) to work on and complete. Participants are assigned a tutor who can be contacted by telephone, Skype or e-mail for support during each module. Each module takes a month to complete, and work is submitted via e-mail for feedback in order to gain the verifiable CPD hours for the module.

## **3 THE OPTIONAL QUALIFICATION**

If you wish to take the qualification, there are no formal educational or entry requirements, but you should have a background that will enable them to benefit from the programme. You will derive most benefit from the qualification element if you have some prior experience of management, though this is not absolutely essential.

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 expenditure
- You recruit people and are responsible for their performance
- You have responsibility for the quality of goods and services
- You may negotiate with suppliers and/or customers or patients

- You may have responsibility for establishing, maintaining and improving systems (e.g. quality, marketing, health and safety, etc) as well as operating them.

For the qualification, all candidates take an initial induction module followed by one other module selected from the options available. Candidates can choose the most appropriate combination for them to achieve the Award, Certificate or Diploma in Management and can study the modules in any order. However it is not recommended to start with either of the INNOV or IMP modules (see below).

This approach allows candidates to gain first of all the Level 5 Award in Leadership and Management and then increase the number of modules they study until they have completed sufficient for the Diploma in Leadership and Management. The time taken to complete each group of modules is flexible subject to the requirements of the ILM. The ILM Level 5 qualifications must be completed within **three years** of registration.

To achieve the qualifications, candidates submit a series of assignments based on their workplace for assessment in the month following the completion of each module. The assignment also attracts 2 additional verifiable CPD hours

**Course work and assignments need to be submitted by the deadlines provided with each module in order to complete the course successfully and achieve the verifiable CPD hours.**

All course materials are downloaded from UMD Professional's website and you therefore need to have access to a PC, a good standard of computer literacy and an e-mail address.

#### **4 THE DISTANCE LEARNING CPD MODULES**

If you wish to study individual modules you can select any from this list. For the qualification, a schedule of the distance learning modules available is set out below, and the options to complete each qualification provided. Candidates enrol for one module at a time and on completion of a module are sent an application form to select their next module.

**Whichever options you choose for the qualification, the first module is a compulsory induction module and must be booked at the same time as the first module that you choose to study. If you are not taking the qualification you do not need to take the induction module.**

<b>Module number and title</b>	<b>Code</b>	<b>Description</b>	<b>Verifiable CPD hours</b>
<b>Induction Module (compulsory for qualification)</b>	<b>IND</b>	Introduction to the course and tutorial assistance, and getting the most from the programme. Developing a CPD plan and portfolio. Learning styles and how to study. Developing self-management skills. Carrying out a personal audit. Critical analysis, writing and thinking skills, and making a management case.	5 hours
<b>Module 1 Understanding management</b>	M4.01	Problem solving skills and decision-making. Understanding management and the manager's role	8 hours
<b>Module 2 Planning and understanding organisational environment</b>	M5.10	An introduction to the five main elements of management. Understanding the dental and business environment, planning principles, setting objectives and planning implementation. .	8 hours
<b>Module 3 Communications</b>	M4.27	Improving communications; effective communications for the manager.	8 hours
<b>Module 4 Recruitment and selection</b>	M5.20	Ensuring effective recruitment and selection	8 hours
<b>Module 5 Developing your people</b>	M5.07	Developing and managing individuals and teams. Identifying training and development requirements.	8 hours
<b>Module 6 Managing stress and dealing with conflict</b>	M5.08	Dealing with people problems, managing stress and dealing with conflict	8 hours
<b>Module 7 Understanding finance</b>	M4.28	Understanding finance Making a financial case and controlling finance.	8 hours
<b>Module 8 Marketing</b>	IMP 1	Marketing and meeting customer and patient requirements.	8 hours
<b>Module 9 Managing quality</b>	IMP 2	Managing quality	8 hours
<b>Module 10 Managing</b>	INNOV1	Managing change effectively	8 hours

change			
<b>Module 11 Managing efficiently and resource management</b>	M5.17	Managing efficiently and managing quality	8 hours
<b>Module 12 Leadership and management</b>	INNOV2	Developing leadership skills and attributes, developing as a manager and self-reflection	8 hours

## 5 ASSESSMENT FOR THE QUALIFICATION

There is no examination; assessment is through work-based assignments submitted at the end of each module; if you wish to take any of the qualifications, you will need to show that

- You have completed the relevant distance learning programme modules
- You have completed satisfactorily the appropriate number of assessed work-based assignments as indicated in the table below

Please note that any of the modules can be taken individually but to achieve the qualification in each case you need to complete the modules indicated. If you would like advice on which option to take please contact Penny Parry on 020 8255 2070.

### Level 5 Award in Leadership and Management

To achieve the Award in Leadership and Management you will need to complete

- 1 The induction module **AND**
- 2 M4.01 (Understanding management) **AND**
- 3 Any **TWO** of the following modules:

M5.10          M5.20          M5,07          M5.08          M5.17

### Level 5 Certificate in Leadership and Management

To achieve the Certificate in Leadership and Management you will need to complete

- 1 The induction module **AND**
- 2 M4.01 (Understanding management) **AND**
- 3 the modules contained in **either** option 1, 2, 3, 4, 5 or 6 below

Module	CODE	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6
Induction (compulsory)	IND	✓	✓	✓	✓	✓	✓
Module 1 Understanding management	M4.01	✓	✓	✓	✓	✓	✓
Module 2 Planning and understanding organisational environment	M5.10	✓	✓			✓	
Module 3 Communications	M4.27	✓		✓			
Module 4 Recruitment and selection	M5.20			✓	✓	✓	✓
Module 5 Managing development	M5.07		✓	✓	✓	✓	
Module 6 Managing stress and dealing with conflict	M5.08	✓	✓		✓		✓
Module 7 Understanding finance	M4.28	✓	✓	✓	✓	✓	✓
Module 8 Marketing	IMP 1	✓	✓	✓	✓	✓	✓
Module 9 Managing quality	IMP 2	✓	✓	✓	✓	✓	✓
Module 10 Managing change	INNOV 1						
Module 11 Managing efficiently and resource management	M5.17		✓		✓		✓
Module 12 Leadership and management	INNOV 2						

## **Level 5 Diploma in Leadership and Management**

**To achieve the Diploma in Management you will need to complete all of the modules.**

### **6 LEARNING SUPPORT**

Whether or not you take the qualification, you will be assigned a tutor/mentor for each module and will have access to their support via e-mail, skype or telephone for up to one hour per module. The tutorial team comprises experienced UMD Professional trainers and qualified assessors. Please note that you may have a different tutor for each module that you book.

### **7 IS DISTANCE LEARNING RIGHT FOR ME?**

Distance learning requires a high degree of self-discipline and organisation, and you should consider this, the level of support you have at home and at work, and the time commitment involved in a course of this nature carefully before you embark on this method of learning. In addition, you will also need an e-mail address, and access to a PC and the Internet in order to complete the course successfully. For the qualification you should allow 5 to 6 hours a week of study time for each module as well as time to write your assignment.

### **8 FEES**

The fees for each module are £195 inc VAT (£160 plus VAT).

If you wish to take any of the qualifications you must elect to do this at the start. Fees for the compulsory induction and the first module are payable in full at the start of the induction module (i.e. £390). Fees for each subsequent module are payable in full at the start of the selected module.

The induction fees include registration fees for the qualifications with the Institute of Leadership and Management.

**Fees quoted are current until 31 December 2012.**

### **9 START DATES**

The course may be started at any point during the year; on the enrolment form you will be asked to select a month in which to start your module. Modules are started on the 1<sup>st</sup> of each month and so you should allow at least **three weeks** between submitting your form and your proposed start date to allow for registration procedures to be completed. Please note that your selected start date will be binding and will be confirmed to you on receipt of your application form.

If you wish to study modules in order to gain the qualification, please make sure you indicate this on the application form. .

**To enrol for your first module, please complete and sign the attached enrolment form and the terms and conditions and return both of them to Penny Parry at the address on the form. We will then confirm your place on the programme and send you an invoice.**

You will receive a form to select subsequent modules when you have completed the first module.

**Please make sure that you read the terms and conditions carefully before you sign as they constitute a legally binding document and contact Penny Parry at UMD Professional on 020 8255 2070 if you have any questions.**



**APPLICATION FOR ENROLMENT  
UMD PROFESSIONAL MANAGEMENT CPD MODULES FOR DENTALTECHNICIANS  
MODULAR DISTANCE LEARNING PROGRAMME 2012**

Delegate Name .....

Address .....

.....

.....Post code.....

Home Tel. No. .... Work Tel. No. ... ..

E-mail address.....

Date of Birth .....

I wish to start the course in **(please state month)**.....

I wish to be enrolled for the qualification

I do NOT wish to be enrolled for the qualification

I wish to enrol for the following modules (Please select ONE in addition to the induction module)

Induction (compulsory first module for the qualification)

M5.10 M4.27  M4.01 M5.07 M4.28 M5.08

M5.20 M5.17  IMP 1 INNOV1 IMP2 INNOV2

**Invoicing details**

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

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

.....

.....

**I confirm that this delegate is being sponsored for this module**

**Authorised signatory for employer** .....

Please enrol the delegate on the Distance learning Module as indicated above.

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

**AGREEMENT AND TERMS AND CONDITIONS OF BUSINESS  
MODULAR PROGRAMMES**

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 programme 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 an individual module or the qualification element of the course, and fees will remain payable in full, unless point 8 applies.
3. The full module 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. No refund in respect of the ILM registration fees can be made if the delegate withdraws from the course or does not proceed to any of the qualifications. Fees for subsequent modules are payable in advance of the module and can be paid by cheque or BACS transfer.
4. The Company cannot accept responsibility or liability if the delegate fails to complete the course or a module 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 make appropriate changes to the course timetable and content or to allocate a different tutor, 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 due to unforeseen circumstances or to offer alternative arrangements without liability for any consequential or indirect loss.
7. If the Company reserves the right to cancel a course due to circumstances beyond its control and liability shall be limited to the refund of fees paid in this instance
8. If a delegate withdraws from the course or a module or cancels their place or a module after their booking has been confirmed the client will be charged up to the full fee for the module(s) depending on the length of notice given. All notifications of cancellation must be given in writing to the Company

<b>Days notice of cancellation prior to the commencement of the course</b>	<b>% of fee to pay</b>
More than 42 days prior to the start of the course or module	0%
28 – 41 days prior to the start of the course or module	50% of fee
14 – 27 days prior to the start of the course or module	75% of fee
Less than 14 days prior to the start of the course or module	100% of fee

Please read the above, sign this copy and return to Penny Parry at 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